

APPENDIX D

Proposed Changes to the Performance Indicators to be monitored by the Scrutiny Committee for Leader, Resources and Economic Growth in 2019/20

Service Area	Measure	Proposal and Reason for Change	Service Plan targets	
			18/19	19/20
Economic Development	NEW INDICATOR Total new business floorspace in the District granted permission – B1, B2, B8 (m ²)	New indicator to reflect delivery of the Premises Theme of the Economic Development Strategy (to be reported annually)	3,180	3,817
	NEW INDICATOR Micro business grants – funds awarded compared to total grant received	New Indicator to reflect delivery of the Economic Development Strategy, specifically promotion and take up of the grants scheme.	100%	100%
	NEW INDICATOR Footfall in the shopping centres of the District’s three main towns.	Measures number of visits to the District’s main shopping centres and indicator of the wellbeing of High Street retailers.	N/A	N/A
	DELETED INDICATOR Non-Domestic Rates (this is the net collectable figure after rates and exemptions have been applied)	It is proposed to delete this indicator as it does not provide a meaningful measure of the prosperity of the local economy.		
Sustainability	NEW INDICATOR Usage of Council-owned electric vehicle charging points in public car parks (amount of energy used in kWh).	New indicator to monitor the level of success in increasing the use of existing charging points and addition of new ones. Progress with the Sustainability Strategy is reported annually to the Scrutiny Committee for Leader, Resources and Economic Growth.	8,000 kWh	50,000 kWh
	NEW INDICATOR Greenhouse gas emissions from Council buildings	New indicator to monitor delivery of the Sustainability Strategy. Council buildings include Oaklands campus, pavilions, public toilets, Bridge Road depot and Council car parks.	N/A	3% pa reduction
Customer Services and Communications	NEW INDICATOR % of Freedom of Information (FOI) Requests responded to within 20 working days. The number of FOI requests received per quarter will also be reported.	There is a requirement for the Council to respond to FOI requests within 20 working days. Reporting the number of request received will also provide Members with information regarding trends in their volume. This information is already provided on the Council’s website.	99%	100%

Landscapes	DELETED INDICATOR Adherence to the agreed work plan for all regular scheduled grounds maintenance work in the District. Replace with: NEW INDICATOR Satisfaction with the grounds maintenance service.	The current indicator is based on compliance with a core schedule of tasks for routine maintenance of our parks and open spaces. The replacement indicator is more in line with the contract with idverde who are required to carry out satisfaction surveys as part of the specification. The new indicator is more outcomes focused.	N/A	95%
Parking Services	NEW INDICATOR % of pay and display transactions made by cashless payments	This monitors the volume of transactions moving to digital platforms following the introduction of cashless parking machines and the telephone app.	N/A	25%
Waste and Outdoor Services	NEW INDICATOR Number of missed collections per 100,000	Measures the efficiency of the refuse collection service in the collection of household bins.	19	18
	NEW INDICATOR % of relevant land assessed as having below acceptable levels of litter	Measures success of the contractor in keeping relevant land free of litter.	N/A	4%
	NEW INDICATOR % of relevant land assessed as having below acceptable levels of detritus	Measures the effectiveness of the contractor's road sweeping. Detritus includes dust, mud, stones, rotted leaves and plastic.	N/A	6%
	NEW INDICATOR % satisfied with refuse collection, recycling collection and street cleansing	An average of the customer satisfaction results for refuse, recycling and street cleansing to give an understanding of the level of satisfaction with Serco's services overall.	84%	87%
	DELETED INDICATOR Dry recycling rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	Proposed to delete reporting of this indicator as it is covered under the PI for % of waste sent for reuse, recycling and composting.		
	DELETED INDICATOR Composting rate which goes towards the PI Percentage of waste sent for reuse, recycling and composting.	Proposed to delete reporting of this indicator as it is covered under the PI for % of waste sent for reuse, recycling and composting.		
Development Management	NEW INDICATOR The average time taken to process planning applications (days).	The existing processing indicators measure performance against national standards for majors (13 weeks), minors (8 weeks) and others (8 weeks). Especially with majors, the 13 week standard can be extended with the agreement of the applicant and still	60	65

		count as being within the target. Statutory definitions for the speed of processing PIs allow for agreed extension of time. This is a positive for the Council as it provides more freedom to negotiate better outcomes for development, turn refusals into approvals or 'acceptable' development into something more positive. The Council has a large number of applications that need S106's because they are 'majors' or within the 7km zone of Ashdown Forest. The proposed additional indicator measures the average actual processing times for all types of planning applications and is already monitored by the Development Management Team.		
Housing	NEW INDICATOR Average number of households in nightly paid temporary accommodation	The Council is trying to reduce the use of expensive guest house accommodation in favour of alternative provision through Register Provider stock and procurement of its own temporary accommodation. This indicator will gauge the level of success in limiting the use of guest house accommodation and will be reported in addition to the total number in temporary accommodation.	N/A	<17
	CHANGED INDICATOR The average time that households are spending in temporary accommodation (weeks) change to The average amount of time a household has spent in temporary accommodation overall when they leave following the acceptance of a full homelessness duty (days).	The current indicator measures the average time spent of all those in temporary accommodation. This indicator can be distorted if households cannot move on from temporary accommodation due to rent arrears or previous poor tenancy history leading to blocks on nomination to social housing. The new indicator measures the amount of time that those who have left temporary accommodation have actually spent there.	250 days	250 days
	NEW INDICATOR The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold.	This indicator will measure the Council's level of success in achieving affordable housing policy compliance for schemes on all sites over the threshold. This is not always possible due to viability challenges by developers, some of which will be successful. This will be in addition to reporting the total number of affordable homes delivered.	85%	85%