

Appendix 2

Lewes District Council Proposed Performance Measures – 2023/24

KPI Description	Target 2022/23	22/23 outturn	23/24 Proposed target	Target setting rationale
1. Finance: Percentage of Council Tax collected during the year	97.8% (annual with quarterly targets as well)	97.36%	97.8%	Based on analysis of historical and recent collection performance
2. Finance: Percentage of Business Rates collected during the year	98% (annual with quarterly targets as well)	95.71%	98%	Based on analysis of historical and recent collection performance
3. Customers: Average number of days to process new claims for housing/council tax benefit	17.0 (quarterly and annual)	21.6	17.0	Set at DWP targets/national average
4. Customers: Average days to process change of circumstances (Housing/Council Tax Benefit)	6 (quarterly and annual)	9.5	6	Set at DWP targets/national average
5. Customers: Increase the percentage of calls to the contact centre answered within 60 seconds	80%	53.51%	80%	Based on analysis of historical and recent collection performance
6. Customers: Average time taken to answer calls	Data Only	N/A	Data Only	Additional KPI
7. Customers: Telephone calls graded as high quality under the call monitoring scheme	90% (quarterly and annual)	N/A	90%	Additional KPI
8. Customers: Customer complaints logged at stage 1 resolved within 10 working days	100% (quarterly and annual)	N/A	100%	Additional KPI
9. Customers: Customer complaints logged at stage 2 resolved within 20 working days	100% (quarterly and annual)	N/A	100%	Additional KPI
10. Customers: The number of corporate complaints upheld at stage 1 and stage 2	Data Only	N/A	Data Only	Additional KPI, target to be set once we have four quarters worth of data
11. Customers: The number of corporate complaints received at stage 1 and stage 2	Data Only	N/A	Data Only	New KPI, target to be set once we have four quarters worth of data

12. Housing: Number of households living in emergency (nightly paid) accommodation	Data only	51	Data Only	N/A
13. Housing: Decrease average number of days to re-let Council homes (excluding temporary lets)	20 (annual)	45.1	20	Analysis of 22-23 out-turn
14. 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 22-23 out-turn
15. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit) (L)	3.5% (quarterly)	4.22%	3.5%	Analysis of 22-23 out-turn

KPI Description	Target 2022/23	22/23 outturn	23/24 Proposed target	Target setting rationale
16. People and performance: Number of new sign-ups to the Councils' social media channels	650	1043	650	Analysis of 22-23 out-turn
17. People and performance: Number of people registering for our email service	3000	4,198	Data Only	Analysis of 22-23 out-turn
18. People and performance: Average days lost per FTE employee due to sickness	8.0 days	6.45 days	8.0 days	Analysis of 22-23 out-turn
19. Planning: % of appeals allowed against the authority's decision not to grant planning permission (2 year rolling government figures)	10.0% (annual and quarterly data)	Major 0% Minor 1.0%	10%	Government target
20. Planning: Exceed government targets for the % of major applications determined within 13 weeks - LDC	60% (quarterly and annual)	80.7%	60%	Government target
21. Planning: Exceed government targets for the % of	80% (quarterly and annual targets)	83.44%	70%	Government target

KPI Description	Target 2022/23	22/23 outturn	23/24 Proposed target	Target setting rationale
minor applications determined within 8 weeks- LDC				
22. Recycling & Waste: KG waste collected per household	Data Only	415.2	Data Only	Set by SLA with SEESL
23. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	46% (quarterly and annual targets)	41.80%	46%	Set by SLA with SEESL
24. Recycling & Waste: Total number of reported fly-tipping incidents	180 (quarterly and annual targets)	334	Data Only	Set by SLA with SEESL
25. Sustainability: Air Quality: Nitrogen Dioxide levels within Local Authority statutory management and monitoring of air pollution	N/A	N/A	20%	New KPI (NB other sustainability indicators are report separately via the Sustainability Strategy)