

Annex 1.1 - KPIs 2021/22

Ref	KPI	Portfolio holder
KPI 1	The % of Council Tax collected	Cllr Schofield
KPI 2	The % of Business Rates collected	Cllr Schofield
KPI 3	Staff turnover	Cllr Lewanski
KPI 4	Staff sickness absence	Cllr Lewanski
KPI 5	The % of positive homelessness prevention and relief outcomes	Cllr Knight
KPI 6	Net housing completions	Cllr Biggs
KPI 7	Net affordable housing completions	Cllr Biggs
KPI 8	Cleansing - performance in Local Environmental Quality surveys	Cllr Bramhall
KPI 9	Number of missed bins per 1,000 collected	Cllr Bramhall
KPI 10	The % of household waste that is recycled and composted	Cllr Bramhall
KPI 11	Number of visits to the Council's leisure centres (Annual Q4)	Cllr Michalowski

Contextual measures (annually provided in Q4):

Contextual 1	Intervention service performance	Cllrs Michalowski and Ashford
Contextual 2	Fraud performance	Cllr Schofield
Contextual 3	Corporate complaints	Cllr Lewanski