Annex 1.1 – KPIs 2024/25

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

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