

Table of KPIs

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 01	Average number of days taken to process new Housing Benefit Claims from point of receipt to notification of entitlement	Data generated from Northgate system	19.5 days from 2023/24 (previously 21 days)	21.6 days from 2023/24 (previously 23.1 days)	Quarterly	A prosperous Norwich
KPI 02	Council Tax collection – the amount of in year council tax plus arrears from previous years collected (target set according to budget requirement).	The annual target is the Council Tax requirement set in the budget. The annual target is profiled across the year based on what we would expect to have collected by the end of each month. Each quarter, variance to the quarterly target is reported. Data is generated from the Northgate System	100%	99%	Quarterly	An open and modern council
KPI 03	Business Rates collection – the amount of in year business rates plus arrears from previous years collected (target set according to budget requirement)	The annual target is the National Non-Domestic Rate forecast rating income. The annual target is profiled across the year based on what we would expect to have collected by the end of each month. Each quarter, variance to the quarterly target is reported. Data is generated from the Northgate System	100%	99%	Quarterly	An open and modern council
KPI 04	Council on track to remain within General Fund budget (£)	Forecasts from all budget managers input into Collaborative Planning tool	£0.00	£500,000	Quarterly	An open and modern council

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 05	% of council housing rent collected (excluding arrears brought forward)	(A / B) *100. Where A = the actual rent and service charges collected year-to-date on current & former General Needs (GN) & Housing for Older People (HfOP) (excluding garages) and where B = the actual rent and service charges due year-to-date for all tenanted GN & HfOP properties (excluding garages). Worked example - By the end of September £470,000 of rent and service charges had been received by the organisation from current & former tenants. The year-to-date actual rent and service charges due is £500,000. Rent collected as a percentage of rent owed = (£470,000 / £500,000) *100 = 94.0%	99.8%	98.8%	Quarterly	A fairer Norwich
KPI 06	Average re-let time of council homes in calendar days (excluding major works)	Calculated by dividing the total number of days standard re-let properties were vacant in the period, by the number of standard re-lets in the period	21 days	25 days	Quarterly	A fairer Norwich
KPI 07	% of council homes with a valid gas safety certificate	The denominator is the number of rented dwellings in ownership that have a connected gas supply. Calculation = Number of council homes with a valid gas safety certificate / Number of council homes requiring a gas safety certificate * 100	100%	99.8%	Quarterly	A fairer Norwich.

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 08	Number of homeless households living in temporary accommodation	This measure of temporary accommodation is a snapshot at the end of the period. It is not a cumulative total of all households living in temporary accommodation across the period. Any households living in temporary accommodation in another local authority district are included where this has been provided by Norwich City Council	62	68	Quarterly	A fairer Norwich
KPI 09	% of households owed a homelessness prevention duty (in accordance with the Homelessness Reduction Act) where the duty was ended due to suitable accommodation being secured for them	<p>This KPI measures the proportion of households owed a prevention duty whose duty ended due to suitable accommodation being secured for at least six months. This can involve assisting them to stay in their current accommodation or helping them to find a new place to live.</p> <p>Calculation = $(N / D) * 100$</p> <p>N = Number of households secured accommodation for at least six months (where a prevention duty ended in the period)</p> <p>D = Number of households whose prevention duty ended in the period</p>	66	60	Quarterly	A fairer Norwich
KPI 10	% of household waste sent for reuse, recycling, composting (reporting on previous quarter)	Using DEFRA methodology from WasteDataFlow	40%	36%	Quarterly	A climate responsive Norwich

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 11	% of people responding as feeling safe in a local area survey	% of people responding as feeling safe to a local area survey issued by text – REPLACED BY KPIs 11a & 11b from Q2 2023/24	60%	54%	Quarterly	A fairer Norwich
KPI 11a	% of residents responding as feeling safe in their local area during the day	% of people responding as feeling safe during the day to a local area survey issued by text	New KPI for Q2 2023/24		Quarterly	A fairer Norwich
KPI 11b	% of residents responding as feeling safe in their local area after dark	% of people responding as feeling safe after dark to a local area survey issued by text	New KPI for Q2 2023/24		Quarterly	A fairer Norwich
KPI 12	Number (of total) (%) of food premises rated 0,1 or 2 (not broadly compliant), moving to a compliant rating of 3, 4 or 5 against the Food Rating Hygiene System following intervention by food safety officers	Calculation run in Environmental Health systems	80	72	Quarterly	A fairer Norwich
KPI 13	Number of private rented sector homes made safe	Report run in Uniform	100	90	Annually (Q4)	A fairer Norwich
KPI 14	% of planning decisions upheld after appeal (where the council has won)	Trailing Twelve Month Data calculated after the end of each quarter based on planning appeal decisions	66%	59.4%	Quarterly	A prosperous Norwich

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 15	% of planning applications determined within statutory time limits	% of planning applications of development types Q1-Q21 (these being central government definitions) determined within statutory time periods or within an agreed extension of time	90%	51%	Quarterly	A prosperous Norwich
KPI 16	Council income from investment property portfolio expressed as a % of target income	Rental income collected (including agreed deferrals) as a % of budgeted income	95%	85.5%	Quarterly	An open and modern council
KPI 17	Area of underused council land brought into productive use (m2)	Measure the m2 of any sites allocated in the Site Allocations plan that are within council ownership and are brought into the use specified in the allocation policy within that monitoring year (excludes designated open space)	0%	0%	Annually (Q4)	A prosperous Norwich
KPI 18	Number of affordable homes built, purchased, or enabled by the council	Collection of information from Registered Providers and in-house development	50	45	Annually (Q4)	A fairer Norwich
KPI 19	Number of new homes (council & private) completed (built)	The sum of new homes built in Greater Norwich measured against the annual requirement of the Greater Norwich Local Plan (GNLP)	The target of 1,990 homes for this policy is based on the average annual number of homes remaining to be delivered after 2022 to meet the plan's residual target.	Housing land supply falls below the 5-year requirement in two consecutive years.	Annually (Q2)	A fairer Norwich

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 20	Value of external funding leveraged to support council development and place shaping priorities (£).	Sum of £ leveraged	£250,000	£225,000	Annually (Q4)	A future-proof Norwich
KPI 21	% reduction of CO2 emissions from Local Authority operations	The Council's carbon reduction metric relates to the % of carbon dioxide emitted, in tonnes, compared to the previous year. Carbon emissions included in the scope of measurement and reporting include Scope 1, 2 and a subset of Scope 3 emissions (as defined by the International Greenhouse Gas protocol and according to the National Indicator 185). These include heating and fleet fuel for operational buildings* and vehicles, electricity for operational buildings and vehicles, business travel and contractor's emissions for significant contracts including waste and other city services. * Operational buildings include City Hall, Riverside Leisure Centre, The Halls, car parks and sheltered housing schemes.	3%	2.7%	Annual (Q2)	A climate responsive Norwich
KPI 22	Total number of private sector insulation measures completed	Sum of measures	50	45	Quarterly	A climate responsive Norwich
KPI 23	% of customers responding as satisfied with customer contact team service	% responding as satisfied with service via a text survey	76%	70%	Quarterly	An open and modern council

KPI	Indicator description	Methodology	Target	Intervention	Frequency	Corporate Priority
KPI 24	% of customer contact that takes place through digital channels	Measuring the volume of customers accessing online for all services and it is measured against contact that comes in through the Customer Contact Centre.	53% from 2022/23 (previously 45%)	45% from 2022/23 (previously 40%)	Quarterly	An open and modern council
KPI 25	% of FOI requests responded to within statutory timescales (organisation wide KPI)	% of FOI requests answered within 20 working days	90%	81%	Quarterly	An open and modern council
KPI 26	% of corporate complaints responded to within stated timescales (organisation wide KPI)	% of complaints answered within 10 days	70%	62%	Quarterly	An open and modern council
KPI 27	IT system availability expressed as a percent of time available during core hours	System availability data captured from various applications	99%	90%	Quarterly	An open and modern council
KPI 28	Customer facing IT services availability (24/7 excluding scheduled downtime)	System availability data captured from various applications	99%	90%	Quarterly	An open and modern council