






Eden District Council – Corporate KPIs







Corporate KPIs are used to monitor the day to day business of the Council, and are part of the service plans. Some teams will have more KPIs to help managers monitor the operational work of their teams.

Ref	KPI	20/21 actual	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Target	Benchmark	Trend From previous Q	Owner
Sustainable										
1	Missed refuse collections after 24 hours (%) 26,980 properties	0	0	0			<3		↔	Laura Cadman
2	Building Control - % of applications determined within 8 weeks	52% 20/21 Average	39%	46%			100%		↑	Fergus McMorrow
3	Building Control - % of site inspections carried out on agreed date	99% 20/21 Average	99%	99%			100%		↔	Fergus McMorrow
5	Council Tax collected (% of amount owed) Cumulative	97.7 Previous Q2 figure: 56.8%	29.7%	57.40%			99%		↑	Amanda Yellowley
6	% of Business Rates due in year collected in year Cumulative	93.7 Previous Q2 figure: 52.8%	17.4%	44.85%			98%		↑	Amanda Yellowley
7	Number of days to process new claims for HB/CTR (Average number of days per Q)	17 *20/21 Average	16	16			23		↔	Amanda Yellowley
8	Number of days to process change of circumstances for HB/CTR claims (Average number of days per Q)	10* *20/21 Average	11	11			10		↔	Amanda Yellowley

Appendix B- Corporate Key Performance Indicators

9	% of total working days lost to sickness absence	2.12%	2.72%	1.76%			<2.8% (7.0)			Linzi Gate
10	Turnover (% of workforce who have left the Organisation)	9.7%	3.2%	6.4%			<10%			Linzi Gate
Healthy, Safe & Secure										
11	Successful homeless prevention outcomes of cases closed in Quarter (number and %). *This refers to the Section195 prevention duty owed under Housing Act 1996 - Housing Authorities must work with people who are threatened with homelessness within 56 days to help prevent them from becoming homelessness	70%	50% (7)	89% (17)			>65% (Greater than North West 2019/20 average)	57.5% (North West 2020/21 average)		Robert Docherty
12	Successful homeless relief outcomes of cases closed in Quarter (number and %)** **This refers to the Section 189B relief duty owed under Housing Act 1996 – Housing Authorities must take reasonable steps to help secure accommodation for any eligible person who is homeless.	74%	53% (8)	53% (9)			>55% (Greater than North West 2019/20 average)	41.9% (North West 2020/21 average)		Robert Docherty
13	Number of households to whom a full homelessness duty is owed. Quarterly *** ***This refers to the main housing duty owed under Section 193(2) Housing Act 1996 - The applicant has been owed a relief duty, but 56 days has passed and alternative accommodation has not been	3	1	2			<15 (Less than Cumbria 2020/21)	15 (Cumbrian 2020/21 average)		Robert Docherty

Appendix B- Corporate Key Performance Indicators

	secured (the applicant is in priority need and not homeless intentionally)						average)			
14	Number of Households in Temporary Accommodation	NEW	11	10						Robert Docherty
15	Total number of days in Temporary Accommodation	NEW	418	460						Robert Docherty
16	Number of Households accessing B&B	NEW	11	3						Robert Docherty
17	Total number nights in B&B	NEW	121	3						Robert Docherty
18	Minor Planning applications determined within 8 weeks (%)* *KPI reported on Quarterly to Central Government	92% (192/208)	88% (59/67)	80% (52/65)			92%			Fergus McMorrow
19	Major Planning applications determined within 13 weeks (%)* *KPI reported on Quarterly to Central Government	97.2% (35/36)	75% (6/8)	87.5% (7/8)			100%			Fergus McMorrow
20	Number of successful Green Homes Grant Applications (Phase 1 only)	NEW	40	14						Robert Docherty
21	Number of installed measures via the Green Homes Grant (Phase 1 only)	NEW	20	42						Robert Docherty
22	% of Disabled Facilities Grants dealt with by the Home Improvement Agency within 150 days enquiry to approval	NEW	100%	100%			95%			Robert Docherty
Connected										
23	No of website visitors (Unique Visitors)	637,897* *2020/21 Total visitors	155,725	154,312						Amanda Yellowley

Appendix B- Corporate Key Performance Indicators

24	No of customers registered with My Account (Running total and New My Account Customers)	2,050	Total: 2,635 New Accounts: 585	Total: 2,989 New Accounts: 348			5000			Amanda Yellowley
25	No of enquires dealt with to completion by Customer Service Centre (%)	85.3%	86.7%	87.3%			80%		↑	Amanda Yellowley
Creative										
26	Number of Greening Eden Businesses Grants Awarded (Number and Value) Cumulative	NEW								Laura Cadman
27	Number of Business Carbon Audits completed	NEW	5	16					↑	Laura Cadman

Comment:-

- **Ref number 9:**

- The calculation for the determining the % of total days lost to sickness is as follows;

$$\text{Total Days Lost to Sickness} / \text{Total Available working days} \times 100$$

- **Ref number 17**

- There has been a significant decrease in the number of nights spent in B&B during Q2, compared to the previous Q. This is following the easement of ‘Everyone In’ and moving households on to temporary accommodation

- **Ref number 23:**

- Unique visitors are individual website users who view the website each month. The figure shown is the total number of unique visitors for the quarter







- **Ref number 20 & 21 (Green Homes Grant):**

- The Q1 figures have been updated to include the figures for June 2021.

- **Ref number 26**

- The Grant panel has now been established, but application form still to be finalised/approved.

Trend Key

	Improvement from last quarter and in line or better than target
	Figures the same as last quarter, but still in line or better than target
	Improvement from last quarter, but below target
	Figures same as last quarter, but slightly below target
	Figures down from last quarter, but still in line or better than target
	Figures down from last quarter and below target
No Arrow	No target set