## Appendix 2

## **Corporate Key Performance Indicator Framework**

The final metrics will be reported to Corporate Overview & Scrutiny Committee and Cabinet on a quarterly basis.

Permanent admissions to residential/nursing homes per 100K pop'n (18+) AHH - Adults Self-Directed Support - % adult social care users in receipt of SDS AHH - Adults No of carers who are in receipt of SDS as a % of all carers receiving a service from Adult Social Care AHH - Adults No of carers who are in receipt of SDS as a % of all carers receiving a service from Adult Social Care AHH - Adults No of volunteers active in roles within the council No of volunteers active in roles within the council No of volunteers active in roles within the council No of volunteers active in roles within the council AHH - Comm Dev General Satisfaction of tenants with neighbourhoods/services provided by Housing No of homes transformed AHH - Housing No of homes transformed AHH - Housing No of homest completed within target (to be reviewed) No of homeless cases accepted AHH - Housing No of homeless cases accepted AHH - Housing No of pairs undertaken on time (monthly) Average time to turnaround/re-let voids Average time to turnaround/re-let voids Average time taken to complete an emergency repair AHH - Housing No of people supported by a Local Area Coordinator (LAC) AHH - Phusing No of people supported by a Local Area Coordinator (LAC) AHH - Phusing No of people supported by a Local Area Coordinator (LAC) AHH - PH Sof of hildren who are obese as measured through the National Childhood Measurement Programme at Year 6 (annual) AHH - PH Sof of hildren's Directorate Soft Phyr old Not in Education, Employment or Training Children's Children's Children's Children's Achievement of Level 3 qualification at 19 years old (Annual) Children's Children's Children who serve of the North of the North of the North of the North of Children's Children's Rate of Children subject to Child Protect Plan No of places accessed for two year olds for early years education in the borough No of places accessed for two year olds for early years education in the borough No of places accessed for two year olds for early years education in the borough Children's Ch	KPI Title	Directorate/Service
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KS4 Attainment – Progress 8 score (Annual)  Achievement of Level 2 qualification at 19 years old(Annual)  Achievement of Level 3 qualification at 19 years old (Annual)  No of places available for two year olds to access early years education in the borough  No of places accessed for two year olds for early years education in the borough  Average time (in days) for a child to be adopted (3 year average)  Rate of Children subject to Child Protect Plan  No of Children subject to Child Protection Plans  Rate of Looked After Children  No of Looked After Children  Looked After Children  Looked After Children KS2 Attainment – % Achieving the National Standard in Reading, Writing & Maths (Annual)  Looked After Children KS4 Attainment – Progress 8 score (Annual)  No of unaccompanied asylum seeker children  Children's		Children's
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No of apprenticeships within the council Children's		

KPI Title	Directorate/Service
Environment & Place Directorate	
% Household waste reused/ recycled/ composted	E&P - ENV
Street Cleanliness - a) Litter (review how measured)	E&P - ENV
Street Cleanliness - c) Graffiti (review how measured)	E&P - ENV
% of refuse bins emptied on correct day	E&P - ENV
No of missed bins per month	E&P - ENV
No of incidents of potholes reported	E&P - H&T
No of people killed or seriously injured in road traffic accidents (yearly average taken over a rolling 3 years)	E&P - H&T
% of Major planning applications processed in 13 weeks	E&P - Planning
% of Minor planning applications processed in 8 weeks	E&P - Planning
No of business engaged through Council programmes	E&P - Regen
No of jobs created through Council programmes	E&P - Regen
Unemployment rate (data from ONS/NOMIS)	E&P - Regen
Workforce skills/qualifications (annual)	E&P - Regen
Average weekly household earnings (annual)	E&P - Regen
Jobs within the local economy (annual)	E&P - Regen
GVA per head of population (annual)	E&P - Regen
Sqm of commercial floorspace secured/delivered directly (annual)	E&P - Regen
Income generated through growth programmes (annual)	E&P - Regen
Third party funding secured (annual)	E&P - Regen
No of local people gaining employment, training or qualifications through the housing programme (annual)	E&P - Regen
No of affordable housing units delivered directly (annual)	E&P - Regen
No of private housing units delivered directly (annual)	E&P - Regen
No of incidents of Fly tipping reported	E&P - Residents
No of incidents of Abandoned vehicles reported	E&P - Residents
Finance	
Overall spend to budget on Capital Programme	Finance & IT
Overall spend to budget on General Fund (% variance)	Finance & IT
Overall spend to budget on HRA (£K variance)	Finance & IT
% Council Tax collected	Finance & IT
% National Non-Domestic Rates (NNDR) collected	Finance & IT
Complaints	
% timeliness of response to all complaints	HROD - complaints
% of complaints upheld	HROD - complaints
No of complaints (all) - whole council	HROD - complaints
Customers	
No of repeat face to face visits to Civic Offices	HROD - customer

 $\underline{\text{Note:}} \quad \% \text{ indicators will also include the numbers behind the percentage figures}$