

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 KPIs to be reported on for 2020/21 are detailed in the table below for the Executive to approve.

Ref.	Portfolio Holder	Indicator
KPI 1	Cllr Schofield	The % of Council Tax collected
KPI 2	Cllr Schofield	The % of Business Rates collected
KPI 3	Cllr Lewanski	Staff turnover
KPI 4	Cllr Lewanski	Staff sickness absence (short-term)
KPI 5	Cllr Knight	The % of positive homelessness prevention and relief outcomes
KPI 6	Cllr Biggs	Net housing completions
KPI 7	Cllr Biggs	Net affordable housing completions
KPI 8	Cllr Bramhall	Cleansing - performance in Local Environmental Quality surveys
KPI 9	Cllr Bramhall	Number of missed bins per 1,000 collected
KPI 10	Cllr Bramhall	The % of household waste that is recycled and composted
KPI 11	Cllr Bramhall	Refuse and Recycling - revenue expressed as a % of the service's costs (annually reported in Q4)
KPI 12	Cllrs Schofield and Archer	Movement in investment income as a % of the Council's budget (annually reported in Q4)
KPI 13	Cllr Horwood	Number of visits to the Council's leisure centres (annually reported in Q4)
Contextual performance information provided on an annual basis:		
	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)