

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. Finance: Percentage of Council Tax collected during the year	97.8% (annual with quarterly targets as well)	97.27%	98%	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)	96.98%	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)	29.0	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)	5.7	6	Set at DWP targets/national average
5. Customers: Average time taken to answer calls	Data Only	4m22s	Data Only	N/A
6. Customers: Telephone calls graded as high quality under the call monitoring scheme	90% (quarterly and annual)	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% (quarterly and annual)	57.5%	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% (quarterly and annual)	47%	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	145	Data Only	N/A
10. Customers: The number of corporate complaints received at stage 1 and stage 2	Data Only	691	Data Only	N/A
11. Housing: Number of households living in emergency (nightly paid) accommodation	Data only	58	Data Only	N/A

12. Housing: Decrease average number of days to re-let Council homes (excluding temporary lets)	20 (annual)	40.9	20	Analysis of 23-24 out-turn
13. 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
14. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit) (L)	3.5% (quarterly)	3.72%	3.5%	Analysis of 23-24 out-turn
15. People and performance: Number of new sign-ups to the Councils' social media channels	650	1026	700	Analysis of 23-24 out-turn
16. People and performance: Number of people registering for our email service	3000	4,667	3000	Analysis of 23-24 out-turn
17. People and performance: Average days lost per FTE employee due to sickness	8.0 days	8.11 days	8.0 days	Analysis of 23-24 out-turn
18. 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- 6.5% Minor- 0.6%	10%	Government target
19. Planning: Exceed government targets for the % of major applications determined within 13 weeks - LDC	60% (quarterly and annual)	90%	60%	Government target
20. Planning: Exceed government targets for the % of minor applications determined within 8 weeks- LDC	80% (quarterly and annual targets)	69%	70%	Government target
21. Recycling & Waste: KG waste collected per household	Data Only	418.5	Data Only	Analysis of 23-24 out-turn
22. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	46% (quarterly and annual targets)	41.60%	46%	Analysis of 23-24 out-turn
23. Recycling & Waste: Total number of reported fly-tipping incidents	180 (quarterly and annual targets)	376	Data Only	Analysis of 23-24 out-turn
24. Sustainability: Air Quality: Nitrogen Dioxide levels within Local Authority statutory management and monitoring of air pollution	N/A	N/A	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

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

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			Annual reporting	