

Proposed Changes to Performance Indicator Targets for 2021/22

Service Area	Performance Indicator	20/21 Actual	21/22 Service Plan target	Proposed New Target	Rationale
Revenues and Benefits	Percentage of Council Tax collected	98.5%	98.0%	98.5%	Targets have been reviewed on the basis of the actuals achieved for 2020/21 and expectations in 2021/22 for the implications of the pandemic on collection rates and the processing of benefit claims. More challenging targets are proposed for Council Tax collection and accuracy in assessment.
	Percentage of Non-Domestic Rates collected	93.7%	94.5%	93.1%	
	Speed of processing new Housing Benefit claims (days)	20.1	20	21	
	Speed of processing - changes of circumstances for Council Tax Support claims (days)	8.0	8	9	
	Accuracy in Assessment	93.9%	92%	92.5%	
Waste & Recycling	Percentage of household waste sent for reuse, recycling and composting	43%	47%	44%	The original target for reuse, recycling and composting was on the assumption of an early introduction of separate food waste collections, which has now been delayed. The new target also takes account of the likelihood that people will continue to work from home (at least for part of the week) and the Council will therefore continue to have to deal with much more domestic waste. This also has implications for a realistic target for the amount of waste going to landfill.
	Amount of waste per household which is disposed of in landfill sites (kilos)	454	400	425	
	Number of missed collections per 100,000	53	45	60	The revised target assumes the introduction of food waste collection in the latter part of the year, which is likely to see an increase in missed collections.

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HR	Staff sickness absence rate – days per full-time equivalent	4.85	7.5	7.0	This proposes a more challenging target, based on the reduced amount of staff sickness last year and a sustained level of homeworking.
Land Charges	The percentage of Local Authority Searches replied to within 5 working days Change to % replied to within 7 working days	56% (in 5 working days)	96%	96% (in 7 working days)	Last year Local Authority search volumes recorded record levels, making it very difficult for staff to process responses in the demanding 5 working day timeframe. At present, the Local Land Charges team are processing searches within 6 working days. It is considered that a revised 7-day turnaround will reduce the pressure on staff whilst continuing to deliver a very marketable and attractive level of service. To put this timeframe into context the Government's accepted level of service for Local Authority searches is 10 working days.