

Appendix 2: Corporate KPI 2019/20 Target Setting - COUNCIL - DRAFT

Corporate KPI targets 2019/20 COUNCIL DRAFT

Dir.	Number	Unit of measurement	Measure	Frequency	Polarity (high is good, low is good or trend)	Committee Chair	Accountable ELT lead	Accountable CMT lead	4th Tier accountability	Commentary Provider	Data Provider	2017/18 Result	2018/19 Result	2019/20 Amber Value	Amber Value Rationale	2019/20 TARGET (Green Value)	Green Value Rationale	Comparator
Economy Environment & Culture																		
EEC	1	%	% of household waste sent for reuse, recycling and composting [Corporate - council]	Quarterly	High is good	Cllr Anne Pissaridou	Nick Hibberd	Rachel Chasseaud	Melissa Francis	Rachel Chasseaud	Melissa Francis	28.7% AMBER	28.9% AMBER ↑	28.9%	Amber value set to 2018/19 outturn performance level	37.0%	Comparator Average (12 months to Dec 18) set as the target	Comparator Group performance for the latest 4 quarters to Dec 18 averaged at 37% (this has dropped, was previously 37.7%). BHCC is ranked 14th (was 15th) of the 16 comparators with a result of 28.9% (was 28.7%) for this period. Source: Waste Data Flow (10May19)
EEC	2	No.	Missed refuse collections per 100,000 population [Corporate - council]	Quarterly	Low is good	Cllr Anne Pissaridou	Nick Hibberd	Rachel Chasseaud	Melissa Francis	Rachel Chasseaud	Melissa Francis	79 RED	171 RED ↓	171.00	Amber value set at 2018/19 outturn performance level	154	This represents a 10% improvement to the current performance levels	No comparator information available
EEC	3	No.	Missed recycling collections per 100,000 population [Corporate - council]	Quarterly	Low is good	Cllr Anne Pissaridou	Nick Hibberd	Rachel Chasseaud	Melissa Francis	Rachel Chasseaud	Melissa Francis	175 RED	337 RED ↓	337.00	Amber value set at 2018/19 outturn performance level	303	This represents a 10% improvement to the current performance levels	No comparator information available
EEC	4	%	% of streets inspected which are found to have widespread or heavy levels of litter [Corporate - council]	Quarterly	Low is good	Cllr Anne Pissaridou	Nick Hibberd	Rachel Chasseaud	Melissa Francis	Rachel Chasseaud	Melissa Francis	4.3	3.2% ↑	4.3%	Amber value set at 2017/18 outturn performance level (4.3%).	3.2%	Target to maintain 2018/19 outturn performance levels.	No Comparator information available
EEC	5	%	The speed of determining applications for major development [Corporate - council]	Quarterly	High is good	Cllr Tracey Hill	Nick Hibberd	Max Woodford	Liz Hobden	Paul Vidler	Julie Borer	96.83% GREEN	92.19% AMBER ↓ (Apr17-Mar19 result)	80.0%	Amber value significantly above national target of 60% and provides a reasonable stretch target	88.5%	2016-18 comparator Average set as the target	Comparator Group performance for Dec 2016-18 averaged at 88.5 (was 93.7%). BHCC is ranked 4th (was 4th) of the 16 comparators with a result of 96.7% (was 95.9%) for this period. England Average 87.7% (was 86.7%) Source: DCLG Live Planning tables 151a June 2018
EEC	6	%	The speed of determining applications for non-major development [Corporate - council]	Quarterly	High is good	Cllr Tracey Hill	Nick Hibberd	Max Woodford	Liz Hobden	Nicola Hurley	Julie Borer	85.63% GREEN	74.24% RED ↓ (Apr17-Mar19 result)	72.0%	Amber value provides a safe buffer above the national target of 70%.	86.1%	2016-18 comparator Average set as the target	Comparator Group performance for Dec 2016-18 averaged at 86.1 (was 89.2%). BHCC is ranked 13th (was 12th) of the 16 comparators with a result of 81.3% (was 85.3%) for this period. England Average 88.3% (was 87.4%) Source: DCLG Live Planning tables 153 June 2018

Appendix 2: Corporate KPI 2019/20 Target Setting - COUNCIL - DRAFT

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EEC	7	%	% major application decisions that are overturned at appeal [Corporate - council]	Quarterly	Low is good	Cllr Tracey Hill	Nick Hibberd	Max Woodford	Liz Hobden	Paul Vidler	Julie Borer	1.52% GREEN	3.13% RED ↓ (Apr17-Mar19 result)	3.1%	Maintain 2018/19 performance	2.3%	Target set at at average for England of 2.3% reflect growth in major applications and therefore likely increase in appeal rate.	Comparator Group performance for Dec 2016-18 averaged at 1.7% (was 1.8%). BHCC is ranked 14th (was 16th) of the 16 comparators with a result of 4.6% (was 4.3%) for this period. England Average 2.3% (was 2.5%) Source: DCLG Live Planning tables 152a June 17 (last updated Aug 18)
EEC	8	%	% non-major application decisions that are overturned at appeal [Corporate - council]	Quarterly	Low is good	Cllr Tracey Hill	Nick Hibberd	Max Woodford	Liz Hobden	Nicola Hurley	Julie Borer	2.03% AMBER	1.68% AMBER ↑ (Apr17-Mar19 result)	2.0%	Maintain 2017/18 performance	1.2%	2016-18 comparator Average set as the target	Comparator Group performance for Dec 2016-18 averaged at 1.2% (was 1.1%). BHCC is ranked 16th (was 16th) of the 16 comparators with a result of 2.9% (was 3.0%) for this period. England Average 1.2% (was 1.2%) Source: DCLG Live Planning tables 154 - June 17 (last updated Aug 18)
EEC	9	%	In-year supply of ready to develop housing sites as per 2015-2030 trajectory [Corporate - council] (Planning Policy Statement 3 requires Local Planning Authorities to maintain a 5 year supply of deliverable sites for housing through their Local Development Framework. This measure shows the total number of net additional dwellings that are deliverable as a percentage of the planned housing provision (in net additional dwellings) for the 5 year period.)	Annual	High is good	Cllr Tracey Hill	Nick Hibberd	Max Woodford	Liz Hobden	Liz Hobden	Andrew Motley	100% GREEN	90% RED ↓	90.0%	Amber value set to 2018/19 outturn performance level	100%	Maintain 2017/18 performance delivering at least 5 years supply of ready to develop land	No comparator information available

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Families Children & Learning																		
FCL	10	%	% of schools are judged good or outstanding by Ofsted [Corporate - council]	Annual	High is good	Cllr Nick Childs	Pinaki Ghoshal	Jo Lyons	Mark Storey	Mark Storey	Andrea Weller	93.1% GREEN	92.8% GREEN ↓	82.5%	Stat Neighbour	88.8%	Two schools above the National Average (currently March 19) Target is better than comparator	England 85.3% Stat Neighbour 82.5% Source: State-funded schools inspections and outcomes as at 31 March 2019
FCL	11	No.	The average Progress 8 score for all pupils in state-funded schools at the end of Key Stage 4 [Corporate - council]	Annual	High is good	Cllr Nick Childs	Pinaki Ghoshal	Jo Lyons	Mark Storey	Mark Storey	Daniel Elliott	not comparable	-0.02 (2017/18 academic year)	-0.15	Above national bottom quartile performance - there is not significant variation between quartiles 2 and 3. Bottom quartile performance would be a significant cause for concern. (currently 2017/18)	-0.02	National Average (currently 2017/8)	England -0.02 Stat Neighbour -0.01 South Coast Strip -0.12 Source: Local Authority Interactive Tool 2019
FCL	12	No.	The average Progress 8 score of disadvantaged pupils all pupils attending state funded schools at the end of Key Stage 4 [Corporate - council]	Annual	High is good	Cllr Nick Childs	Pinaki Ghoshal	Jo Lyons	Mark Storey	Mark Storey	Daniel Elliott	not comparable	-0.57 (2017/18 academic year)	-0.62	Above national bottom quartile performance - there is not significant variation between quartiles 2 and 3. Bottom quartile performance would be a significant cause for concern. (currently 2017/18)	-0.55	Stat Neighbour (currently 2017/8)	England -0.44 Stat Neighbour -0.55 South Coast Strip -0.63 Source: Local Authority Interactive Tool 2019
FCL	13	%	The average Progress 8 score of children in care in state funded schools at the end of Key Stage 4 [Corporate - council]	Annual	High is good	Cllr Nick Childs	Pinaki Ghoshal	Jo Lyons	Mark Storey	Sam Wilson	Paul Neville	-1.6 RED	-1.52 RED ↑ (2017/18 academic year)	-1.41	Above national bottom quartile performance - there is not significant variation between quartiles 2 and 3. Bottom quartile performance would be a significant cause for concern. (currently 2016/17)	-1.23	Stat Neighbour (currently 2017/18)	England - 1.2 Stat Neighbour -1.23 South East -1.17 Lower quartile -1.41 Source: Local Authority Interactive Tool 2019
FCL	14	%	% of all pupils attending state funded schools achieving the 'expected standard' in reading, writing and maths at the end of Key Stage 2 [Corporate - council]	Annual	High is good	Cllr Nick Childs	Pinaki Ghoshal	Jo Lyons	Mark Storey	Mark Storey	Katherine Eastland	64% (2016/17) GREEN	67% GREEN ↑ (2017/18 academic year)	62.0%	Above national bottom quartile performance - there is not significant variation between quartiles 2 and 3. Bottom quartile performance would be a significant cause for concern. (currently 2017/18)	64.0%	National Average (currently 2017/8)	England 64% Stat Neighbour 64.6% Source: Local Authority Interactive Tool 2019
FCL	15	%	% of disadvantaged pupils attending state funded schools achieving the 'expected standard' in reading, writing and maths at the end of Key Stage 2 [Corporate - council]	Annual	High is good	Cllr Nick Childs	Pinaki Ghoshal	Jo Lyons	Mark Storey	Mark Storey	Katherine Eastland	45% (2016/17) AMBER	47% AMBER ↑ (2017/18 academic year)	46%	Above national bottom quartile performance - there is not significant variation between quartiles 2 and 3. Bottom quartile performance would be a significant cause for concern. (currently 2017/18)	47.7%	Stat Neighbour (currently 2017/8)	England 51% Stat Neighbour 47.7% Source: Local Authority Interactive Tool 2019
FCL	16	No.	Number of children in care [Corporate - council]	Monthly	Low is good	Cllr Nick Childs	Pinaki Ghoshal	Deb Austin	Gerry Brandon	Gerry Brandon	Daryl Perilli	418 AMBER	393 GREEN ↑	418	Maintain 2017/18 value	385	1 less child in care than budgeted Target is better than comparator	31.03.18 rate per 10,000 ch. BHCC 76.6 National 64 (2018) Contextual Neighbour 89.6 (2018) Stat Neighbour 65 (2018) South East 62.8 (Dec 18) 460 BHCC CiC to equal the contextual neighbour rate. (460/51300)*10000 Source: Local Authority Interactive Tool 2019
Finance & Resources																		

Appendix 2: Corporate KPI 2019/20 Target Setting - COUNCIL - DRAFT

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F&R	17	%	% of high priority audit actions recommended by Internal Audit that have reached their due date for completion and have been implemented by services. [Corporate - council]	Quarterly	High is good	Cllr Nancy Platts	David Kuenssberg	Audit ORBIS (Russell Banks)	Mark Dallen	Mark Dallen	Mark Dallen	Not applicable as indicator has changed	100% GREEN (new in 2018/19)	95%	The amber value of 95% allows for the fact that some actions may be delayed because of unforeseen complexities or resource implications.	100%	Maintain 2018/19 performance. If the target is not achieved there are one or more actions that are overdue that leave significant financial (or other risks). Please note that a 95% target is included as an Internal Audit target in the Internal Audit and Corporate Fraud Plan and Strategy 2019/20.	No comparator information available
F&R	18	%	% of invoices for commercial goods and services that were paid for within 30 days [Corporate - council]	Monthly	High is good	Cllr Nancy Platts	David Kuenssberg	Business Operations ORBIS (Simon Pollock)	Jane Strudwick	Lorraine Kuhler	Adeline White	93.76% RED	93.44% AMBER ↓	93%	Amber set in line with average 2014 CIPFA benchmark average (latest available data)	95.00%	Green set in line with upper quartile 2014 CIPFA benchmark (latest available data) Target is better than comparator	CIPFA Benchmarking 2014 - 95% Upper Quartile, 93% Average, East Sussex and Surrey target is 93%
F&R	19	%	% of Purchase Orders raised on ordering rather than when invoiced [Corporate - council]	Quarterly	High is good	Cllr Nancy Platts	David Kuenssberg	Business Operations ORBIS (Simon Pollock)	Jane Strudwick	Lorraine Kuhler	Adeline White	47.94% RED	54.8% RED ↑	60%	This indicator was below target in 18/19 but improved on 17/18. 19/20 target has therefore been maintained at 60% and is still a very challenging, but necessary target.	80.00%	This indicator was below target in 18/19 but improved on 17/18. 19/20 target has therefore been maintained at 80% and is still a very challenging, but necessary target.	No comparator information available
F&R	20	No.	Average number of working days / shifts lost per Full Time Equivalent (FTE) due to sickness absence (not including schools) [Corporate - council]	Quarterly	Low is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ali McManamon	Laura Keogh	Ben Constable	10.57 AMBER	10.1 AMBER ↑	10.4	The amber value is set as variance of 0.3 days against the 2018/19 result	9.7	The 19/20 target has been set at CIPFA HR Benchmarking top quartile level 9.7 days. Target is better than comparator	Cipfa HR Benchmarking Club Comparator Report 2016/17 10.7 days (top quartile 9.7 days)
F&R	21	%	Staff who declare that they have a disability as a % of the total workforce who declare whether they have a disability (not including schools) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ed Howarth	Deborah Totney	Ben Constable	7.4% AMBER	7.62% AMBER ↑	7.60%	Target set in line with 2018/19 result	8%	At the end of 2015/16 the proportion of disabled staff within the council's workforce was higher than the original target of 7.5% which had been set in line with the 2011 Census figure. In response to the progress the council had made, this target was increased to 8% in 2016/17. Target therefore maintained for 2019/20 Target is better than comparator	2011 Census information (7.5%) is currently the most reliable data that we have for economically active residents.
F&R	22	%	Staff who declare themselves as BME (excludes White Irish and White Other) as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ed Howarth	Deborah Totney	Ben Constable	6.86% RED	7.37% RED ↑	8.19%	10% decrease on Green value	9.10%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (9.1%) is currently the most reliable data that we have for economically active residents.
F&R	23	%	Staff at management level who declare themselves as BME (excludes White Irish and White Other) as a % of the total staff at management level who declare their ethnicity (not including schools) (Management level is grade SO1 and above) [Corporate - council]	Quarterly	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ed Howarth	Deborah Totney	Ben Constable	6.59% (new measure in 2019/20)	6.52% (new measure in 2019/20) ↔	8.19%	10% decrease on Green value	9.10%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (9.1%) is currently the most reliable data that we have for economically active residents.

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F&R	24	%	Staff who declare themselves as White Other as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ed Howarth	Deborah Totney	Ben Constable	6.78% RED	6.77% RED ↔	7.92%	10% decrease on Green value	8.80%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (8.8%) is currently the most reliable data that we have for economically active residents.
F&R	25	%	Staff who declare themselves as White Irish as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ed Howarth	Deborah Totney	Ben Constable	2.22% GREEN	2.24% GREEN ↔	1.44%	10% decrease on Green value	1.60%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (1.6%) is currently the most reliable data that we have for economically active residents.
F&R	26	%	Staff who declare themselves to be LGBT as a % of the total workforce who declare their sexuality (not including schools) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Ed Howarth	Deborah Totney	Ben Constable	11.78% RED	12.51% AMBER ↑	11.70%	10% decrease on Green value	13%	The target is based on an estimate of the percentage of economically active residents within the local community.	Count me in 2 Survey (all residents) used in conjunction with the 2011 Census of economically active residents (Census data did not include LGBT)
F&R	27	%	High priority Health & Safety audit recommendations progressed within agreed timescales [Corporate - council]	Quarterly	High is good	Cllr Nancy Platts	David Kuenssberg	Ali McManamon	Katie Bennett	Katie Bennett	Katie Bennett	100% GREEN	100% GREEN ↔	95%	2019/20 target maintained in line with 2018/19 performance. 5% decrease in the green value	100%	2019/20 target set in line with 2018/19 performance.	No comparator information available
Health & Adult Social Care																		
HASC	28	%	% of carers assessments completed [Corporate - council]	Monthly	High is good	Cllr Clare Moonan	Rob Persey	Brian Doughty	Martin Farrelly	Brian Doughty	Michael Bell	60.76% TREND	75.19% TREND (Increasing trend)	61%	Based on 17/18 outturn	75%	Maintenance target based on 18/19 outturn. 1413 of 2772 people in receipt of Carer Support provided during the year have received a completed assessment	No comparator information available
HASC	29	No.	Permanent admissions of older adults (65+) to residential and nursing care homes per 100,000 population [Corporate - council]	Monthly	Low is good	Cllr Clare Moonan	Rob Persey	Brian Doughty	Martin Farrelly	Brian Doughty	Michael Bell	809.9 AMBER	790.5 AMBER ↑	790.50	Maintain 2018/19 performance	653.2	CIPFA comparator average used as target 250 people out of 38,340 older adults	Comparator Group performance for 2017-18 averaged at 653.2 (was 701.1) (= 250 at BHCC). BHCC is ranked 7th (was 12th) of the 16 comparators with a result of 809.9 (= 287 people) (was 841.2) for this period. All England average 585.6 (was 610.7) Source: ASCOF 2A(2) - 21/11/2018
HASC	30	%	% of social care clients receiving Direct Payments [Corporate - council]	Monthly	High is good	Cllr Clare Moonan	Rob Persey	Brian Doughty	Martin Farrelly	Brian Doughty	Michael Bell	24.23% AMBER	24.46% AMBER ↑	24.46%	Maintain 2018/19 performance	25.8%	CIPFA comparator average used as target	Comparator Group performance for 2017-18 averaged at 25.8 (was 25.2). BHCC is ranked 6th (was 7th) of the 16 comparators with a result of 24.2 (was 25.1) for this period. All England average 28.5 (was 28.3) Source: ASCOF 1C(2A) - 21/11/2018

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HASC	31	No.	Number of delayed transfers of care attributable to social care per 100,000 population [Corporate - council]	Monthly	Low is good	Cllr Clare Moonan	Rob Persey	Grace Hanley	Ian Fleming	Grace Hanley	Michael Bell	3.4 GREEN	4.85 AMBER ↓	4.85	Amber value set at 2018/19 outturn performance level	4.7	CIPFA comparator average set as target	Comparator Group performance for 2017-18 averaged at 4.7 (was 7.4). BHCC is ranked 7th (was 5th) of the 16 comparators with a result of 3.4 (was 3.53) for this period. All England average 4.3 (was 6.3) Source: ASCOF 2C(2) - 21/11/2018
HASC	32	No.	% of Telecare recipients with no community care funded support package [Corporate - council]	Quarterly	High is good	Cllr Clare Moonan	Rob Persey	Brian Doughty	Paul Martin	Stephen Smith	Katie Sweeney-Ogede			not set	Baseline year	not set	Baseline year of a new indicator This is a new KPI, replaces the previous KPI: Telecare - % of support plans that have Telecare as a component	No comparator information available
HASC	33	%	% of older people (65 and over) still at home 91 days after discharge from hospital into reablement/rehabilitation services [Corporate - council]	Annual	High is good	Cllr Clare Moonan	Rob Persey	Grace Hanley	Ian Fleming	Grace Hanley	Michael Bell	79.4% AMBER	78.9% AMBER ↑	78.9%	Maintain 2018/19 performance	80.8%	CIPFA comparator average used as target	Comparator Group performance for 2017-18 averaged at 80.8 (was 82.1). BHCC is ranked 15th (was 12th) of the 16 comparators with a result of 79.4 (was 77.2) for this period. All England average 82.9 (was 82.7) Source: ASCOF 2B(1) - 21/11/2018

Appendix 2: Corporate KPI 2019/20 Target Setting - COUNCIL - DRAFT

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Neighbourhoods Communities & Housing																		
NCH	34	%	Housing Tenants: Rent collected as a proportion of rent due [Corporate - council]	Monthly	High is good	Cllr John Allcock	Larissa Reed	Martin Reid	Ododo Dafe	Ododo Dafe	Tom Matthews	98.66% GREEN	97.81% AMBER ↓	96.70%	0.5% points below target	97.20%	Small drop in performance based on projected impact of Universal Credit (UC) this year. The reduction during 2018/19 was 0.85% points so this target assumes a smaller reduction of 0.61% points during 2019/20. Target is better than comparator	Housemark housing 'peer' group of local authorities. Provisional benchmarking data from Housemark for 2018/19 shows average performance for comparator authorities as 96%. Source: Housemark 2018/19 data
NCH	35	%	% of the council's homes that meet the government's Decent Homes Standard [Corporate - council]	Monthly	High is good	Cllr John Allcock	Larissa Reed	Martin Reid	Glyn Huelin	Martin Reid	Janine Gosling	100% GREEN	100% GREEN ↔	99.60%	Amber represents 100 properties failing the standard	100.00%	All homes to meet the decent homes standard.	All councils and housing association Housemark Members: median 100% Source: Housemark 2018/19

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Strategy Governance & Law																		
SGL	36	%	% of residents that think, overall, that Brighton & Hove City Council keeps residents well informed about the services and benefits it provides (City Tracker) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	Abraham Ghebre-Ghiorghis	Clare Saul	Clare Saul	Clare Saul	David Golding	55% AMBER	51.3% RED ↓	51.3%	Amber value set at 2018/19 City Tracker result	58.0%	Green value represents national benchmark	National result 58% Source: LGA resident survey Oct-18
SGL	37	%	% of residents very or fairly satisfied with Brighton & Hove City Council (City Tracker) [Corporate - council]	Annual	High is good	Cllr Nancy Platts	Larissa Reed	Rima Desai	Rima Desai	Victoria Paling	David Golding	63% AMBER	54% RED ↓	54.0%	Amber value set at 2018/19 City Tracker result	60.0%	Green value represents national benchmark	National result 60% Source: LGA resident survey Oct-18
SGL	38	No.	Number of initial complaints (Stage 1) received by the corporate Customer Feedback Team [Corporate - council]	Quarterly	Trend	Cllr Nancy Platts	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	Victoria Paling	Victoria Paling	1560 TREND	1740 TREND (Increasing trend)	TREND	Target not set, trend indicator	TREND	Target not set, trend indicator	No comparator information available
SGL	39	%	Complaints escalated to Stage 2 and investigated [Corporate - council] (If someone who has made a complaint is still unhappy following the initial response they can ask for it to be taken further (Stage 2). It will be looked at by the Customer Feedback Team, which is independent of the department the complaint is about.)	Quarterly	Low is good	Cllr Nancy Platts	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	Victoria Paling	Victoria Paling	10.1% no target	9.8% GREEN ↑	12%	Go no lower than 2016/17 performance.	9.8%	Maintain 2018/19 performance. This measure excludes Adult Social Care complaints as they do not have Stage 2.	No comparator information available
SGL	40	%	% of Local Government and Social Care Ombudsman (LGSCO) complaints upheld or partially upheld [Corporate - council]	Annual	High is good	Cllr Nancy Platts	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	Victoria Paling	Victoria Paling	57 (change of measure - not targeted)	57 (2017/18) GREEN ↔	67.0%	Amber value set at CIPFA nearest neighbour bottom quartile	59.0%	LGSCO released 2017/18 results in June 2018. Green value set at CIPFA nearest neighbour average value (latest group) for 2017/18 data.	Nearest Neighbour comparator group average 59% Source: LGSCO comparator information 2019
SGL	41	No.	Number of compliments received from public and external partners [Corporate - council]	Quarterly	High is good	Cllr Nancy Platts	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	Victoria Paling	Victoria Paling	922 GREEN	1375 GREEN ↑	922	Set at 2017/18 result level.	1,375	To maintain 2018/19 result	No comparator information available