

Ref	Indicator	Service	Frequency of reporting	Annual Result 2011/12	Annual Result 2012/13	Annual Result 2013/14	Annual Result 2014/15	Annual Result 2015/16	Current Target at 2016/17	Commentary
BC01	% of Full plans applications vetted within 10 working days	Building Control	Quarterly	100.00%	100.00%	97.75%	97.00%	95.96%	95.00%	Consistently high performance. Target has moved from 100% to 95%. Quarterly performance used to be inconsistent but now has settled down
BC02	Number of full plans applications determined in statutory timescale	Building Control	Quarterly	95.49%	98.00%	92.62%	90.42%	97.32%	95.00%	Consistently high performance. Target has moved from 100% to 95%. Quarterly performance used to be inconsistent but now has settled down
BC03	Number of statutory inspections requests carried out same day	Building Control	Quarterly	100.00%	100.00%	100.00%	99.50%	100.00%	95.00%	Consistently high performance. Target has moved from 100% to 95%. Quarterly Performance is always consistent
BC05	% of 24hour responses achieved for dangerous structures	Building Control	Quarterly	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	Consistently high performance. Target has moved from 100% to 95%. Quarterly Performance is always consistent
CO 01	Staff satisfaction with internal Office Services	Corporate Services	Bi-Annual	N/A	N/A	95.10%	N/A	Not Available	90.00%	This PI has been collected irregularly. Action: Survey has been completed for 2016. A report is due in early October.
CO 02	Public perception of how well informed they feel about public services	Corporate Services	Annual	N/A	N/A	74.00%	71.00%	67.00%	67.00%	Performance has fallen over the years, however targets are ambitious
CO03	Percentage of FOI requests responded to, within timeframe	Corporate Services	Quarterly						85.00%	New PI for 2016/17
CSC01	% of calls answered	Customer Service Centre	Quarterly	97.00%	97.00%	97.25%	97.00%	96.00%	92.00%	Consistently high performance.
CSC02	% of calls answered within 20 seconds	Customer Service Centre	Quarterly	78.00%	82.00%	82.75%	72.00%	77.00%	70.00%	Very rarely meets this target. Tolerance has been amended. Overall performance is downwards. Action: Due to the unpredictability of peak contact times this target is rarely met. The overall quality of the CSC service is still calculable via the PI's CSC01 (% of calls answered = Target 97%) and CSC03 (satisfaction of users of the CSC service = Target 95%), both of which are consistently achieved. It would, therefore, make sense to reduce this target to 75% to allow the possibility of achieving this more regularly.
CSC03	Satisfaction or dissatisfaction with the overall quality of the service received from the customer service centre staff?	Customer Service Centre	Annual	97.00%	97.00%	95.00%	N/A	95.00%	95.00%	Consistently high performance. Only missing data ia when the frequency of collection was changed

DM01	NI157a Major planning applications (Target period is for decision within 13 weeks)	Development Management	Quarterly	94.12%	87.50%	100.00%	100.00%	100.00%	60.00%	Very consistent high performance, always above target
DM02	NI157b Minor planning applications (Target period is for decision within 8 weeks)	Development Management	Quarterly	89.80%	90.83%	90.55%	89.17%	87.80%	65.00%	Very consistent high performance, always above target
DM03	NI157c Other planning applications (Target period is for decision within 8 weeks)	Development Management	Quarterly	97.22%	97.63%	97.10%	97.58%	98.10%	80.00%	Very consistent high performance, always above target
DM08	Percentage of appeals allowed by Planning Inspectorate (PINS)	Development Management	Quarterly	24.00%	30.55%	21.20%	31.03%	24.30%	35.00%	In year performance occasionally misses target, always due to the small numbers involved
ESD01	Net Additional Homes Provided	Economic & Sustainable Development	Annual	107	185	148	287	285	180	Consistently high performance
ESD02	Number Of Affordable Homes Delivered (Gross)	Economic & Sustainable Development	Annual	25	55	48	132	93	63	Consistently high performance
ESD03	Supply Of Ready To Develop Housing Sites	Economic & Sustainable Development	Annual	121.00%	106.00%	N/A	N/A	180.00%	100.00%	Action: We propose to change this PI to a figure which compares our current housing land supply to the minimum five years required by the National Planning Policy Framework (e.g. anything over five years would be marked as a green). This will make this PI easier to understand rather than it currently being based upon the total number of net additional dwellings that are deliverable as a percentage of the planned housing provision over a five year period.
ESD04	Percentage Of New Homes On Previously Developed Land	Economic & Sustainable Development	Annual	77.50%	46.00%	95.00%	89.50%	87.30%	60.00%	Perfromance has improved in recent years, Targets have moved from 75% to 60%
ESD06	Percentage Of Conservation Areas With An Up To Date Character Appraisal	Economic & Sustainable Development	Annual	45.50%	46.00%	31.80%	36.00%	36.00%	41.00%	Action: The Council approved a new Conservation Area Appraisal Programme in March 2016. Two appraisals are due to be undertaken during the 2016/17 monitoring period. These will cover the Coppermill Lock and Rickmansworth Town Centre conservation areas. The programme anticipates that all conservation areas within the district will have had their area appraisals reviewed by 2026. The Council also agreed to undertake reviews every 10 years rather than every five years.
ESD07	Change in Employment Floorspace	Economic & Sustainable Development	Annual		23.50%	1.00%	TBC	6.70%	0.00%	Good performance. Tolerance has expanded.
ESD08	New Business Registrations per 10,000 Resident Population aged 16 and Above	Economic & Sustainable Development	Annual		81	74.20%	117	116	60	Appears to have been misreported as a percentage in 2013/14
ESD09	Economically Active People in the District	Economic & Sustainable Development	Annual		77.50%	78.30%	77.80%	77.70%	75.00%	Consistently high performance

ESD10	Vacancy Rate for Town and District Centres	Economic & Sustainable Development	Annual		1.90%	1.60%	5.00%	4.00%	6.00%	Consistently high performance
ESD11	Home Energy Conservation Authority Report Actions	Economic & Sustainable Development	Annual				Report Published	Report Published	Publication of Report	New PI in 2014
ESD12	Greenhouse gas emissions reported as CO2 equivalent	Economic & Sustainable Development	Annual				-0.80%	0.80%	0.00%	New PI in 2015
EH01	Pollution Service Requests (includes residential and commercial requests combined as of April 2011)	Environmental Health	Quarterly	99.67%	99.40%	99.55%	98.18%	99.48%	94.00%	Consistently high performance
EHC03	Food inspection, disease control notification Service Requests	Environmental Health	Quarterly	100.00%	99.46%	99.55%	99.00%	99.50%	95.00%	Consistently high performance
EHC04	% High risk food premises inspected	Environmental Health	Quarterly	100.00%	99.75%	99.50%	100.00%	100.00%	95.00%	Consistently high performance but used to have a narrow tolerance
EHC05	% Other food premises inspected	Environmental Health	Quarterly	97.00%	97.25%	98.38%	82.60%	99.00%	95.00%	Mainly good performance. Performance dipped in 2014/15, due to poor contractor performance, who was quickly replaced. Action: No problems expected to be experienced going forward, a new contractor has been engaged
EH06	Respond to all requests for service within 24 hours (animal control)	Environmental Health	Quarterly	97.25%	98.47%	98.71%	98.88%	98.43%	98.00%	Consistently high performance but used to have a narrow tolerance
EH07	Respond to all requests for service within 14 days (pest control)	Environmental Health	Quarterly	100.00%	100.00%	99.46%	98.25%	99.53%	98.00%	Consistently high performance
EHC10	Respond to service requests for H&S enforcement	Environmental Health	Quarterly	100.00%	100.00%	100.00%	100.00%	95.00%	95.00%	Consistently high performance
EHC11	Of those taken, the number of successful prosecutions/sanctions against food business operators and other employers who fail to comply with hygiene and occupation health law, expressed as a percentage	Environmental Health	Annual	0	0	0	0	0	100.00%	Not a useful indicator because the service have not issued a prosecution in 5 years. Action: It is not felt that this indicator is useful given the very small number of prosecutions we receive. Suggest this PI is deleted.
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Environmental Health	Quarterly	96.21%	93.00%	90.76%	91.74%	93.00%	91.20%	Fairly consistent performance. Target has moved from 96.00% to match the change in performance and service resources
EPO1	Percentage household waste recycled	Environmental Protection	Quarterly	20.14%	20.21%	18.47%	24.33%	33.45%	34.00%	Performance has been very consistent between years and during each quarter, with targets remaining similar. Sharp increase in performance is due to Dry recycling, when Co-mingled was introduced

EP02	Percentage household waste composted	Environmental Protection	Quarterly	40.29%	41.30%	43.29%	41.04%	33.01%	26.00%	Fairly consistent performance but quite a drop in 2015/16, due to cold weather Action: This PI will vary depending on the weather, if it's sunny/rainy grass will grow and tonnage goes up for example and we can't predict the weather. This will, going forward, now also be dependent on the number of sign ups to the garden waste service. This, is actually better for the PI in terms of environment.
EP03	The kg of household waste collected per head per annum	Environmental Protection	Annual	398.21	383.59	386.43 kgs	325.79 kgs	377.22 kgs	390 kgs	Consistently high performance
EP04	The Percentage change in Kg per head from the previous year	Environmental Protection	Annual	0.01%	-3.67%	0.75%	-0.16%	-2.80%	0.00%	Consistently high performance
EP06	Tonnes of residual waste	Environmental Protection	Quarterly	14,685.83	14,672.46	14,966.85	12,648.12	12,956.37	15,000.00	Consistently high performance
EP07	Number of household waste collections missed per 100,000 collections	Environmental Protection	Quarterly	87	61.79	44.75	81	77	100	A volatile Indicator. Seems to get a lot higher each time there is a service change, e.g. Rounds were swapped in 2014. Action: Officers intend to completely alter this PI from 2017/18 to better reflect the 3 types of collection completed each day. For example, 6,000 collections are made daily for 3 types of bin, therefore 18,000 collections daily. on any normal day 99.99% of bins are collected.
EP08	Cost of Waste collection per household	Environmental Protection	Annual	56	£58.20	£58.38	£60.34	£58.83	60	Superficially, this PI has increased year on year. The HWP monitors the annual cost of waste services for all Herts Districts. TRDC has the lowest cost in the County. Action: This PI will vary depending on how much we divert from landfill and as such is affected by the results of the other PIs, plus increases in things such as fuel, maintenance costs and so on.
EP09 (NI 191)	Residual household waste per household	Environmental Protection	Quarterly	388.47 kg	356 kg	362 kg	340kg	88	400 kg	Consistently high performance
EP10 (NI 192)	Percentage of household waste sent for reuse, recycling and composting	Environmental Protection	Quarterly		61.51%	63.63%	64.67%	61.92%	60.00%	Consistently high performance
HN01 (NI 156)	Number of households living in temporary accommodation	Housing	Quarterly	19	23	30	95	53	50	Action: Demand on the service continues to increase, as we are bound by statute this is outside of our control. This is compounded by a lack of move-on from temporary accommodation, both into private rented (linked to HN06) and into social housing as few properties become available. Whilst reliance on B&B accommodation has reduced, it has meant that expensive accommodation is being used in the private sector often outside of the district. Unfortunately it is unlikely that demand will decline so investment is needed to build temporary accommodation within the district. There is a plan for this to happen and is being led by the Asset team. However, it is important to highlight that there will be a need for additional resource in order to manage the accommodation in-house.

HN02	Number of families in Bed & Breakfast for longer than 6 weeks	Housing	Quarterly	0 days	4	14	0	12	0	Action: It is expected that this PI will continue to improve. The use of B&B accommodation has reduced as alternative accommodation is being sought through private sector leasing. This reduction started in 2015/16 as although the total for the year was 12, these were at the beginning of the year. Reporting on this PI over the last two quarters and current quarter are 0.
HN03	Maximum number of households in temporary accommodation throughout the year	Housing							240	Action: Link with HN01 to provide full picture of temporary accommodation usage.
HN06	Promote Access to Private Sector Lettings with use of the Council Rent Deposit Guarantee Scheme.	Housing	Annual	47	38	29	18	16	16	Action: The continual increase of the cost in the private sector market with changes to Local Housing Allowance has meant that we have been unable to compete with the market. The RDGS has been running in the same format for a number of years. To respond to the increasing competitive market, we will be exploring alternative or improved ways of sourcing properties through the existing scheme.
HN07	Housing Application Registration time	Housing	Quarterly	98.69%	95.60%	94.42%	94.68%	95.85%	95.00%	Consistently high performance
HN08	Housing Application Registration on-line	Housing	Quarterly				88.52%	99.00%	92.00%	Consistently high performance
HN09	Homeless Application Decision Time	Housing	Quarterly				82.30%	70.75%	80.00%	Action: Demand has drastically increased on the service which is confirmed by the increase of households in temporary accommodation. Officers try to issue decisions as quickly as possible but often have to spend time dealing with constant queries from applicants or members of the public meaning they are unable to deal with their casework. Unfortunately demand is likely to increase, for the long term it would be of benefit to invest in the service by providing an additional Housing Options Officer to share the increasing workload and help shift the focus to prevention. For the short to long term it would also help for the CSC to respond to more queries on behalf of the team - they would need training but they would then be able to deal with queries that are currently constantly put through to the team, e.g. if an applicant rings to say they are unhappy with their temporary accommodation the CSC would deal with the call rather than transfer all calls through to the team.
LP01	% draft enforcement notices prepared for planning within 5 working days of full instructions	Legal	Quarterly	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	Consistently high performance
LP02	% certificates of lawfulness drafted for issue within the 8 week statutory period	Legal	Quarterly	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	Consistently high performance

LP03	% of Section 106 obligations completed within the 8 or 13 week statutory period	Legal	Quarterly	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	Consistently high performance
LP04	% of housing possession and civil cases commenced within 15 working days of full instructions	Legal	Quarterly	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	Consistently high performance
ES01	Canvass return	Legal	Annual	92.65%	91.50%	91.13%	90.00%	82.00%	90.00%	Poor performance, this PI has not hit its target in 5 years Action: The 2016 canvass is on track to exceed the 2015 return rate of 82% and with the doorstep canvass to chase up non-responding properties due to start in the week beginning 3 October there is a good chance that the target of 90% will be reached. However, to achieve a higher return rate the level of resources available for canvassing would need to be reviewed.
ES02	New electoral registrations	Legal	Quarterly					100.00%	90.00%	Good performance, new PI in 2015
CM01	% of minutes/decisions published for committee meetings	Legal	Quarterly					90.00%	80.00%	Good performance, new PI in 2016
CM02	% of Full responses made within 2 working days to enquiries	Legal	Quarterly					100.00%	95.00%	Good performance, new PI in 2017
CPO1	Satisfaction with 'keeping public land clear of litter and refuse'	Community Partnerships	Annual	79.00%	83.00%	79.00%	77.00%	79.00%	77.00%	Consistently high performance
CPO2	Satisfaction with parks and open spaces	Community Partnerships	Annual	96.00%	95.00%	94.00%	93.00%	89.00%	93.00%	Action: Targets have been missed over the years but the results have not fallen significantly. Any public sector satisfaction results above 70% should be considered as a good result. Comparatively, TRDC performance well in Hertfordshire. Our targets are set high for all of our satisfaction PIs and this PI has a 95% confidence level.
CPO3	Satisfaction with refuse collection	Community Partnerships	Annual	77.00%	83.00%	82.00%	82.00%	81.00%	76.00%	Action: Targets have been missed over the years but the results have not fallen significantly. Any public sector satisfaction results above 70% should be considered as a good result. Comparatively, TRDC performance well in Hertfordshire. Our targets are set high for all of our satisfaction PIs and this PI has a 95% confidence level.
CPO4	Satisfaction with doorstep recycling	Community Partnerships	Annual	83.01%	88.00%	86.00%	85.00%	83.00%	76.00%	Consistently high performance
CPO5	Perception of Satisfaction with Three Rivers District Council	Community Partnerships	Annual				78.00%	73.00%	77.00%	Consistently high performance

CP07	Perception of the extent to which public services are working to make the area safer	Community Partnerships	Annual	83.00%	85.00%	86.00%	84.00%	78.00%	84.00%	Action: Targets have been missed over the years but the results have not fallen significantly. Any public sector satisfaction results above 70% should be considered as a good result. Comparatively, TRDC performance well in Hertfordshire. Our targets are set high for all of our satisfaction PIs and this PI has a 95% confidence level.
CP09	Perception of the extent to which public services promote the interests of local residents	Community Partnerships	Annual	62.00%	71.00%	71.00%	72.00%	67.00%	71.00%	Performance was very consistent but fell by 5 percentage points last year
CP10	Perception to the extent to which public services act on the concerns of local residents	Community Partnerships	Annual	62.00%	75.00%	68.00%	71.00%	62.00%	70.00%	Action: Targets have been missed over the years but the results have not fallen significantly. Any public sector satisfaction results above 70% should be considered as a good result. Comparatively, TRDC performance well in Hertfordshire. Our targets are set high for all of our satisfaction PIs and this PI has a 95% confidence level.
CP11	Perception of the extent to which public services treat all types of people fairly	Community Partnerships	Annual	85.00%	89.00%	90.00%	92.00%	81.00%	91.00%	Performance was very consistent but fell by 11 percentage points last year
CP14	No of ASB incidents reported to the police	Community Partnerships	Quarterly	2,911	2,139	1,607	1,547	1,528	1,498	Action: Although the target has occasionally been missed, the number of ASB incidents has halved over the 5 years. This is because of the extensive proactive work undertaken by the Community Safety Intervention Officer
CP16	No of families supported by Thriving Families in Three Rivers	Community Partnerships	Annual	7	6	2	6 cases	78 Cases	30 Cases	A huge increase in the number of cases
CP22	Satisfaction with sports and leisure facilities	Community Partnerships	Annual		93.00%	88.00%	90.00%	86.00%	90.00%	Consistently high performance
CP26	Funding to the Community and Voluntary Sector, through leverage, officer advice, match funding and external grants	Community Partnerships	Annual				£83,720	£ 90,980	£ 50,000	Good performance
CP27	Number of clients supported by the Citizens Advice Bureau	Community Partnerships	Annual					7,141	7,500	New PI in 2015
CP39	Customer satisfaction with Community Partnerships Unit	Community Partnerships	Annual	95.00%	94.38%	91.75%	90.00%	93.00%	90.00%	Consistently high performance
CP45	Customer satisfaction with Anti Social Behaviour Service	Community Partnerships	Annual	100.00%	91.50%	100.00%	94.25%	100.00%	80.00%	Consistently high performance
CP46	Perception of value for money from Three Rivers District Council	Community Partnerships	Annual		62.00%	56.00%	59.00%	59.00%	58.00%	Good performance
LL24	Sheltered Housing Scheme: % of older people reporting specific health benefits	Leisure and Landscape	Quarterly		96.00%	84.00%	100.00%	100.00%	90.00%	Consistently high performance

LL25-a	Exercise Referral Scheme: New customers,	Leisure and Landscape	Quarterly		140	183	99	128	140	Performance is volatile due to inconsistent reporting by contractor Action: The service has taken steps to remedy the reporting by the contractor. The scheme is now established in the community and is supported by local GPs.
LL25-b	Exercise Referral Scheme: % who complete a 12 week programme	Leisure and Landscape	Quarterly		88	154	40.25%	30	60	Performance is volatile due to inconsistent reporting by contractor Action: The service has taken steps to remedy the reporting by the contractor. The scheme is now established in the community and is supported by local GPs.
LL28	Children's play activities will be termed as good by Ofsted	Leisure and Landscape	Annual	Achieved	Achieved	Achieved	Maintained	Not Available	Good	Consistently high performance
LL29	No of attendances by children from low income families at Easter and summer play schemes	Leisure and Landscape	Quarterly	765	779	836	738	1,107	1,090	The odd blip but generally good performance
LL30	Vulnerable children's satisfaction with leisure projects	Leisure and Landscape	Annual	87.00%	100.00%	100.00%	90.00%	100.00%	90.00%	Consistently high performance
LL31	Attendances by adults at leisure venues and activities.	Leisure and Landscape	Quarterly	347,914	311,763	346,622	359,074	376,233	407,298	Consistently high performance
LL32	UK Woodlands Assurance Scheme (UKWAS) accreditation.	Leisure and Landscape	Annual	Maintained	Maintained	Maintained	Maintained	Maintained	Maintained	Consistently high performance
LL33	Attendances by young people at leisure venues and activities	Leisure and Landscape	Quarterly	132,142	170,337	167,430	193,112	215,564	219,942	Consistently high performance
LL34	To maintain accreditation for Green Flag (annual)	Leisure and Landscape	Annual	2	3	3	3	3	3	Consistently high performance
LL35	To maintain QUEST accreditation at SJA Pool	Leisure and Landscape	Annual	Maintained	Maintained	Maintained	Pass	Pass	Pass	Consistently high performance
LL36	To maintain "Good" QUEST accreditation at William Penn Leisure Centre	Leisure and Landscape	Annual	80.00%	Maintained	Maintained	Excellent	Excellent	Good	Consistently high performance
LL37	To maintain "Good" QUEST accreditation for The Centre	Leisure and Landscape	Annual	N/A	Maintained	Maintained	Good	Good	Good	Consistently high performance
LL38	To achieve "pass" QUEST accreditation for Rickmansworth Golf Course (annual)	Leisure and Landscape	Annual	N/A	Achieved	Achieved	Pass	Pass	Pass	Consistently high performance

SU01	Land and Property Services – Turn-around all land and property searches within 5 working days	Sustainability	Quarterly	81.30%	88.14%	89.58%	76.63%	53.20%	85.00%	<p>ICT problems cited year after year.</p> <p>Action: Ongoing IT issues continue to affect the ability to provide searches in an efficient and effective manner. In addition, the small size of the team results in a lack of resilience in the service just caused by Officers taking annual leave/sick leave. This has been compounded last year and into this year (2016/17) by permanent Officers being on extended periods of sick leave and more recently will be affected by the departure of a member of permanent staff leaving to go to a new role within the Council. There is concern that unless some of the issues are resolved imminently that the service will start to lose income as customers turn to the private sector for a prompter service. Going forward it is suggested the PI could be profiled in order to recognise the impact on this aspect of the service caused by Officers taking annual leave for example.</p>
HR01	Sickness Absence Rate	Shared HR	Quarterly	6.18	5.65	6.11	6.34 days	6.34 days	5 days	<p>Action: HRBPs will work closely with GMTs to make sure they are aware of the options available to staff to help them back to work following a period of sickness absence. These include access to a physiotherapist, the Employee Assistance Program and Occupational Health. HRBPs will also monitor Firstcare closely to ensure that managers are following the correct procedure when an absence occurs (and to provide training/reminders to managers where this is failing to happen). This may include reminding manager of the options available to staff returning from sick leave (including working from home or amended duties) which could see an employee return to work sooner. HRBPs will also remind managers of the importance of the Return to Work interview</p>
HR02	Return to Work form completed	Shared HR	Quarterly				79.08%	85.60%	100.00%	<p>Action: HRBPs will monitor RTW compliance rates closely on Firstcare and work with any managers who are failing to meet the deadline, finding out the reasons why this is happening and suggesting ways to improve. For example, one barrier may be that the manager and employee are not in the same office (due to home working or working off site) – in which case it may be agreeable to carry out the interview over the phone. HRBPs will work with GMTs to confirm the importance of the RTW, the support they can provide to an employee and the effect this can have on reducing sickness absence levels.</p>

HR05	Employee Performance Development Review completion rate	Shared HR	Quarterly	98.66%	91.70%	89.66%	88.41%	100.00%	100.00%	Action: This figure is the percentage of PDRs which have been returned. The tolerance is currently set at 5%. The PDR cycle commences in April and we employ a "top down" approach, meaning that the most senior of managers will have their PDR meeting first, the objectives they have been set then filtering down the organisation. The further we get through the year, the more PDRs we would expect to have been completed, with an expectation of 100% of PDRs having been completed by end July each year. We have an online system which allows us to track which stage each PDR is at (whether it be with the line manager for comment, with the next line manager, not yet started etc) so it is a straight forward administrative task to send out reminders to managers for whom we do not have a 100% record. With this in mind, and the buy in of MB, we should be able to hit the target each year, as we have in 2016.
IT01	Availability of Desktop	Shared ICT/Capita	Quarterly	99.74%	99.93%	99.94%	99.96%	99.98%	99.50%	Consistently high performance
IT02	Availability of Application services	Shared ICT/Capita	Quarterly	99.74%	99.93%	99.94%	99.96%	99.98%	99.50%	Consistently high performance
IT03	Customer Satisfaction	Shared ICT/Capita	Quarterly	93.80%	N/A	N/A	3	4.73	5.65	Consistently poor performance. Action: Service moved to a new contractor on 1st July 2016 and is performing well, as expected and to the contracted service levels. Latest information on Staff satisfaction is at 80%
IT04	Helpdesk Response times - all call types (respectively)	Shared ICT/Capita	Quarterly	N/A	N/A	99.30%	99.96%	92.67%	95.00%	Performance dropped as the contract with Capita came to an end. Action: Service moved to a new contractor on 1st July 2016 and is performing well, as expected and to the contracted service levels. Latest information on Staff satisfaction is at 80%
IT05	Resolution times - all call types	Shared ICT/Capita	Quarterly	N/A	93.30%	99.30%	99.96%	92.67%	95.00%	Performance dropped as the contract with Capita came to an end. Action: Service moved to a new contractor on 1st July 2016 and is performing well, as expected and to the contracted service levels. Latest information on Staff satisfaction is at 80%
RB01	Percentage of current year Council Tax collected in year	Shared Revenues and Benefits	Quarterly	97.60%	97.60%	97.50%	97.90%	98.01%	97.50%	Consistently high performance
RB02	Percentage of current year Non Domestic Rate collected in year	Shared Revenues and Benefits	Quarterly	98.90%	98.30%	99.70%	99.20%	99.31%	99.20%	Consistently high performance
RB04	Time taken to process Housing Benefit and Council Tax Support change in circumstances	Shared Revenues and Benefits	Quarterly	27.89 days	28.1 days	14.84 days	11.07 days	8	15 days	Action: The number of days to process a change in circumstance is reducing however this is reliant on the continuation of less system downtime and a full compliment of staff
RB05	New claims - average time to process from receipt of claim to date claim processed	Shared Revenues and Benefits	Quarterly	31.62 days	30.58 days	19.84 days	20.05 days	19	22 days	Action: The number of days to process a change in circumstance is reducing however this is reliant on the continuation of less system downtime and a full compliment of staff
FN 02	System Reconciliations	Shared Finance	Quarterly	Yes	Yes	Yes	Yes	Yes - 100%	Yes - 100%	Consistently high performance

FN 03 (1)	Monthly Budget Monitoring Report	Shared Finance	Quarterly	Yes	Yes	Yes	Yes	100.00%	100.00%	Consistently high performance
FN 04 (1)	Closure of Annual Accounts and Production of Statements - Statement of Accounts Approval	Shared Finance	Annual	Yes	Yes	Yes	Yes	Yes	Yes - Confirmed	Consistently high performance
FN 08	Treasury Management - Return on investments	Shared Finance	Annual		0.99%	0.99%	0.61%	0.67%	0.12%	
FN 09 (1)	Accounts Payable - 30days	Shared Finance	Quarterly	94.01%	93.67%	97.29%	95.61%	96.70%	100%	Action: This PI has a 10% tolerance, which has not been exceeded in the last 5 years. Council staff are regularly reminded of the importance of promptly approving and sending to Finance for payment. Any invoices that are in dispute should be flagged on the accounts payable system to avoid distortion of this PI. In addition staff in the departments should ensure that cover arrangements are in place when those who are authorised signatories' are on leave.
FN 09 (2)	Accounts Payable - BACS	Shared Finance	Quarterly	82.09%	81.31%	84.19%	97.99%	99.64%	95%	Performance has improved dramatically
FN 11 (2)	Renewal of Insurance Cover	Shared Finance	Annual	N/A	N/A	N/A	N/A	100.00%	100%	New PI in 2015