

PROPOSED CORPORATE KPIs

Key

Surrey CX benchmarking Surrey Chief Executive benchmarking – data provided for benchmarking against other Surrey District and Boroughs

Code	Service Area	KPI Description	Target	Link to Corporate Priorities	Who is it for?	Reporting Period
B1	Building Control	People and skills: number of full-time equivalent RBI resource allocated against number of projects requiring RBIs resource	4	Services	E&S	Annual
C1	Communications	Post 2 social media messages per day.	100%	Services; Community	CPRC	Quarterly
C2	Communications	Publish Bulletin magazine 3x a year	100%	Services; Community	CPRC	Quarterly
H1	Housing Options	Number of households living in temporary accommodation	250	Addressing housing need	CWH	Quarterly
H2	Housing Options	Number of homelessness cases prevented in quarter (year to date figure in brackets).	95%	Addressing housing need	CWH	Quarterly
H3	Housing Benefits	Processing of Housing Benefit/Council Tax Support new claims	25 Days	Community; Services	Surrey CX, CWH	Quarterly
H4	Housing Benefits	Time taken to assess change in circumstances for Housing Benefit claims and Council Tax Support	7 Days	Community; Services	Surrey CX, CWH	Quarterly
E1	Economic Development	Number of supported businesses through direct engagement.	200	Community; Resilience	BIG	Annual
A1	Assets (Investments)	Rent Collection	80% collection within 14 days of quarter day; 90% by quarter end.	Resilience	SBC	Quarterly
A2	Assets (Overarching Assets)	Accurate Budget setting and monitoring for income and expenditure across the portfolio, every financial year.	Budget remains within a +/- 5% tolerance	Resilience	KGE	Annual
I1	ICT	Helpdesk calls	50% closed within 24 hours	Resilience	CPRC	Quarterly
P1	Planning (Development)	Quality of Non-Major Development (Apr 22 - Mar 24)	10% or less (the lower the better)	Services	Surrey CX, E&S	Quarterly
P2	Planning (Development)	Quality of Major development (Apr 22 - Mar 24)	10% or less (the lower the better)	Services	Surrey CX, E&S	Quarterly
P3	Planning (Development)	Determine planning applications within statutory timescales - speed of Major Deveopment (Oct 23 - Sep 24)	60%	Services	Surrey CX, E&S	Quarterly
P3	Planning (Development)	Determine planning applications within statutory timescales - speed of Non-Major Deveopment (Oct 23 - Sep 24)	70%	Services	Surrey CX, E&S	Quarterly
F1	Finance (Income and Payments)	% of undisputed invoices paid within 30 days	within 30 days	Services	CPRC	Quarterly

Code	Service Area	KPI Description	Target	Link to Corporate Priorities	Who is it for?	Reporting Period
C1	Climate Change (Project Management)	Reduction to meet Net Zero Scope 1 and 2 emissions by 2030 target. We are also only reporting on gas and electricity consumption.	Reduce emissions by at least 148.84 (TCO2e) each year.	Environment	E&S	Annual
EH1	Environmental Health	% Ratio of food businesses with food hygiene rating scores of 3-5 compared to those scoring 0-2.	92%	Community	Surrey CX, FSA, E&S	Annual
N1	Neighbourhood Services	Increase in recycling rate (NI192)	40%	Environment	Surrey CX	Quarterly
N2	Neighbourhood Services	Average length of time to remove fly tips	90% within 48 hours	Environment	E&S	Quarterly
N3	Neighbourhood Services	% Missed refuse bins reported by 2pm and collected by the end of the next working day	95% reported by 2pm and collected next working day	Services	E&S	Quarterly
CS1	Customer Services	Sundry Debt Collection Rates	90% cumulative over the year	Resilience	CPRC	Quarterly
CS2	Customer Services	Percentage of Council tax collected	98.5% cumulative over the year	Resilience	Surrey CX, CPRC	Quarterly
CS3	Customer Services	Percentage of Business rates collected	98% cumulative over the year	Resilience	Surrey CX, CPRC	Quarterly
HR1	Human Resources	Quarterly staff turnover. Reported to Surrey Chief Executives’	For comparison	Resilience	Surrey CX, CPRC	Quarterly
HR2	Human Resources	Quarterly short term absence. Reported to Surrey Chief Executives’	For comparison	Resilience	Surrey CX, CPRC	Quarterly
HR3	Human Resources	Quarterly long term absence. Reported to Surrey Chief Executives’	For comparison	Resilience	Surrey CX, CPRC	Quarterly
IL1	Independent Living	Maintain the current number in the Older People Actively Living support group	Margin of +/- 5%	Community	CWH	Quarterly
IL2	Independent Living	DFG Applications completed within 6 months	95%	Services	SBC	Annual
L1	Leisure and Community Development	Run at least 50 community leisure activities in our less advantaged areas, working with community groups to deliver & promote these. Eg Club 4, Xplorer events, Walking for Health, free outdoor gym sessions, cultural lantern parade, arts workshops.	At least 50 Community Leisure Activities delivered in target communities	Services	CWH	Annual