

## Appendix 2

# Lewes District Council Proposed Performance Measures – 2024/25

KPI Description	Target 2023/24	23/24 outturn	24/25 Proposed target	Target setting rationale
1. <b>Finance:</b> Percentage of Council Tax collected during the year	<b>97.8% (annual with quarterly targets as well)</b>	<b>97.27%</b>	98%	Based on analysis of historical and recent collection performance
2. <b>Finance:</b> Percentage of Business Rates collected during the year	<b>98% (annual with quarterly targets as well)</b>	<b>96.98%</b>	98%	Based on analysis of historical and recent collection performance
3. <b>Customers:</b> Average number of days to process new claims for housing/council tax benefit	<b>17.0 (quarterly and annual)</b>	<b>29.0</b>	17.0	Set at DWP targets/national average
4. <b>Customers:</b> Average days to process change of circumstances (Housing/Council Tax Benefit)	<b>6 (quarterly and annual)</b>	<b>5.7</b>	6	Set at DWP targets/national average
5. <b>Customers:</b> Average time taken to answer calls	<b>Data Only</b>	<b>4m22s</b>	Data Only	N/A
6. <b>Customers:</b> Telephone calls graded as high quality under the call monitoring scheme	<b>90% (quarterly and annual)</b>	<b>85%</b>	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. <b>Customers:</b> Customer complaints logged at stage 1 resolved within 10 working days	<b>100% (quarterly and annual)</b>	<b>57.5%</b>	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. <b>Customers:</b> Customer complaints logged at stage 2 resolved within 20 working days	<b>100% (quarterly and annual)</b>	<b>47%</b>	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. <b>Customers:</b> The number of corporate complaints upheld at stage 1 and stage 2	<b>Data Only</b>	<b>145</b>	Data Only	N/A
10. <b>Customers:</b> The number of corporate complaints received at stage 1 and stage 2	<b>Data Only</b>	<b>691</b>	Data Only	N/A
11. <b>Housing:</b> Number of households living in emergency (nightly paid) accommodation	Data only	<b>58</b>	Data Only	N/A

12. <b>Housing:</b> Decrease average number of days to re-let Council homes (excluding temporary lets)	<b>20 (annual)</b>	<b>40.9</b>	20	Analysis of 23-24 out-turn
13. <b>Housing:</b> DFGs - Time taken from council receiving a fully complete application to the council approving the grant	<b>14 days</b>	<b>5 days</b>	14 days	Analysis of 23-24 out-turn
14. <b>Housing:</b> Rent arrears of current tenants (expressed as a percentage of rent debit) (L)	<b>3.5% (quarterly)</b>	<b>3.72%</b>	3.5%	Analysis of 23-24 out-turn
15. <b>People and performance:</b> Number of new sign-ups to the Councils' social media channels	650	<b>1026</b>	700	Analysis of 23-24 out-turn
16. <b>People and performance:</b> Number of people registering for our email service	3000	<b>4,667</b>	3000	Analysis of 23-24 out-turn
17. <b>People and performance:</b> Average days lost per FTE employee due to sickness	8.0 days	<b>8.11 days</b>	8.0 days	Analysis of 23-24 out-turn
18. <b>Planning:</b> % of appeals allowed against the authority's decision not to grant planning permission (2 year rolling government figures)	10.0% (annual and quarterly data)	<b>Major- 6.5% Minor- 0.6%</b>	10%	Government target
19. <b>Planning:</b> Exceed government targets for the % of major applications determined within 13 weeks - LDC	<b>60% (quarterly and annual)</b>	<b>90%</b>	60%	Government target
20. <b>Planning:</b> Exceed government targets for the % of minor applications determined within 8 weeks- LDC	<b>80% (quarterly and annual targets)</b>	<b>69%</b>	70%	Government target
21. <b>Recycling &amp; Waste:</b> KG waste collected per household	<b>Data Only</b>	<b>418.5</b>	Data Only	Analysis of 23-24 out-turn
22. <b>Recycling &amp; Waste:</b> Percentage of household waste sent for reuse, recycling and composting	<b>46% (quarterly and annual targets)</b>	<b>41.60%</b>	46%	Analysis of 23-24 out-turn
23. <b>Recycling &amp; Waste:</b> Total number of reported fly-tipping incidents	<b>180 (quarterly and annual targets)</b>	<b>376</b>	Data Only	Analysis of 23-24 out-turn
24. <b>Sustainability:</b> Air Quality: Nitrogen Dioxide levels within Local Authority statutory management and monitoring of air pollution	<b>N/A</b>	<b>N/A</b>	20%	Removal of PI. A new Climate and Nature Strategy has been written, with more extensive PIs that provide a full performance management framework for sustainability. This area of activity, including air quality, is more suitable for annual reporting through that strategy.

## New proposed PIs

KPI Description	Target 2023/24	23/24 outturn	24/25 Proposed target	Target setting rationale
<b>25. Sustainability:</b> Annual Reduction of scope 1 & 2 council carbon emissions.	<b>New PI</b>	New PI	Data Only Annual Reporting	This will be working towards a long-term target (80% by 2030), however will occur in a stepped fashion.
<b>26. Sustainability:</b> % area of the district well managed and protected for nature (Climate & Nature Strategy Core Aim 2)	<b>New PI</b>	New PI	Data Only Annual Reporting	This will be working towards a long-term target (30% by 2030), however will occur in a stepped fashion.
<b>27. Sustainability:</b> % of sites under active management for biodiversity	<b>New PI</b>	New PI	Data Only Annual Reporting	This will be working towards a long-term target (30% by 2026), however will occur in a stepped fashion.
<b>28. Sustainability:</b> Local Authority reduction in area greenhouse gas emissions in kt CO <sub>2</sub> e (Climate & Nature Strategy Core Aim 3)	<b>New PI</b>	New PI	Data Only Annual Reporting	Year on year reduction targeted.
<b>29. Housing:</b> Total properties increased to an EPC C against the total falling below that level	<b>New PI</b>	New PI	70%	Current performance at 66% so increase is considered realistic and achievable.
<b>30. Housing:</b> Overall Satisfaction	<b>New PI</b>	New PI	Data only	2024/25 performance to form baseline for future years' targets
<b>31. Housing:</b> Percentage of tenants satisfied with repairs	<b>New PI</b>	New PI	Data only	2024/25 performance to form baseline for future years' targets
<b>32. Housing:</b> Satisfaction with the landlord's approach to handling complaints	<b>New PI</b>	New PI	Data only	2024/25 performance to form baseline for future years' targets
<b>33. Housing:</b> Satisfaction that the landlord makes a positive contribution to neighbourhoods	<b>New PI</b>	New PI	Data only	2024/25 performance to form baseline for future years' targets
<b>34. Recycling &amp; Waste:</b> Number of missed bins per 100,000	<b>New PI</b>	New PI	Less than 100 bins missed per 100,000 bins collected per month	Set by in-house Service Level Standard (SLS)
<b>35. Recycling &amp; Waste:</b> Percentage of missed bins collected on time (collection made with 2 days of prescribed collection day)	<b>New PI</b>	New PI	Data only	Set by in-house Service Level Standard (SLS)
<b>36. Recycling &amp; Waste:</b> Reduction of total kgs of waste collected	<b>New PI</b>	New PI	1% reduction data only	This will be working towards an evidence-based target emerging from data collected over 2-3 years.

KPI Description	Target 2023/24	23/24 outturn	24/25 Proposed target	Target setting rationale
			Annual reporting	