

Corporate Performance Indicators

Library of Definitions

Quarterly Corporate Performance Indicators	
Measure	Definition
PI001a - HB Number of Housing Benefit cases received	<p>This is a count of the total number of housing benefit cases received in the Revenues and Benefits department per quarter. This indicator used to be coupled with monitoring the number of council tax benefit cases but was split in 2013/14 to prevent double counting.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI001b - CTAX Number of Council TAX cases received	<p>This is a count of the total number of council tax benefit cases received in the Revenues and Benefits department per quarter. This indicator used to be coupled with monitoring the number of housing benefit cases but was split in 2013/14 to prevent double counting.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI002 - Total number of JSA claimants in SSDC (average per quarter)	<p>Average number of JSA claimants per quarter. Figures are provided on a monthly basis from https://www.nomisweb.co.uk/reports/lmp/la/2038431930/report.aspx and then averaged to provide a quarterly figure.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI003 - Planning Appeals - Quarterly (BV204)	<p>Purpose/aim. There has been a recent increase in the number of planning applications going to appeal. There is some evidence to suggest that this may in part be as a result of Local Planning Authorities (LPAs) refusing more applications in order to meet development control performance targets as specified in BV 109. ODPM therefore proposed a new indicator to measure the percentage appeals allowed against the authority's decision to refuse.</p> <p>Definition. This indicator is concerned only with planning applications where the local planning authority has refused planning permission. It does not include planning appeals against conditions or non-determinations.</p> <p>Formula/Worked Eg. $N = (a / b) \times 100$ Where: a = Number of planning appeals allowed against the authority's decision to refuse a planning application b = All planning appeals, against refusal of planning permission.</p> <p>Performance to date is calculated as a year to date figure, for example, using the above formula but using the year to date base data.</p>
PI004 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (Quarterly)	<p>Definition: The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit</p> <p>New claims: New claims to HB/CTB Change event: Notification of a change of circumstances which requires a decision to be made by the local authority but excluding automatic uprating and annual council tax increases, batch changes to Council Tax liability, and revisions to earlier decisions, e.g. following an accuracy and/or management check or appeal/reconsideration/revision.</p> <p>Time taken to process: The time elapsed between receipt of claim or notification of change event and a decision being recorded. The day on which the claim is received is counted as Day 1.</p> <p>Decision: As defined in HB and CTB regulations</p> <p>Date of receipt: Date that notification of the claim or change event was received by the authority. Either from the customer, Jobcentre Plus or The Pensions, Disability and Carers Service or other third party.</p> <p>Formula: $\frac{xn}{y + z}$</p>

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	<p>Where: x_n = The total number of calendar days taken to process new claims and change events. y = The number of new claims in the reporting period. z = Number of change events in the reporting period.</p> <p>Worked Example: An authority processes 1,000 new claims and 2,000 changes in a quarter and these take 48,000 calendar days in total to process. $48,000 / (1000 + 2000) = 16.0$ days</p> <p>Good Performance: Lower average number of calendar days</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI008 - Number of requests for street cleansing	<p>Total number of requests received by Streetscene for street cleansing. Street cleansing includes weeds.</p> <p>Performance to date is calculated on a cumulative basis for the financial year.</p>
PI009 - Number of bin collections (all types listed individually) missed per 1000 households	<p>Rate provided SWP per month, then is calculated up to provide a total for all three collection categories (dry recy and kitchen waste, garden and refuse) for the month. An average is then calculated for the quarter based on the monthly totals of these three categories.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI010 - Total number of fly tips reported	<p>Measure of the total number of fly tips reported to SSDC per quarter.</p> <p>The performance to date figure is a cumulative figure for the year.</p>
PI011 - Total estimated cost of clearing reported fly tips	<p>Total cost to SSDC of all reported fly tips, cost is calculated based on the size of the tip and resources required to collect the tip.</p> <p>The target is based on historical data and the SSDC Streetscene team influence this by completing their annual work plan and maintaining their service standards, i.e. clearing all tips promptly. The data for each fly tip is input into a Defra system, this system then calculates the cost per quarter.</p> <p>The performance to date figure is a cumulative figure.</p>
PI012 - Average number of days to respond to a reported fly tip	<p>Average number of days to respond to a reported fly tip calculated by the Streetscene team.</p> <p>The performance to date figure is calculated as an average of the quarterly figures.</p>
PI013 - Percentage of household waste sent for reuse, recycling and composting (Quarterly)	<p>Data from SWP.</p> <p>Rationale: The indicator measures percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted. Definition: The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion. This was previously collected as BVPI 82a and 82b in 2007/08. The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion. The denominator is the total tonnage of household waste collected. Household waste means those types of waste which are to be treated as household waste for the purposes of Part II of the Environmental Protection Act 1990 by reason of the provisions of the Controlled Waste Regulations 1992.</p> <p>Good Performance: Good performance is typified by a higher percentage Collection interval.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>

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PI015 - Number of households on the Choice Based Letting waiting list - all bandings	<p>Total number of households on the Choice Based Letting waiting list in each of the four bandings, bronze, silver, gold and emergency, as a snapshot at the end of each quarter.</p> <p>Performance to date is calculated as a cumulative figure.</p>
PI019 - Average length of stay in Temporary Accommodation (Bed & Breakfast) (BV183a)	<p>Purpose/aim. To measure authorities' success in reducing the inappropriate use of temporary accommodation.</p> <p>Definition. Include only households that both: 1. include dependent children or a pregnant woman for whom a local housing authority duty under s.193 of the Housing Act 1996 has come to an end at some point during the financial year, and 2. have spent some time in bed and breakfast arranged by a local housing authority at any point pursuant to the homelessness application that gave rise to the s.193 duty referred to above. Note: this means that some households may need to be included even though they have not spent any time in bed and breakfast during the financial year. 'Bed and Breakfast accommodation' includes: • Bed and Breakfast hotels; • other nightly paid/privately managed accommodation; • shared facilities (meals provided); and • other nightly paid/privately managed accommodation: shared facilities (but no meal(s) provided); as defined on the P1E forms from April 2002 onwards. 'Length of stay' is the cumulative amount of time spent by the household in Bed and Breakfast as a discharge of homelessness duties arising from one homelessness application. This includes any periods that may have been separated by stays in other forms of temporary accommodation. Measurement of each length of stay commences on the date when the household first entered this form of accommodation (e.g., to discharge the s.188 duty), not the date on which the authority decided that the s.193 duty was owed. If someone becomes pregnant whilst in temporary accommodation measurement starts at the point which the council is informed of the pregnancy, not from when the pregnancy commenced Measurement stops when the household leaves Bed & Breakfast accommodation, or when s193 homelessness duty comes to an end.</p> <p>Formula/Worked E.g.</p> <p>Average is calculated as the mean length of stay and should be reported as one figure in whole weeks. Mean length of stay is found by adding the quantities together and dividing by their number, e.g. if four families spend 4,6,12 and 22 weeks in B&B respectively, the average length of stay would be reported as 11 weeks $((4+6+12+22) / 4)$.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI029 - Number of incidents of antisocial behaviour reported to SSDC inc EH totals	<p>The total number of anti-social behaviour incidents per quarter is exported out of the Council's own system for monitoring and recording ASB. This indicator also includes the totals from the Environmental Health system which incorporates incidents like noise complaints. This indicator excludes Fly Tipping and Dead Animals.</p> <p>Performance to date is calculated as a cumulative figure.</p>
PI031 - % of calls to contact centre resolved in the contact centre (Quarterly)	<p>Figure calculated using the total number of calls in the contact centre and the total number of calls that are resolved in the contact centre to give the percentage.</p> <p>Performance to date is calculated as an average of the quarters within the financial year.</p>
PI033 - Total number of complaints received	<p>Total number of complaints received per quarter, for all services.</p>
PI034 - % of complaints resolved at stage 1 of complaints process	<p>Total number of complaints resolved at stage 1, calculated as a percentage of the total number of complaints received within the quarter.</p>

Quarterly Corporate Performance Indicators

Measure	Definition
<p>PI032 - Working Days Lost Due to Sickness Absence - Quarterly (BV12)</p>	<p>Purpose/aim: To monitor the level of sickness absence in local authorities.</p> <p>Definition: The numerator is defined as the total number of working days lost due to sickness absence, including industrial injury, irrespective of whether this is self-certified, certified by a GP or long-term. For part-time staff, the authority should calculate the FTE for both the numerator and denominator on a consistent basis. Calculated as average days per employee not as a percentage. Include all permanent local authority employees, including teachers, staff employed in schools and staff employed in DLOs and DSOs. Exclude agency staff and staff on maternity or paternity leave. However, temporary staff and staff on fixed term contracts who have been employed by the authority for over a year should be considered permanent. The denominator is the average number of FTEs employed during the financial year. Working days/shifts, means days/shifts scheduled for work after holidays/leave days have been excluded.</p> <p>Formula/worked example:</p> <p>The denominator is the average number of FTE staff calculated by reference to the current financial year [i.e. (FTE 1st April) + (FTE 31st March) / 2] Dealing with sickness absence for part-time staff: If a person works 5 half days and misses 10 days, the numerator = 10 x 0.5 = 5 days If a person works 2 full days a week and misses a week, the numerator = 2 days. Adjustments also need to be made in the denominator; staff working a half a day every day counts as 0.5 of a person, and staff working 2 days a week counts as 2/5ths (or 0.4) of a person.</p> <p>Return Format: Number (Days) Decimal Places: 2</p> <p>Performance to date is a year to date figure (will always equal the latest quarter figure).</p>
<p>PI035 - Percentage of Council Tax Collected - Quarterly (BV 9)</p>	<p>Defined using the definitions used for the ODPM QRC4 return for 2003/04, although the figures will relate to the current financial year. The definition is line 4 (Total receipts of council taxes for the year, net of refunds granted in respect of the year) as a percentage of line 1 (Estimated net collectable debit in respect of council taxes for the year, net of benefit). Receipts should be attributed to the oldest year in which debts are outstanding, and not to the current year unless the payment is specifically for the current year.</p> <p>Formula/Worked Eg. Worked example:</p> <p>if line 1 = £20,833,000, and line 4 = £20,080,000, then BV9= 20,080 / 20,833 x 100 = 96.3%</p> <p>Performance to date is a year to date figure (will always equal the latest quarter figure).</p>

Annual Corporate Performance Indicators

Measure	Definition
PI005a - Working age people on out of work benefits (Annual)	<p>Definition: This indicator measures the percentage of the working age population who are claiming out of work benefits. Working age benefits include the main out-of-work client group categories (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on income-related benefits with the exception of carers who are not subject to activation policies in the same way as other groups). The working age population is defined as the sum of females and males aged 16-64. Data are presented as a rolling average of 4 quarters to account for seasonal variation. These figures can be accessed at single tier and county council level via ONS' NOMIS website: https://www.nomisweb.co.uk/Default.asp</p> <p>Formula: $((q1 + q2 + q3 + q4) / (y1 + y2 + y3 + y4)) * 100$</p> <p>Where: q1 to q4 = Number of working age people claiming out of work benefits in quarters 1 to 4. Y = Working age population (16-64 females and males) in quarters 1 to 4 Worked example: = 13.3%</p> <p>Good performance: Good performance will be typified by a reduction in the rate.</p>
PI006 - Number of instances of inward investment into the District as a measure of economic impact	<p>Count of the total number of inward investments into South Somerset. Inward investment measures include number of new jobs created/ sustained/ start up business supported.</p> <p>For example: There were 77 enquiries received by Into Somerset. Of the 77, 16 enquiries were specific to South Somerset and are broken down as follows:</p> <ul style="list-style-type: none"> - 2 invested in the area producing/ securing 61 jobs. - 6 are still open and ongoing. - 10 are closed. <p>Formula: N/A</p>
PI007 - Number of Economic Development Enquiries	<p>Count of the total number of ED enquiries received by SSDC. Enquiries include:</p> <ul style="list-style-type: none"> - Planning Consultation responses - ED enquiries from external sources - ED enquiries internally - instances of assistance to other SSDC departments - instances of partnership working - instances of support to the Development Valuer - instances of business support given <p>Formula: N/A</p>
PI014 - Performance against annual work program - 80% either on target or complete	<p>The total number of actions within the Streetscene work program that are either on target or complete as a percentage of the total number of actions within the plan. The full annual plan can be obtained from the Streetscene department.</p>
PI021 - Affordable homes completed as a % of all new housing completions (Annual)	<p>Affordable homes completed as a % of all new housing completions. Figures collected by the Spatial Policy team as part of the annual housing survey. Note spatial policy figure of affordable homes differs from Strategic Housing due to the variance in the time of year the annual survey is done to give this snapshot.</p> <p>Worked example:</p> <ol style="list-style-type: none"> a. 200 affordable homes completed in one year. b. 1000 homes completed in one year. <p>$a/b * 100 = \%$</p>

Annual Corporate Performance Indicators

Measure	Definition
PI022 - % New Homes built on Previously Developed Land (Annual) (BV106)	<p>Number of new homes build on previously developed land as a percentage. Figure collected and calculated as part of the annual housing survey.</p> <p>Purpose/aim: To encourage the provision of additional housing on previously developed land and through conversions of existing buildings in order to minimise development on green fields.</p> <p>Definition: Any new housing unit, including a second or holiday home etc., must be counted in this indicator. 'New homes' includes units created through conversions. The number of new buildings including conversion should be the gross rather than the net figure – so if one house is converted into three flats you count three in the numerator not two. For the purposes of this indicator, 'previously-developed land' is that which is or was occupied by a permanent structure (excluding agricultural or forestry buildings), and associated fixed surface infrastructure. The definition covers the curtilage of the development. Previously developed land may occur in both built-up and rural settings. The definition includes defence buildings and land used for mineral extraction and waste disposal, where provision for restoration has not been made through development control procedures. If a development site contains new and previously developed land, only count the dwellings built on the previously developed part of the site.</p> <p>Good performance: High</p> <p>Formula: $N = (a / b) \times 100$ Where: a = number of new homes built on previously developed land b = total number of new homes</p>
PI023 - Net additional homes provided SSDC (Annual)	<p>Rationale: Encourage a greater supply of new homes in England to address the long term housing affordability issue.</p> <p>Definition: This indicator measures the net increase in dwelling stock over one year.</p> <p>Formula: The net increase in dwelling stock over one year is calculated as the sum of new build completions, minus demolitions, plus any gains or losses through change of use and conversions:</p> <p>$a - b + c + d$ where: a = new build completions b = demolitions c = change of use (net change) d = conversions (net change)</p> <p>Good performance is typified by an increase in numbers of net additional homes.</p>
PI024 - Number of Housing Association dwellings completed	<p>Count of the total number of housing association dwellings completed per year. Note this is different to affordable housing.</p> <p>Formula: N/A</p>
PI025 - Number of cases of homelessness helped	<p>Total number of cases of homelessness helped at any given point in the year. Figure calculated by the Housing and Welfare service.</p>
PI026 - Number of Vacant Dwellings Returned to Occupation or Demolished - Annual (BV64)	<p>Purpose/aim. To encourage the occupation or demolition of empty homes.</p> <p>Definition. Dwellings to include: Local authorities should count all vacant dwellings except for Housing Revenue Account dwellings. This includes: privately owned dwellings, RSL dwellings, dwellings owned by other public sector organisations and, in two-tier authorities, properties owned by the County Council. Second homes, holiday lets, dwellings in unlicensed accommodation and flats and houses normally occupied by students should not be included in any count of vacant dwellings.</p>

Annual Corporate Performance Indicators

Measure	Definition
	Formula/Worked E.g. N/A
PI026a - % of Vacant Dwellings Returned to Occupation or Demolished - Annual (BV64)	<p>Purpose/aim. To encourage the occupation or demolition of empty homes.</p> <p>Definition. Dwellings to include: Local authorities should count all vacant dwellings except for Housing Revenue Account dwellings. This includes: privately owned dwellings, RSL dwellings, dwellings owned by other public sector organisations and, in two-tier authorities, properties owned by the County Council. Second homes, holiday lets, dwellings in unlicensed accommodation and flats and houses normally occupied by students should not be included in any count of vacant dwellings.</p> <p>Formula/Worked E.g. N/A</p>
PI027 - Number of new affordable homes enabled	<p>A count of the number of new affordable homes enabled by the work of SSDC.</p> <p>Formula: N/A</p>
PI030 – Number of Community safety local action groups supported per year	<p>A count of the total number of community safety local action groups supported each year.</p>
PI038 - Total cost of SSDC per head of population	<p>Total cost of running SSDC per head of population. Calculated using the latest population figures from Census and ONS and total expenditure figure from finance.</p> <p>Worked example: Total cost of SSDC (£16,280,555)/Population (161,243) = £100.96</p>