

Appendix 3 - KPIs

Priority – Our Customers

LOF	KPI Code	KPI Title	Q1 Target	Q2 Target	Q3 Target	Q4 Target
	CSP 01	% Calls answered within 20secs	75%	75%	75%	75%
	CSP 02	% of Abandoned Calls Negative Target Capped	3%	3%	3%	3%
	CSP 03	Average wait time to not exceed 30seconds Negative Target Capped	30	30	30	30
	CSP 04	% of emails answered within 8 working days	100%	100%	100%	100%
	CSP 05	% of Live Chats answered within 20secs	90%	90%	90%	90%
	CSP 06	Face to Face customers seen within 20sec and not kept waiting more than 20 mins (Annual)	100%	100%	100%	100%
	CSP 07	% of External Satisfaction (Realtime)	85%	85%	85%	85%
	CSP 10	% Stage 1 Complaints answered within 10 working days	100%	100%	100%	100%

	CSP 11	% Stage 2 Complaints answered within 20 working days	100%	100%	100%	100%
	CSP 12	% of all stage complaints acknowledged within 5 working days	100%	100%	100%	100%
	FIN 01	% Sundry debtor arrears collected (quarterly)	75%	80%	85%	90%
	FIN 02	% Invoices paid within 30 days (quarterly)	98%	98%	98%	98%
	HR 01	Days sickness per full-time employee Capped	2.325	2.325	2.3	2.325
	IT 01/11	Incidents & service requests resolved within target time (quarterly)	80%	80%	80%	80%
	IT 02/11	Incidents & service requests fixed at first point of contact (quarterly)	40%	40%	40%	40%
8 Health & Wellbeing	LE 01	Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme (quarterly)	125	125	125	125
8 Health & Wellbeing	LE 02	Retain at least 50% of health referral clients into continued exercise after 12 weeks	63	63	63	63

	CP 02	% of SARS administered within one calendar month (Quarterly)	90%	90%	90%	90%
	CP 03	No of Data Breaches CAPPED	12	12	12	12
	CSI 19	% FOI/EIR requests responded to in 20 working days (Quarterly)	95%	95%	95%	95%
	PLA 01	Determining 'Discharge of Condition' applications within national target deadlines	80%	80%	80%	80%
15 Economic Prosperity & Regeneration	PLA 157a	Determining major applications within target deadlines (quarterly)	70%	70%	70%	70%
15 Economic Prosperity & Regeneration	PLA 157b	Determining minor applications within target deadlines (quarterly)	80%	80%	80%	80%
15 Economic Prosperity & Regeneration	PLA 157c	Determining other applications within target deadlines (quarterly)	80%	80%	80%	80%
	RS 01	% Council tax arrears collected - (Quarterly Profiled Target)	8%	15%	20%	27%
	RS 02	% NNDR arrears collected - (Quarterly Profiled Target)	20%	30%	40%	65%
	RS 03	% Council tax collected (Quarterly)	96.5%	96.5%	96.5%	96.50%
	RS 04	% NNDR collected (Quarterly)	98.5%	98.5%	98.5%	98.50%

	RS 05	Benefit overpayments as a % of benefit awarded (Quarterly) - Negative Target Capped	8%	8%	8%	8%
	RS 06	% Recovery of overpayments excluding from ongoing HB (Quarterly)	20%	20%	20%	20%
	RS 07	% Telephone Abandonment: Revenues (Quarterly) - Negative Target Capped	8%	8%	8%	8%
	RS 08	% Calls answered within 20 seconds: Revenues (Quarterly)	70%	70%	70%	70%
	RS 09	% Telephone Abandonment : Benefits - Negative Target Capped	3%	3%	3%	3%
	RS 10	% Calls answered within 20 seconds: Benefits (Quarterly)	80%	80%	80%	80%
	RS 11	% HB overpayment arrears collected	5%	7.5%	10%	15%
	RS 12	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days - 1/4ly) Capped	10	10	10	10

Priority – Our Economy

LOF	KPI Code	KPI Title	Q1 Target	Q2 Target	Q3 Target	Q4 Target
	PCA 22	Bolsover Homes Building Programme.	TBA	TBA	TBA	TBA
	PCA 23	Commercial Building Compliance in against Fire	100%	100%	100%	100%
	PCA 24	Commercial Building Compliance against Asbestos	100%	100%	100%	100%
	PCA 25	Commercial Building Compliance against Water Safety	100%	100%	100%	100%
	PCA 26	Commercial Building Compliance against Lifts	100%	100%	100%	100%
	PCA 27	PAT testing to all equipment available for testing	100%	100%	100%	100%
	PCA 31	Engineering - Attend dangerous structures within 1 working day. when requested by DBCP	100%	100%	100%	100%

Priority – Our Environment

LOF	KPI Code	KPI Title	Q1 Target	Q2 Target	Q3 Target	Q4 Target
12 Neighbourhoods 13 Environment, Circular Economy and Climate Change	SS 01	Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)	95%	95%	95%	95%
12 Neighbourhoods 13 Environment, Circular Economy and Climate Change	SS 02	Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)	95%	95%	95%	95%
12 Neighbourhoods 13 Environment, Circular Economy and Climate Change	SS 03	Undertake Local Environmental Quality Surveys Detritus (Quarterly) Capped	12%	12%	12%	12%

12 Neighbourhoods 13 Environment, Circular Economy and Climate Change	SS 04	Undertake Local Environmental Quality Surveys Weeds (Quarterly) Capped	14%	14%	14%	14%
13 Environment, Circular Economy and Climate Change	EH 01	Percentage of EH service requests resolved within the reporting period that were resolved within set target time	90%	90%	90%	90%
	EH 02	Percentage of planned food premises inspections carried out against programme (High Risk Cat A, B, C's)	100%	100%	100%	100%
13 Environment, Circular Economy and Climate Change	EH 03	Percentage of planned LA-PPC inspections carried out against programme	100%	100%	100%	100%
	EH 04	Percentage of planned Animal Licensing inspections carried out against programme	100%	100%	100%	100%

12 Neighbourhoods 13 Environment, Circular Economy and Climate Change	EH 05	Number of targeted proactive littering/dog fouling patrols carried out	39	39	39	38
12 Neighbourhoods 13 Environment, Circular Economy and Climate Change	EH 06	Number of proactive community patrols or events focussing on litter, waste and dog fouling	3	7	11	15

Priority – Our Housing

LOF	KPI Code	KPI Title	Q1 Target	Q2 Target	Q3 Target	Q4 Target
2 Housing Quality & Safety	HOU 01	Proportion of rent collected as a % of rent due in the financial year	92%	92%	92%	92%
2 Housing Quality & Safety	HOU 02	Percentage of rent lost through LA dwellings becoming vacant (void rent low) Capped	3.50%	3.50%	3.50%	3.50%

2 Housing Quality & Safety	HOU 03	Former tenants arrears as a % of rent due in the financial year Capped	2%	2%	2%	2%
2 Housing Quality & Safety	HOU 04	Current tenants arrears as a % of rent due in the financial year Capped	4%	4%	4%	4%
2 Housing Quality & Safety	HOU 05	Allocations - handover to relet - 14 working days Capped	14	14	14	14
3 Homelessness & Rough Sleeping	HOU 06	Homelessness successful prevention cases	75%	75%	75%	75%
3 Homelessness & Rough Sleeping	HOU 07	Homelessness successful relief cases	45%	45%	45%	45%
2 Housing Quality & Safety	HOU 08	% of Stage 1 housing complaints responded to within 10 working days	100%	100%	100%	100%
2 Housing Quality & Safety	HOU 09	% of Stage 2 housing complaints responded to within 20 working days	100%	100%	100%	100%
	HOU 10 (DF 34)	Emergency Repairs completed within target timescale (TSM RP02)	90%	90%	90%	90%
	HOU 11 (DF 35)	Non-Urgent Repairs completed within target timescale (TSM RP02)	80%	80%	80%	80%
	HOU 12 (DF 36)	Tenant satisfaction with repair	80%	80%	80%	80%

	HOU 13 (DF 37)	Minor Voids - Av No of days taken to complete works Capped	30	30	30	30
	HOU 14 (DF 38)	Major Voids - Av No of days taken to complete works Capped	60	60	60	60
	HOU 15 (DF 39)	Solid Fuel Servicing % of Target Completed	100%	100%	100%	100%
	HOU 16 (DF 40)	Gas Servicing % of Target Completed	100%	100%	100%	100%
	HOU 17 (DF) 41	Revenue Spend over financial year	25%	50%	75%	100%
	PCA 01	Tenant satisfaction with standard of home improvement (capital programme)	80%	80%	80%	80%
	PCA 02	% of properties non-decent (TSM RP01)	5%	5%	5%	5%
	PCA 03	% of properties made decent during reporting period - 1000	25%	50%	75%	100%
	PCA 04	Domestic Compliance in ILS properties against Fire	100%	100%	100%	100%
	PCA 05	Domestic Compliance in ILS properties against Asbestos	100%	100%	100%	100%
	PCA 06	Domestic Compliance in ILS properties against Water Safety	100%	100%	100%	100%

	PCA 07	Domestic Compliance in ILS properties for Lifts (TSM BS02-05)	100%	100%	100%	100%
	PCA 08	Capital Spend - Welfare Adaptions	100%	100%	100%	100%
	PCA 09	Capital Spend - External Wall Insulation	100%	100%	100%	100%
	PCA 10	Capital Spend - Electrical Upgrades	100%	100%	100%	100%
	PCA 11	Capital Spend - External Door Replacements	100%	100%	100%	100%
	PCA 12	Capital Spend - Heating	100%	100%	100%	100%
	PCA 13	Capital Spend - Unforeseen works	100%	100%	100%	100%
	PCA 14	Capital Spend - Kitchen Contract	100%	100%	100%	100%
	PCA 15	Capital Spend - Soffit & Facias	100%	100%	100%	100%
	PCA 16	Capital Spend - Roof Replacement	100%	100%	100%	100%

	PCA 17	Capital Spend - Flat roof replacement	100%	100%	100%	100%
	PCA 18	Capital Spend - Bramley Vale	100%	100%	100%	100%
	PCA 19	Capital Spend - Void wet rooms	100%	100%	100%	100%
	PCA 20	Capital Spend - Safe & Warm scheme	100%	100%	100%	100%
	PCA 21	Domestic Blocked drains cleared within 24 working hours	90%	90%	90%	90%
	PCA 28	Facilities Management - Number of working days to respond: 1 day for urgent	100%	100%	100%	100%
	PCA 29	Facilities Management - Number of working days to respond: 3 days non urgent	100%	100%	100%	100%
	PCA 30	Facilities Management - Number of working days to respond: 10 days regular maintenance	100%	100%	100%	100%
	PCA 32	New Builds - Attend to defects and tenant operating queries within 2 working days	100%	100%	100%	100%