

## KEY PERFORMANCE INDICATORS (KPIs) – 2020/21

The Council's KPIs for 2020/21 have been updated in order to ensure that they continue to be robust and demonstrate performance against key corporate objectives. The Overview and Scrutiny Committee has previously received the draft indicators in February 2020.

The KPIs to be reported on for 2020/21 are detailed in the table below:

Ref.	Portfolio Holder	Indicator
<b>KPI 1</b>	Cllr Schofield	The % of Council Tax collected
<b>KPI 2</b>	Cllr Schofield	The % of Business Rates collected
<b>KPI 3</b>	Cllr Lewanski	Staff turnover
<b>KPI 4</b>	Cllr Lewanski	Staff sickness absence (short-term)
<b>KPI 5</b>	Cllr Knight	The % of positive homelessness prevention and relief outcomes
<b>KPI 6</b>	Cllr Biggs	Net housing completions
<b>KPI 7</b>	Cllr Biggs	Net affordable housing completions
<b>KPI 8</b>	Cllr Bramhall	Cleansing - performance in Local Environmental Quality surveys
<b>KPI 9</b>	Cllr Bramhall	Number of missed bins per 1,000 collected
<b>KPI 10</b>	Cllr Bramhall	The % of household waste that is recycled and composted
<b>KPI 11</b>	Cllr Bramhall	Refuse and Recycling - revenue expressed as a % of the service's costs (annually reported in Q4)
<b>KPI 12</b>	Cllrs Schofield and Archer	Movement in investment income as a % of the Council's budget (annually reported in Q4)
<b>KPI 13</b>	Cllr Horwood	Number of visits to the Council's leisure centres (annually reported in Q4)
<b>Contextual performance information provided on an annual basis:</b>		
	Cllrs Horwood and Ashford	Intervention service performance (not a KPI, contextual measures)
	Cllr Schofield	Fraud service performance (not a KPI, contextual measure)
	Cllr Lewanski	Corporate complaints information (not a KPI, contextual)