Scrutiny Committee – 7th March 2024

Report of Director of Regeneration and Policy

KEY PERFORMANCE INDICATOR (KPI) REVIEW

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Wards Affected
All

Report Summary
The District Council annually publishes its performance against a series of 12 Key Performance Indicators, whose purpose is to provide an assessment of its overall organisational health. Performance against each of the Key Performance Indicators are generally reported quarterly to Scrutiny Committee.

The Office for Local Government (Oflog) has developed an online tool (at https://oflog.data.gov.uk) which brings together a selection of existing metrics across a range of service areas. This performance management information has also been reported to Scrutiny Committee.

During recent meetings of Scrutiny Committee, Members have indicated that they wished to consider the extent of the existing Key Performance Indicators and whether they were fit for purpose going forward. Members were concerned that the KPIs might be overly focussed on Planning and that there were opportunities to look at data from other services.

The District Council's Performance & Project Management Officer Group (PPMG) has undertaken a review of the Key Performance Indicators (KPIs), details of which are set out in this report. As a result of this review, the report recommends several revisions to the existing suite of Key Performance Indicators.

Recommendations

1. That the new suite of Key Performance Indicators, set out in **Appendix 1,** be adopted for quarterly reporting from 1 April 2024.
2. That Scrutiny Members wanting to form a working group use this report as the basis for their future enquiries.

List of Appendices

Appendix 1   Proposed Key Performance Indicators 2024-28
Appendix 2   Current Key Performance Indicators
Appendix 3   Analysis of Key Performance Indicators against desired criteria
Appendix 4   Key Performance Indicators suggested by consultants Circling Squares

Background Papers

[PERFORMANCE MANAGEMENT – CORPORATE PLAN & KEY PERFORMANCE INDICATORS OUTTURN 2022/23 Scrutiny Committee 19th October 2023](#)

[PERFORMANCE MANAGEMENT – CORPORATE PLAN & KEY PERFORMANCE INDICATORS OUTTURN Q1 and Q2 2023/24Scrutiny Committee 6th December 2023](#)

Consideration of report by Council or other committee
None

Council Approval Required
No

Exempt from Press or Public
No

KEY PERFORMANCE INDICATOR (KPI) REVIEW

1. **Background**

    1.1 The District Council's Key Performance Indicators are intended to measure its general organisational health. They show the direction of Council performance overall. Key Performance Indicators assist in maintaining service standards for operational services such as planning, revenues and benefits. Key Performance Indicators are not corporate plan targets or project delivery goals; those are to be set separately as part of the corporate planning process. Performance against the District Council's existing 12 Key Performance Indicators are generally reported quarterly to Scrutiny Committee. Details of the existing Key Performance Indicators are set out in **Appendix 2.**

    1.2 The Office for Local Government (Oflog) has a vision to provide authoritative and accessible data and analysis about the performance of local government and support its improvement. It has developed an online tool (found at https://oflog.data.gov.uk), which brings together a selection of existing metrics across a range of service areas and is being regularly updated with new information. This performance management information has also been reported to Scrutiny Committee.

    1.3 Oflog has now added updated Planning indicators to its performance reporting data, as well as 3 new Corporate and Finance indicators. All Oflog national benchmarking indicators have been added to the suite of required KPIs.

    1.4 In June 2023, external consultants, Circling Squares, were engaged to help strengthen the District Council's performance management processes and procedures. As part of their commission, they highlighted a large range of Key Performance Indicators that the District Council could use as alternatives as a means of measuring organisational health.

    1.5 Reports on performance against the existing key Performance Indicators have been presented to previous meetings of Scrutiny Committee in October and December 2023. At these meetings, Members of Scrutiny Committee indicated that they wished to consider the extent of the existing Key Performance Indicators and whether they were fit for purpose going forward. Members were concerned that the KPIs might be overly focussed on Planning and that there were opportunities to look at data from other services.

    1.6 The District Council's Project & Performance Management Officer Group has undertaken a review of the existing Key Performance Indicators, details of which are set out below.

2. **Key Issues**

    2.1 To be useful and give an understanding of organisational health, Key Performance Indicators should measure performance that is:

    - Everyday and continuous

- Operationally based in service work
- Short-term or not part of long-term corporate priorities

2.2 In order to be useful and not onerous, Key Performance Indicators should be:

- Easy to understand and measure
- Not reported elsewhere
- A small basket of measures useful to staff, Councillors and the public

2.3 The existing Key Performance Indicators were assessed against each of the criteria set out in Paragraph 2.1 and Paragraph 2.2 above. The outcomes of that review are set out in **Appendix 3**. In undertaking this review, consideration was given by the Project & Performance Management Officer Group as to the suitability of the list of possible Key Performance Indicators as suggested by consultants Circling Squares – as set out in **Appendix 4.**

3 Options Considered and Recommended Proposal

3.1 The Project & Performance Management Officer Group agreed to **retain** many of the current suite of KPIs as these were considered to still be useful and relevant:

No.	Current KPIs to be retained	Reporting Frequency
1	% of undisputed invoices paid on time	Quarterly
2	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	Quarterly (in arrears)
3	Average no. working days lost due to sickness absence per FTE employee per annum is targeted at 9 days; per quarter the target is 2.25 days	Quarterly
4	% Council Tax collected within the year	Quarterly
5	% of Non-Domestic Rates collected within the year	Quarterly
6	Speed of processing new claims for housing benefit and council tax support	Quarterly
7	Speed of processing: notifications of changes in circumstances for housing benefit and council tax support claims	Quarterly

3.2 On the basis of the review undertaken by the Project & Performance Management Officer Group, it is recommended that the following indicators are **removed** from the existing list of Key Performance Indicators:

No	Current KPIs for removal	Reporting Frequency	Justification

1	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	Quarterly	Remove – to be monitored under the Corporate Plan
2	% major planning application determined in 13 weeks or agreed extension of time period	Quarterly	Remove – replace with updated Oflog Planning indicators
3	% of minor planning application determined in 8 weeks or agreed extension of time period	Quarterly	Remove – replace with updated Oflog Planning indicators
4	% of other planning applications determined in 8 weeks or agreed extension of time period	Quarterly	Remove – replace with updated Oflog Planning indicators
5	% of appeals allowed against the LAs decision to refuse planning permission	Quarterly	Remove – replace with updated Oflog Planning indicators

3.3   On the basis of the review undertaken by the Project & Performance Management Officer Group, it is recommended that the following are **added** to the list of Key Performance Indicators:

No.	Proposed New Key Performance Indicators	Reporting Frequency	Justification
NEW 1	% of residents who are very or fairly satisfied with the way Derbyshire Dales District Council runs things	Annually	To reflect resident's view of services
NEW 2	Number and percentage of waste and recycling collections missed	Quarterly	To monitor performance of an important frontline service
NEW 3	Number and percentage of total households subscribed to the District Council's Garden Waste Service.	Quarterly	To monitor performance of an important frontline service
NEW 4	Speed of resolution of reported street-cleaning incidents e.g., of dog fouling, litter, graffiti etc (Exact details of measure TBC)	Quarterly	To monitor performance of an important frontline service
NEW 5	Speed of resolution of reported fly-tipping incidents (Exact details of measure TBC)	Quarterly	To monitor performance of an important frontline service
NEW 6	Number and percentage of abandoned calls (the number of customers ending their call before it is connected, expressed as a % of total calls.)	Quarterly	To monitor performance of an important frontline service
NEW 7	Quarterly Staff Turnover % (Employee turnover is the percentage of employees that leave an organisation during a given time period.)	Quarterly	To monitor the Council's organisational health

3.4

The following potential indicators were carefully considered by the Project & Performance Management Officer Group but are not recommended for use by the District Council as Key Performance Indicators in the future:

No.	Rejected New KPIs	Reporting Frequency	Justification
1	Income generated by garden waste subscriptions	Quarterly	Does not reflect organisational health or performance

No.		Reporting Frequency	Justification
2	Income generated by car parking charges	Quarterly	Does not reflect organisational health or performance

3.5 The following Oflog Performance Indicators also need to be included in the suite of KPIs as part of national benchmarking:

No.	Office for Local Government (Oflog) National KPIs	Reporting Frequency	Justification
1	Household waste recycling rate (%)	Annually	Oflog Waste Metric
2	Residual (i.e., non-recycled) household waste (kg per household)	Annually	Oflog Waste Metric
3	Recycling contamination rate (calculated as estimated proportion that is rejected of total amount of household waste sent for recycling) (%)	Annually	Oflog Waste Metric
4	Non-ringfenced reserves as a percentage of net revenue expenditure.	Annually	Oflog Corporate and Finance Metric
5	Non-ringfenced reserves as a percentage of service spend.	Annually	Oflog Corporate and Finance Metric
6	Total core spending power per dwelling.	Annually	Oflog Corporate and Finance Metric
7	Level of Band D council tax	Annually	Oflog Corporate and Finance Metric
8	Council tax revenue per dwelling.	Annually	Oflog Corporate and Finance Metric
9	Debt servicing as % of core spending power	Annually	Oflog Corporate and Finance Metric
10	Total debt as % of core spending power	Annually	Oflog Corporate and Finance Metric
11	Number of upheld complaints per 100,000 population	Annually	Oflog Corporate and Finance Metric
12	Council tax collection rates (in year)	Annually	Oflog Corporate and Finance Metric
13	Non-domestic rates collection rates (in year)	Annually	Oflog Corporate and Finance Metric
14	Percentage of major planning applications decided on time	Annually	Oflog Planning Metric
15	Percentage of non-major planning applications decided on time	Annually	Oflog Planning Metric
16	Percentage of major planning applications overturned on appeal	Annually	Oflog Planning Metric
17	Percentage of non-major planning applications overturned on appeal	Annually	Oflog Planning Metric

3.6 The final list of Key Performance Indicators recommended to be adopted for use from 1 April 2024 can be found at **Appendix 1**.

4 Consultation

4.1 The review of the Key Performance Indicators has been undertaken in consultation with relevant Service Managers and the Digital Transformation Team. No formal consultation on the proposals has been undertaken, nor is any suggested as the approach to measuring performance does not form any change in policy or service delivery.

5 Timetable for Implementation

5.1 It is recommended that the new KPIs be introduced with effect from 1st April 2024, and generally reported quarterly or as per the reporting frequency thereafter.

6 Policy Implications

6.1 KPIs support the Council's Corporate Plan priorities by monitoring and reporting on the Council's organisational health. This is demonstrated by showing the performance of both key frontline services and key back-office processes.

7 Financial and Resource Implications

7.1 The new KPIs are chosen specifically to be easy to measure and monitor within existing resources. There are therefore no finance, HR or Estates implications, as they can be collected from within existing District Council systems.

7.2 There will be some impact on IT in creating new CRM reports for the new street cleaning and fly-tipping indicators.

8 Legal Advice and Implications, Data Protection

8.1 There are no legal or data protection implications.

9 Equalities Implications

9.1 There are no Equality implications and no need for an EIA.

10 Climate Change and Biodiversity Implications

10.1 There are no climate change or biodiversity implications.

11   Risk Management

11.1   There are no identified risks involved.

Report Authorisation

Approvals obtained from: -

	Named Officer	Date
Chief Executive	Paul Wilson	29/02/2024
Director of Resources/ S.151 Officer (or Financial Services Manager)	Karen Henriksen	29/02/2024
Monitoring Officer (or Legal Services Manager)	Helen Mitchell	1/3/24

KEY PERFORMANCE INDICATOR (KPI) REVIEW

Appendix 1

Proposed Key Performance Indicators 2024-28

No.	Description	Reporting Frequency
1 NEW	% of residents who are very or fairly satisfied with the way Derbyshire Dales District Council runs things	Annually
2	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	Quarterly (DDDC)
3	Household waste recycling rate (%)	Annually (Oflog)
4 NEW	Number and percentage of waste and recycling collections missed	Quarterly
5	Residual (i.e., non-recycled) household waste (kg per household)	Annually (Oflog)
6	Recycling contamination rate (calculated as estimated proportion that is rejected of total amount of household waste sent for recycling) (%)	Annually (Oflog)
7 NEW	Number and percentage of total households subscribed to the District Council's Garden Waste Service.	Quarterly
8 NEW	Speed of resolution of reported street-cleaning incidents e.g., of dog fouling, litter, graffiti etc (Exact details of measure TBC)	Quarterly
9 NEW	Speed of resolution of fly-tipping incidents (Exact details of measure TBC)	Quarterly
10 NEW	Number and percentage of abandoned calls (the number of customers ending their call before it is connected, expressed as a % of total calls.)	Quarterly
11 (Updated)	Percentage of major planning applications decided on time	Quarterly (DDDC) Annually (Oflog)
12 (Updated)	Percentage of non-major planning applications decided on time	Quarterly (DDDC) Annually (Oflog)
13 (Updated)	Percentage of major planning applications overturned on appeal	Quarterly (DDDC) Annually (Oflog)
14 (Updated)	Percentage of non-major planning applications overturned on appeal	Quarterly (DDDC) Annually (Oflog)

No.	Description	Reporting Frequency
15	Speed of processing new claims for housing benefit and Council Tax support	Quarterly
16	Speed of processing: notifications of changes in circumstances	Quarterly
17	Council tax collection rates (in year)	Quarterly (DDDC) Annually (Oflog)
18	Non-domestic rates collection rates (in year)	Quarterly (DDDC) Annually (Oflog)
19	% of undisputed invoices paid on time	Quarterly
20	Average no. working days lost due to sickness absence per FTE employee per annum is targeted at 9 days; per quarter the target is 2.25 days	Quarterly
21 NEW	Quarterly Staff Turnover % (Employee turnover is the percentage of employees that leave an organisation during a given time period.)	Quarterly
22	Non-ringfenced reserves as a percentage of net revenue expenditure.	Annually
23	Non-ringfenced reserves as a percentage of service spend.	Annually
24	Total core spending power per dwelling.	Annually
25	Level of Band D council tax rates.	Annually
26	Council tax revenue per dwelling.	Annually
27	Debt servicing as % of core spending power	Annually
28	Total debt as % of core spending power	Annually
29	Number of upheld complaints per 100,000 population	Annually

KEY PERFORMANCE INDICATOR (KPI) REVIEW

Appendix 2

<u>Existing Key Performance Indicators</u>

No.	Description	Reporting Frequency
1	% of undisputed invoices paid on time	Quarterly
2	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	Quarterly (in arrears)
3	Average no. working days lost due to sickness absence per FTE employee	Quarterly
4	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	Quarterly
5	% major planning application determined in 13 weeks or agreed extension of time period	Quarterly
6	% of minor planning application determined in 8 weeks or agreed extension of time period	Quarterly
7	% of other planning applications determined in 8 weeks or agreed extension of time period	Quarterly
8	% of appeals allowed against the LAs decision to refuse planning permission	Quarterly
9	% Council Tax collected within the year	Quarterly
10	% of Non-Domestic Rates collected within the year	Quarterly
11	Speed of processing new claims for housing benefit and Council Tax support	Quarterly
12	Speed of processing: notifications of changes in circumstances	Quarterly

KEY PERFORMANCE INDICATOR (KPI) REVIEW

Appendix 3 - Analysis of Key Performance Indicators against desired criteria

Current KPIs

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
% of undisputed invoices paid on time	✓	✓	✓	✓	✓	To be retained
% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	✓	✓	✓	✓	X	To be retained
Average no. working days lost due to sickness absence per FTE employee per annum is targeted at 9 days; per quarter the target is 2.25 days	✓	✓	✓	✓	✓	To be retained
The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	✓	✓	X	✓	X	To be removed – to be monitored under the Corporate Plan
% major planning application determined in 13 weeks or agreed extension of time period	✓	✓	✓	X	X	To be removed – monitored elsewhere
% of minor planning application determined in 8 weeks or agreed extension of time period	✓	✓	✓	X	X	To be removed – monitored elsewhere
% of other planning applications determined in 8 weeks or agreed extension of time period	✓	✓	✓	X	X	To be removed – monitored elsewhere
% of appeals allowed against the LAs decision to refuse planning permission	✓	✓	✓	✓	✓	To be retained

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
% Council Tax collected within the year	✓	✓	✓	✓	✓	To be retained
% of Non-Domestic Rates collected within the year	✓	✓	✓	✓	✓	To be retained
Speed of processing new claims for housing benefit and Council Tax support	✓	✓	✓	✓	X	To be retained
Speed of processing: notifications of changes in circumstances	✓	✓	✓	✓	X	To be retained

Potential Key Performance Indicators

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
% of residents who are very or fairly satisfied with the way Derbyshire Dales District Council runs things	✓	✓	✓	✓	X	Recommended to be adopted - to reflect resident's view of services
Number and percentage of waste and recycling collections missed	✓	✓	✓	✓	✓	Recommended to be adopted - to monitor performance of an important frontline service

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
Number and percentage of abandoned calls (the number of customers ending their call before it is connected, expressed as a % of total calls.)	✓	✓	✓	✓	✓	Recommended to be adopted - to monitor performance of an important frontline service
Number and percentage of total households subscribed to the District Council's Garden Waste Service.	✓	✓	✓	✓	✓	Recommended to be adopted - to monitor performance of an important frontline service
Quarterly Staff Turnover % (Employee turnover is the percentage of employees that leave an organisation during a given time period.)	✓	✓	✓	✓	✓	Recommended to be adopted - to monitor the Council's organisational health
Speed of resolution of reported incidents e.g., of dog fouling, litter, graffiti etc (Exact details of measure TBC)	✓	✓	✓	✓	✓	Recommended to be adopted - to monitor performance of an important frontline service
Speed of resolution of reported incidents of fly-tipping	✓	✓	✓	✓	✓	Recommended to be adopted - to monitor performance of an important frontline service
Income generated by garden waste subscriptions	X	X	✓	X	✓	Rejected – not a reliable measure of the Council's performance or organisational health

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
Income generated by car parking charges	X	X	✓	✓	✓	Rejected – not a reliable measure of the Council's performance or organisational health
Calls resolved at first point of contact (%) – Customer Services to resolve customer enquiries (without further referral), expressed as a % of all contact	X	X	✓	X	✓	Rejected – unable to measure
Economy- Job Seekers Allowance claimants. The percentage of the working age population who are claiming JSA	X	X	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Employment rate: People in employment as a percentage of the population of working age (15- 64 years).	X	X	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Town centre health checks -various indicators combined to establish consistent measure for town centres – unit vacancies, footfall, employment etc	X	X	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Small Medium Enterprises data. New registrations for VAT and PAYE, cessation of trading and duration of trading rates	X	X	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
% coverage of broadband services expressed as the numbers of premises with access to high- speed connections as a % of total premises.	X	X	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
% Licensing Act 2003 applications determined within 2 months	✓	✓	✓	X	✓	Rejected – difficult to measure
Income generation E.g., Garden Waste Subscriptions, car park income	✓	X	✓	X	X	Rejected – not a reliable measure of the Council's performance or organisational health
Take up of digital services (%) availability - services available through digital platform(s), expressed as a % of all services using online services instead of other channels, such as letters or telephone.	✓	X	X	X	X	Rejected – difficult to measure and not a reliable measure of the Council's performance or organisational health
5yr land supply	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
% affordable homes completed / Number of additional affordable homes. Affordable homes completed (for occupation) as a % of all new housing completions	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Homes Numbers of households in temporary accommodation A count of households supported by the council to prevent homelessness.	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Length of stay in temporary (B&B) accommodation (days / weeks)	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28

KPI	Everyday and continuous	Operationally based in service work	Short-term / not part of long-term corporate priorities	Easy to understand and measure	Not reported elsewhere	Decision and Justification
Number of People Sleeping Rough in the District	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Homelessness Prevention - % of cases where homelessness is threatened but prevented	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Homelessness Relief - % of cases where homelessness is relieved	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Affordable homes completed / Number of additional affordable homes. Affordable homes completed (for occupation) as a % of all new housing completions. Number of additional affordable homes through enabling work.	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28
Number of vacant dwellings returned to occupation A count of dwellings empty for 6 months, which have been returned to occupation.	X	✓	X	X	X	Rejected – monitored elsewhere, potentially through the Corporate Plan 2024-28

KEY PERFORMANCE INDICATOR (KPI) REVIEW

Appendix 4 – KPIs suggested by Circling Squares

Corporate Performance Indicators - Examples from other councils

Indicator
Time taken to process new claims for benefits (inc. Housing Benefit and CTR)
Calls resolved at first point of contact (%) – Customer Services to resolve customer enquiries (without further referral), expressed as a % of all contact
Calls answered within target time (%) [with % abandoned calls] The time taken to answer a call, expressed as a % of all calls answered within an agreed time (seconds / minutes). Abandoned calls – the number of customers ending their call before it is connected, expressed as a % of total calls.
Q Speed of processing – Housing Benefits & Council tax – new claims and changes of circumstances . The average number of days (taken as a mean average across the recording period), from receipt of application or notification of change to notification of decision or adjustment of claim.
Percentage of Non-domestic Rates Collected
Economy- Job Seekers Allowance claimants .The percentage of the working age population who are claiming JSA
Employment rate :People in employment as a percentage of the population of working age (15- 64 years).
Town centre health checks -various indicators combined to establish consistent measure for town centres – unit vacancies, footfall, employment etc

Small Medium Enterprises data .New registrations for VAT and PAYE , cessation of trading and duration of trading rates
% coverage of broadband services expressed as the numbers of premises with access to high- speed connections as a % of total premises.
% Licensing Act 2003 applications determined within 2 months
Income generation E.g., Garden Waste Subscriptions, car park income
Creditor invoices paid within 30 days
Take up of digital services (%) availability - services available through digital platform(s), expressed as a % of all services using online services instead of other channels, such as letters or telephone.
Working Days Lost Due to Sickness Absence
Quarterly Staff Turnover %
Percentage of household waste sent for reuse, recycling, and composting (quarterly)
Number of bin collections missed per 1000 households, expressed as a %age
% of fly tips cleared within target days The number of reported fly tips cleared within a target time
% - Planning appeals allowed
% of planning applications determined within 13 weeks: Major Applications
% of planning applications determined within 8 weeks: Minor Applications
% of planning applications determined within 8 weeks: Other Applications

Quality of decision making (planning) - % of appeals overturned of all decisions. The number of appeals against the refusal of planning permission overturned at appeal, expressed as a % of all decisions made.
5yr land supply
% affordable homes completed / Number of additional affordable homes. Affordable homes completed (for occupation) as a % of all new housing completions
Homes Numbers of households in temporary accommodation A count of households supported by the council to prevent homelessness.
Length of stay in temporary (B&B) accommodation (days / weeks)
Number of People Sleeping Rough in the District
Homelessness Prevention - % of cases where homelessness is threatened but prevented
Homelessness Relief - % of cases where homelessness is relieved
Affordable homes completed / Number of additional affordable homes. Affordable homes completed (for occupation) as a % of all new housing completions. Number of additional affordable homes through enabling work.
Number of vacant dwellings returned to occupation A count of dwellings empty for 6 months, which have been returned to occupation.