

Appendix 2

Eastbourne Borough Council Preposed Performance Measures – 2023/24

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	96.80% (annual with quarterly targets as well)	96.39%	96.80%	Based on analysis of historical and recent collection performance
2. Finance: Percentage of Business Rates collected during the year	97.00% (annual with quarterly targets as well)	96.09%	97%	Based on analysis of historical and recent collection performance
3. Benefits: Average days to process new claims for housing/council tax benefit	22 (quarterly and annual)	27	22	Set at DWP targets/national average
4. Benefits: Average days to process change of circs (housing/council tax benefit)	8 (quarterly and annual)	12	6	Set at DWP targets/national average
5. Customers: Average time taken to answer calls	Data Only	N/A	Data Only	Additional KPI
6. Customers: Telephone calls graded as high quality under the call monitoring scheme	90% (quarterly and annual)	N/A	90%	New KPI
7. Customers: Customer complaints logged at stage 1 resolved within 10 working days	100% (quarterly and annual)	N/A	100%	New KPI
8. Customers: Customer complaints logged at stage 2 resolved within 20 working days	100% (quarterly and annual)	N/A	100%	New KPI
9. Customers: The number of corporate complaints upheld 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
10. 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
11. Housing: Number of households living in emergency (nightly paid) accommodation	Data only	332	Data Only	N/A

12. Customers: Number of people registering for our email service (GovDelivery)	1,800 (annual broken and then down into quarterly)	5,527	2,000	Target reflects the increased uptake of subscriptions in general while allowing for some levelling out as the service reaches its maximum potential subscriber coverage.
13. Customers: Percentage of local searches that are returned within 10 working days of receipt	80% (quarterly)	99.92%	80%	Target based on being able to clear a significant majority within 10 working days but with some work done by 3 rd parties beyond council control

KPI Description	Target 2021/22	21/22 outturn	22/23 Proposed target	Target setting rationale
14. Growth: Town centre vacant retail business space	11.8% (quarterly and annual target)	8.17%	11.02%	Analysis of 22-23 out-turn
15. Housing: Average void relet time key to key (month & YTD) (E)	Profiled quarterly to 20	50.6	20	Target Maintained
16. Housing: DFGs - Time taken from council receiving a fully complete application to the council approving the grant	14 days (quarterly)	7 days	14 days	Analysis of 22-23 out-turn
17. Housing: Number of Licensed HMO's Inspected per Quarter	50 (annual) 12.5 (quarterly)	31	12 Quarterly	Target maintained
18. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit)	3% (quarterly)	3.3%	3.0%	Target Maintained
19. Planning: Increase the percentage of Major Planning Applications processed within 13 weeks	65% (quarterly and annual targets)	82%	60%	Government target
20. Planning: Increase the percentage of minor planning applications processed within 8 weeks	75% (quarterly and annual targets)	86%	70%	Government target
21. Planning: Increase the percentage of other planning applications processed within 8 weeks	75% (quarterly and annual targets)	89%	70%	Government target
22. Recycling & Waste: % Container Deliveries on Time	99% (quarterly and annual targets)	80.84%	99%	Set by SLA with SEESL

KPI Description	Target 2021/22	21/22 outturn	22/23 Proposed target	Target setting rationale
23. Recycling & Waste: Missed Assisted Collections	1% (quarterly and annual targets)	0.35%	1%	Set by SLA with SEESL
24. Recycling & Waste: Number of missed bins (per 100,000)	100 (quarterly and annual targets)	55	100	Set by SLA with SEESL
25. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	45.00% (quarterly and annual targets)	38.68%	45.00%	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%
26. Recycling & Waste: Total number of reported fly-tipping incidents	480 (Annual Target)	647	480	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 behaviour and reduce the number of incidents hence the lower target figure.
27. Staff: Average days lost per FTE employee due to sickness (J)	8.0 days (annual and then broken down into quarterly)	6.45 days	8.0 days	Set by Elected Members on an annual basis