

Appendix B - Proposed Draft Key Performance Indicators 2022/2023 (West Devon)

Satisfaction	Why it's important	Frequency of Reporting to SLT / Lead Member	Target	Benchmarked against
% Of Customers completing a process and reporting a positive satisfaction with the process (online and on phone)	This assesses how satisfied our customers are following a transaction with the Council.	Monthly		
LGA Resident Satisfaction Survey	This will provide us with insight in to how satisfied residents are with West Devon as a place to live	Annual		Other councils carrying out the LGA model survey
Institute of Customer Service	This will be an annual survey of residents that have transacted with the Council and enable us to benchmark against other organisations	Annual		IOCS carry out the benchmarking for us

Efficiency	Why it's important	Frequency of reporting to SLT / Lead Member	Target	Benchmarked against
DM: Processing of Major Planning Applications % determined in time (with extensions)		Monthly		2020/21 annual figures LG Inform Plus
DM: Processing of minor applications % determined in time (with extensions)		Monthly		2020/21 – annual figures LG Inform Plus
Planning Enforcement cases outstanding		Quarterly		Need to understand what level is reasonable – get a feel from PAS as to proportion of planning applications you'd expect would end up with enforcement action
Processing speed Housing Benefits (new claims) Avg days	It is important that we are efficient at processing housing benefits to ensure our residents quickly receive the support they need.	Quarterly		LG Inform Plus

Staff turnover Rate (Total number of leavers / total workforce in period * 100	It is healthy for an organisation to have a turnover, although a turnover that is too high could indicate dissatisfaction amongst staff.	Quarterly		LG Inform Plus can be used to benchmark
Average no of missed collections per 100,000 collections of household waste	This demonstrates how efficient our contractor, FCC, is in delivering this core function.	Monthly		LG Inform Plus
% of household waste set for reuse, recycling or composting	This demonstrates how effectively we are nudging our residents to reuse, recycle or compost	Monthly		2020/21 LG Inform Plus
% of complaints responded to within timescales	When our customers remain dissatisfied with the service received by the Council, many will complain. This measure sets out how efficient we are at responding to our customer complaints within agreed timescales (currently 20 working days)	Monthly		New measure

Organisational Carbon Footprint – in a years time