

Appendix 2

Eastbourne Borough Council Proposed Performance Measures – 2024/25

KPI Description	Target 2023/24	23/24 outturn	24/25 Proposed target	Target setting rationale
1. Finance: Percentage of Council Tax collected during the year - Eastbourne	96.80%	95.82%	97.50%	Based on analysis of historical and recent collection performance
2. Finance: Percentage of Business Rates collected during the year - Eastbourne	97.00%	97.06%	97%	Based on analysis of historical and recent collection performance
3. Benefits: Average days to process new claims for housing/council tax benefit	22 days	34 days	22	Set at DWP targets/national average
4. Benefits: Average days to process change of circs (housing/council tax benefit)	6 days	15 days	6	Set at DWP targets/national average
5. Customers: Average time taken to answer calls (minutes)	Data Only	4mins 32s	Data Only	N/A
6. Customers: Telephone calls graded as high quality under the call monitoring scheme	90%	85%	85%	This was a new PI going into 23/24, now that we have a baseline a more realistic but stretching target has been set
7. Customers: Customer complaints logged at stage 1 resolved within 10 working days	100%	49.25%	80%	This was a new PI going into 23/24, now that we have a baseline a more realistic but stretching target has been set
8. Customers: Customer complaints logged at stage 2 resolved within 20 working days	100%	41.75%	80%	This was a new PI going into 23/24, now that we have a baseline a more realistic but stretching target has been set
9. Customers: The number of corporate complaints upheld at stage 1 and stage 2	Data Only	149	Data Only	N/A
10. Customers: The number of corporate complaints received at stage 1 and stage 2	Data Only	688	Data Only	N/A

11. Housing: Number of households living in emergency (nightly paid) accommodation	Data Only	308	Data Only	N/A
12. Customers: Number of people registering for our email service (GovDelivery)	1,800	5,527	2,000	Analysis of 23-24 out-turn, expected plateau due to the limitations of only having residents sign up.

KPI Description	Target 2023/24	23/24 outturn	24/25 Proposed target	Target setting rationale
13. Customers: Percentage of local searches that are returned within 10 working days of receipt	100%	100%	100%	Analysis of 23-24 out-turn
14. Growth: Town centre vacant retail business space	11.02%	7.14%	11.02%	Analysis of 23-24 out-turn
15. Housing: Average void relet time key to key (month & YTD)	20	35.2	20	Analysis of 23-24 out-turn
16. Housing: DFGs - Time taken from council receiving a fully complete application to the council approving the grant	14 days	5 days	14 days	Analysis of 23-24 out-turn
17. Housing: Number of Licensed HMO's Inspected per Quarter	12		12	Analysis of 23-24 out-turn
18. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit)	4%	4.21%	4%	Analysis of 23-24 out-turn
19. Planning: Increase the percentage of Major Planning Applications processed within 13 weeks	60%	100%	60%	Government set target
20. Increase the percentage of minor planning applications processed within 8 weeks	70%	75.82%	70%	Government set target
21. Increase the percentage of other planning applications processed within 8 weeks	70%	83.65%	70%	Government set target

KPI Description	Target 2023/24	23/24 outturn	24/25 Proposed target	Target setting rationale
22. Recycling & Waste: % Container Deliveries on Time (SLA)	99%	98.86%	99%	Set by SLA with SEESL
23. Recycling & Waste: Missed Assisted Collections	1%	0.22%	1%	Set by SLA with SEESL
24. Recycling & Waste: Number of missed bins (per 100,000)	100	37	100	Set by SLA with SEESL
25. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	45%	37.96%	45%	PI to change to 55% in 2025, remains unchanged until 25/26
26. Recycling & Waste: Total number of reported fly-tipping incidents	480	644	Data Only	Due to limited control over the outcome, this PI is to be converted to data only
27. Staff: Average days lost per FTE employee due to sickness (J)	8.0 days	8.11 days	8.0 days	Set by Elected Members on an annual basis