

UPDATED KEY PERFORMANCE INDICATORS 2019-20

The Council's Key Performance Indicators (KPIs) have been reviewed and updated where appropriate.

The KPIs below will be reported on from Q1 2019-20.

Ref	Description
KPI 1	Maintain levels of self-service transactions (channel shift)
KPI 2	Total number of residential completions
KPI 3	Number of affordable homes included in KPI 2
KPI 4	Number of households approaching the Council for homelessness assistance (contextual)
KPI 5	Number of homeless prevention duties accepted
KPI 6	Number of new homeless relief duties accepted
KPI 7	Number of positive homelessness prevention and relief outcomes
KPI 8	Number of homelessness main duty acceptances
KPI 9	Average number of households in B&B accommodation
KPI 10	Percentage of Council Tax collected by the Council in the year
KPI 11	Percentage of Business Rates (NNDR) collected
KPI 12	Trade waste - increase in the number of customers
KPI 13	Green waste – increase in the number of Garden Waste bins
KPI 14	Total percentage of household waste that is recycled and composted.
KPI 15	Business income as a percentage of gross budget