

Appendix 2

Lewes District Council Corporate Performance – 2022/23

KPI Description	Target 2021/22	21/22 outturn	22/23 Proposed target	Target setting rationale
1. Finance: Percentage of Council Tax collected during the year	97% (annual with quarterly targets as well)	97.41%	97.80%	Based on analysis of historical and recent collection performance
2. Finance: Percentage of Business Rates collected during the year	97.50% (annual with quarterly targets as well)	98.37%	98%	Based on analysis of historical and recent collection performance
3. Benefits: Average days to process new claims for housing/council tax benefit	17.0 (quarterly)	16.4	17.0	Set at DWP targets/national average
4. Benefits: Average days to process change of circs (housing/council tax benefit)	6.0 (quarterly)	5.9	6.0	Set at DWP targets/national average
5. Customers: Increase the percentage of calls to the contact centre answered within 60 seconds	80% (quarterly)	36.04%	80%	Target maintained but vary to maintain performance ratio
6. Housing: Number of households living in emergency (nightly paid) accommodation	Data only	48	Data Only	N/A
7. Housing: Decrease average number of days to re-let Council homes (excluding temporary lets)	20.0 (annual)	33.3	20	Performance in 21/22 was below target due to Covid restrictions, where successive lockdown periods meant we were unable to access properties. It is not expected that such restrictions will be an issue in 22/23 and therefore no change is recommended to the target and performance will be driven across Homes First and with our contractors. There are still industry-wide issues with both the sourcing of materials and their costs and the availability of labour but void performance is one of the key areas of post-covid improvement.
8. Housing: DFGs - Time taken from council receiving a fully complete application to the council approving the grant	14 days(quarterly)	4 days	14 days	Analysis of 21-22 out-turn
9. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit) (L)	3.5% (quarterly)	3.88%	3.5%	Strong progress in reducing arrears was made during 2020-21, resulting in a stretching of target for 2021-22. Maintained target as per corporate plan.

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10. People and performance: Number of new sign-ups to the Councils' social media channels	600 (annual target)	991	650	Target reflects the increased uptake of subscriptions in general while allowing for some levelling out as the service reaches its maximum potential subscriber coverage.
11. People and performance: Number of people registering for our email service	3000 (annual target)	8,865	3,250	Target reflects the increased uptake of subscriptions in general while allowing for some levelling out as the service reaches its maximum potential subscriber coverage.
12. People and performance: Average days lost per FTE employee due to sickness	8.0 days (annual target)	8.86 days	8.0 days	Set by Elected Members on an annual basis
13.Planning: % of appeals allowed against the authority's decision not to grant planning permission (2 year rolling government figures)	<10.0% (annual and quarterly target)	Major 3.2% Minor 5.1%	<10%	Government target
14. Planning: Exceed government targets for the % of major applications determined within 13 weeks - LDC	60% (annual and quarterly)	80%	60%	Government target
15. Planning: Exceed government targets for the % of minor applications determined within 8 weeks- LDC	70% (annual and quarterly)	71.13%	70%	Government target
16. Recycling & Waste: KG waste collected per household	Data Only	435	N/A	N/A
17. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	48% (annual and quarterly)	41.75%	46%	Local targets have been set with the aim of being realistic and continuing to drive up local performance, whilst also being mindful of Indicative national targets: 2025 – 55% 2030 – 60% 2035 – 65%
18.Recycling & Waste: Total number of reported fly-tipping incidents	180 (annual target)	315	To be confirmed by Senior Management (Sean Towey/Lee Michael)	Fly tipping has increased, despite best efforts at investigation and enforcement. Additional monitoring in 'hot spots' through alternative waste collection implementation will help manage this antisocial

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				behaviour and reduce the number of incidents hence the lower target figure.
19. Sustainability: Air Quality: Number of times nitrogen dioxide levels exceed national air quality objectives (200 µg/m3 hourly mean ave.)	18 (annual target)	4	18	Maintained target from previous year.