

## Annex 1.1 – KPIs 2024/25

Ref.	Description
KPI 1	<b>Council Tax collection</b> The % of Council Tax collected against the value due.
KPI 2	<b>Business Rates collection</b> The % of Business Rates collected against the value due.
KPI 3	<b>Staff turnover</b> The % of staff that leave the organisation on a voluntary basis in a rolling 12 month period.
KPI 4	<b>Staff sickness absence</b> Average duration of short-term sickness absence per employee. Reported on a rolling 12 month basis.
KPI 5	<b>Homelessness positive outcomes</b> The % of positive homelessness prevention and relief outcomes
KPI 6	<b>Housing completions</b> Net number of completions.
KPI 7	<b>Affordable housing completions</b> Net number of affordable housing completions.
KPI 8	<b>Local Environmental Quality Surveys</b> Performance in Local Environmental Quality Surveys (LEQs)
KPI 9	<b>Missed bins</b> Number of missed bins per 1,000 collected
KPI 10	<b>Recycling performance</b> The % of household waste that is recycled and composted
KPI 11	<b>Number of visits to the Council's leisure centres (Annual Q4)</b>
KPI 12	<b>Reduction in the Council's carbon footprint (Annual Q4)</b> Reduction as measured against the 2019/20 baseline.
KPI 13	<b>Handling of complaints (Annual Q4)</b> Metrics detailing the Council's handling of corporate complaints (i.e. informal, stage 1 and stage 2, as well as any that are referred to the ombudsman).

### Contextual indicators (annually reported in Q4):

Ref.	Description
N/A	<b>Intervention service performance</b> Performance metrics related to intervention, money support and refugee support.

Ref.	Description
N/A	<b>Fraud performance</b> Number of fraud cases investigated, broken down by area and the value of fraud detected, both notional and cashable.