Annex A Changes to the Performance Indicator Set

Service	Indicator	Change	Reasons
Benefits	Average days to process HB new claims	Remove	The number of new claims has reduced by approx. 70% since the introduction of Universal Credit which is resulting in the overall average being skewed by a small number of claims that have taken significant time to process. The service will continue to monitor this indicator as management information
	Average days to process Council Tax Support new claims	New	Average days to process CTS new claims replaces Average days to process HB new claims. The majority of CTS claims are related to Universal Credit claims
	Average days to process Council Tax Support change events	New	
Building Control	Satisfaction for building control service	New	The service considers that customer satisfaction focussing on quality of advice and information, and value for money is a better indicator of performance than speed of service
Customer services	% of calls answered within 20 seconds	Remove	The 20 seconds target was set when the service was a simple phone answering system rather than advisors attempting to resolve calls at first point of contact. It is proposed that performance in this service should focus on customer satisfaction and the potential for channel shift to quicker and more cost effective methods of communication such as the website. Publica will explore potential indicators as part of the development of a framework to measure digital take-up
	Abandon rate	Remove	The 5% target was set when the service was a simple phone answering system rather than advisors attempting to resolve calls at first point of contact. In addition, call waiting messages encourage customers to abandon the call and use alternative methods of completing their transactions such as the website. Therefore a high abandon rate may not necessarily reflect poor performance
	Average call waiting time	New	Introduce as an interim measure to help to understand workload and response times in the service

Service	Indicator	Change	Reasons
Development Management	Planning application income	New	Income generation is a key factor for the Council. It is also a good indicator of workload in the service and any changes in the landscape e.g. whether a recession is coming
	Pre-planning application income	New	
Housing support	Number of households in emergency accommodation under 28 days	Remove	The ability to achieve the targets (zero for over 28 days, six for under 28 days) is directly reliant on long term accommodation (mainly through HA's) becoming available within 28 days of someone going into B&B. Historically, it has been difficult to achieve these targets as tenants need to give 4 weeks' notice, and there may also be additional delays due to void works. The challenging conditions have been exacerbated since the start of the pandemic. The number of homeless clients in B&B has been at an all-time high, and properties were not coming through due to the Eviction Ban (now expired). Few properties come in via the Private Rented sector.

Three new indicators are proposed to give a wider and more informative picture of homelessness in the District |
	Number of households in emergency accommodation over 28 days	Remove	
	Number of households in B&B /Hotel type accommodation	New	
	Number of households in Hostel (LA owned or managed)	New	
	The number of successful 'Move On' into suitable independent / long term accommodation from B&B/Hotel/Hostels	New	