KPI No.	KPI Description	Priority	Annual / Monthly Measure		Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
AP01	Processing times by class of activity: Third Party Invoices, CTax/NNDR, Benefits,		<u>></u>	Actual	100	100	100	100	100	100
	Urgent Payments	High	Monthly	Target	97.00	97.00	97.00	97.00	97.00	97.00
			2	Performance	*			*		*
				Penalty						
AP02	Return to HMRC to timescale		al	Actual						
		High	Annual	Target						
				Performance						
				Penalty						<u> </u>
AP03	Payment of CIS to HMRC to timescale		<u> </u>	Actual						
		High	Annual	Target						
				Performance						
				Penalty						
AP04	Payment to correct supplier		<u>~</u>	Actual	100	99.97	99.98	99.99	100	100
		High	Monthly	Target	97	97	97	97	97	97
			2	Performance	*	*	*	*	*	*
				Penalty						
AP05	Urgent Payments Facility to process all requests received before 11.00am that day		<u>></u>	Actual	100	100	100	100	100	100
		gh	ıthly	Target		I	I			1

		Ť	Mon	Idiyet	98	98	98	98	98	98
			_	Performance					**	
				Penalty						
AP06	Invoices received by 9.00am on Thursday to be paid on following Monday payment	L L	_	Actual						
	run	Medium	ınnual	Target						
		2	<	Performance	·					
			•	Penalty						

					ī			1	1	1
CSC01	NI14 Avoidable contact: Data collection		<u>^</u>	Actual			YES			
		High	Monthly	Target			YES			
			2	Performance	*		·			
				Penalty						
CSC02	NI14 Avoidable contact: % of contacts for in-scope services designated as avoidable		۸	Actual			3.41			
		High	Monthly	Target			25.00			
			2	Performance			*			
				Penalty						
CSC03	% of total R, B & Rents calls answered		۸	Actual	92.45	82.83	81.96	84.41	83.52	88.25
		High	Monthly	Target	97	97	97	97	97	97
			Σ	Performance		A	_	_	_	_
	•			Penalty						
CSC04	% of R, B & Rents calls answered within			Actual						

	20 seconds		<u>></u>	Actual	65.83	40.97	39.85	44.54	50.17	54.43
		High	Monthly	Target	90	90	90	90	90	90
			2	Performance		_	_	_	_	_
				Penalty						
CSC05	% of total Env Services calls answered		λį	Actual	90.79	82.32	81.01	79.21	85.37	88.58
		High	Monthly	Target	97	97	97	97	97	97
			Ν	Performance		_	_	_	^	<u> </u>
				Penalty						
CSC06	% of Env Services calls answered within 20 seconds		<u>\{ \</u>	Actual	70.04	48.14	47.45	48.19	59.82	70.82
		High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
			ν	Performance		_	_	_	_	<u> </u>
				Penalty						
CSC07	% of total Switchboard calls answered		۸	Actual	92.68	86.03	79.97	81.48	83.31	88.2
		High	Monthly	Target	97.00	97.00	97.00	97.00	97.00	97.00
			ν	Performance		^	<u> </u>	_	A	<u> </u>
				Penalty						
CSC08	% of Switchboard calls answered within 20 seconds		<u>></u>	Actual	69.57	57.74	48.3	53.74	60.42	69.93
		High	Monthly	Target	90.00	90.00	9+0	90.00	90.00	90.00
			2	Performance		_	_	_	A	_
		<u> </u>		Penalty						
CSC09	Quality Management (Error Reporting)			Actual						

I	1	I	I	Actual	l		l			l
		٠.	<i>د</i> -	Target						
				Performance	*					
				Penalty						
CSC10	% of all Repairs Hotline calls answered		>	Actual	97.46	90.56	89.12	91.68	92.18	92.45
		High	Monthly	Target	97.00	97.00	97.00	97.00	97.00	97.00
			2	Performance		_	_	_	<u> </u>	_
				Penalty						
CSC11	% of Repair Hotline calls answered within 20 seconds		ly	Actual	79.95	57.08	51.92	61.45	64.85	60.13
		High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
			2	Performance				_		
				Penalty						
CSC14	Achieving the Customer Services Standard with 2 years or equivalent.		_	Actual						
		Medium	Annual	Target						
		≥	•	Performance						
				Penalty						
CSC15	% of face to face Homelessness clients dealt with within target timescales	٦		Actual						
		Medium	Monthly	Target						
		2	Σ	Performance	7!					
			•	Penalty						

HR01	Payroll payments made on time									
	' ' '		<u>~</u>	Actual	99.49	99.92	100	99.95	99.74	99.9
		High	Monthly	Target	99.00	99.00	99.00	99.00	99.00	99.00
			2	Performance						
	•	1		Penalty						
HR02	Expenses calculated and paid on time		١	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	99.00	99.00	99.00	99.00	99.00	99.00
			2	Performance						*
				Penalty						
HR03	Accurate and up to date centrally held personnel records		<u>></u>	Actual		100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	95.00	95.00	95.00	95.00	95.00	95.00
				Performance				**	*	*
		•		Penalty						
HR04	Deliver training places within an agreed timescale		<u>></u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
			2	Performance	**			**	19	F
				Penalty						
HR05	Statutory deductions, payments and returns made on time		<u>></u>	Actual	YES	YES	YES	Yes	Yes	Yes
		High	Monthly	Target	YES	YES	YES	Yes	Yes	Yes
			2	Performance	*		*	rich (*	*

		Ī		renomiance	ĺ			I	I	I
				Penalty						
HR06	Speed and accuracy of recruitment process.		۸	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	95.00	95.00	95.00	95.00	95.00	95.00
			2	Performance			**	*	*	*
İ				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
HR07	Administration of EPD process by prescribed timescales.		la l	Actual						
		High	Annual	Target						
				Performance	☆ 					
				Penalty						
HR08	Delivery of Workforce Strategy and Action Plan.		<u>></u>	Actual			YES			Yes
		High	Monthly	Target			YES			Yes
			2	Performance	**					*
				Penalty						
HR09	Policies review within 3 years on an annual rolling programme.	E	_	Actual						
		Medium	Annual	Target						
		2		Performance	☆ 					
				Penalty						
HR10	Sickness absence. Deliver action plan to manage this.	F	<u>^</u>	Actual						
		Medium	Monthly	Target						
		2	≥	Performance	*					

		1 1		renominance		l	l	l	l	I
				Penalty						
HR11	Application of Pay Awards within the next pay period	E	<u>^</u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		Medium	Monthly	Target	95.00	95.00	95.00	95.00	95.00	100.00
		2	2	Performance	**			*	*	
				Penalty						
ICT01	% of Service Desk calls answered within 20 seconds (Subject to 6 month baseline			Actual	86.00	88.20	87.20	88.30	82.80	86.70
	and recording operational)	High	Monthly	Target	85.00	85.00	85.00	85.00	85.00	85.00
			2	Performance	*		**	*	*	
				Penalty						
ICT02	% of availability of the Authority's core applications of the total available time		<u> </u>	Actual	99.70	99.97	99.96	100.00	99.35	99.75
		High	Monthly	Target	95.00	95.00	95.00	95.00	95.00	95.00
			_	Performance			*			
				Penalty						
ICT03	% of availability of the Authority's network of the total available time		<u>></u>	Actual	99.64	100.00	100.00	99.33	100.00	99.85
	(Exception clause for external faults)	High	Monthly	Target	95.00	95.00	95.00	95.00	95.00	95.00
			~	Performance	*			*	**	
				Penalty						
ICT04	% of availability of the Authority's Telephone System (Exception clause for		<u>></u>	Actual	99.45	100.00	99.91	100.00	100.00	100
	external faults)	High	lonthly	Target	95.00	95.00	95.00	95.00	95.00	95.00

	1		≥		1.45		1-6-			
			_	Performance	*				*	
				Penalty						
ICT05	% of Service Desk calls completed within 24 hours (incidents)		>	Actual	93.10	91.49	95.57	95.56	91.30	94.00
	()	High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
			Ž	Performance	*			T	*	
	<u> </u>			Penalty						
ICT06	% of Service Desk calls completed with 24 hours (service requests)		>	Actual	95.02	93.73	92.60	93.19	91.54	92.88
		High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
			2	Performance	*					
				Penalty						
ICT07	ICT Project requests responded to within 5 days (definition of 'project' outstanding))		Y.	Actual	100.00	100.00	100.00	100.00	100.00	100
		High	Monthly	Target	80.00	80.00	80.00	80.00	80.00	80
			2	Performance	*	*			*	in the second
				Penalty						
ICT08	Incidents of data loss that are not user based events	٤	<u> </u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		Medium	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
		2	2	Performance		**			*	*
				Penalty						
ICT09	Incidents of security threats - Conduct initial risk assessments on threats classed	٦	<u>~</u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	as 'High Risk'	ledium	lonthly	Target	90.00	90.00	90.00	90.00	90.00	90.00

		2	2	Performance			*	*		
				Penalty						
ICT10	New Housing starter User Training - Trained on Housing Systems with 3	٦	λ	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	working days of commencing employment	Medium	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
		2	2	Performance						
				Penalty						
ICT11	Housing System upgrade user training. Training to be provided to Housing staff on	E	<u> </u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	all system upgrades prior to the go live date of each upgrade	Medium	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
		2	2	Performance	*					
				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
ICT12	Complete all statutory returns to deadlines		<u>~</u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		Medium	Monthly	Target	98.00	98.00	98.00	98.00	98.00	98.00
		_		Performance	1				in the second	in the second
				Penalty						
ICT13	User Satisfaction survey - Level established through annual service		<u>-</u>	Actual	91.22	92.98	96.00	97.06	97.8	90.57
		Low	Annual	Target	80.00	80.00	80.00	80.00	80.00	80.00
				Performance	*	*		*	*	
				Penalty						
ICT14	W3C (WAI) Rating of the Authority's web site - Ensuring that surveys are conducted			Actual						
	and plans are in place	Low	Annual	Target						

									-
		1	Performance						
			Penalty						
SOCITM "Better Connected" annual survey - Ensuring that surveys are conducted and		=	Actual						
plans are in place	Low	√anna	Target						
		′	Performance						
			Penalty						
Manual Periodic Processes		<u>\</u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	Low	lonth	Target	90.00	90.00	90.00	90.00	90.00	90.00
		2	Performance	*	*	*	*	*	in the second
			Penalty						
Non-complex Management Information requests		Ιλ	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	Low	Aonth	Target	98.00	98.00	90.00	90.00	90.00	90.00
		2	Performance					198	*
			Penalty						
Invoices paid within 30days		Ą	Actual	98.35	97.45	98.51	98.56	98.32	98.50
	High	lonth	Target	97.00	97.00	97.00	97.00	97.00	97.00
		2	Performance	*			*	*	
			Penalty						
Simple/ standard jobs to be finished			Actual						
	- Ensuring that surveys are conducted and plans are in place Manual Periodic Processes Non-complex Management Information requests Invoices paid within 30days	Manual Periodic Processes Non-complex Management Information requests Invoices paid within 30days 46H	- Ensuring that surveys are conducted and plans are in place Manual Periodic Processes Non-complex Management Information requests Invoices paid within 30days All Huow All Huow All Huow Month of the plans are in place All Huow Performance Penalty Actual Target Performance	SOCITM "Better Connected" annual survey - Ensuring that surveys are conducted and plans are in place Penalty Actual Target Penalty	Performance Penalty Actual	Performance	Performance	Performance	

			. =		1	_	_	-		
		High	Month	Target	97.00	97.00	97.00	97.00	97.00	97.00
			≥	Performance	*		*			
				Penalty						
REPRO02	Complex/ non-standard jobs to be finished within 72h		<u>></u>	Actual	97.75	100.00	100.00	98.08	100.00	98.11
		High	Monthly	Target	97.00	97.00	97.00	97.00	97.00	97.00
			2	Performance	*		*			*
				Penalty						
REPRO03	Special jobs (Committee Work) to be finished same day		<u> </u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	97.00	97.00	97.00	97.00	97.00	97.00
			2	Performance	*			*		
				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
REPRO04	Outsourced jobs to be finished depending on case by case agreements		۱۶	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	97.00	97.00	97.00	97.00	97.00	97.00
			_	Performance						
			•	Penalty						
RB01	% Customer Satisfaction (Benefits). (Based on BVPI 80 2006/7)		=	Actual						
		High	Annual	Target						
			4	Performance	•					
				Penalty						

	claims. (Measurement/ Penalty applies on		l <u>=</u>	Actual	89.09	85.52	86.86	88.85	89.35	90.10
	arvato work only)	High	Annual	Target	87.00	87.00	87.00	87.00	87.00	87.00
			•	Performance		_	_	rie e	**	*
	•	•	•	Penalty						
RB03	Days Average time to process new claims and change events (Based on NI 181)		-	Actual	12.30	12.51	. 12.48	12.20		
		High	Annual	Target	16.00	16.00	16.00	16.00	16.00	
				Performance		*		*		
	T	1	_	Penalty						<u> </u>
RB04	% of the total Council Tax expected to be received by the Authority		<u>></u>	Actual	10.90	9.30	9.00	9.60	47.90	57.20
		High	Monthly	Target	10.30	-	9.40	9.40	96.00	
			2	Performance		*	_	灣	•	*
				Penalty						
RB05	% of the total business rates expected to be received by the Authority		ý	Actual	13.60	22.00	31.00	40.30	52.90	61.80
		High	Monthly	Target	12.90	22.70	31.10	40.00	50.60	61.30
			2	Performance		_	_	*	*	*
				Penalty						
RB06	% of Rents collected of the total collectable debit		<u>></u>	Actual	63.99	80.16	85.60	89.90	91.22	92.10
		High	Monthly	Target	95.27	95.27	95.27	95.27	95.27	95.27
			_ ≥	Performance		_		_	_	_
				Penalty						

RB07	% of Agresso Amount overdue out of the debit		_	Actual		'ES	YES		YES	YES	S Yes	Yes
		High	Annual	Target	١	'ES	YES		YES	YES	S Yes	Yes
				Performance	*							
				Penalty								
RB08	% of Mentor Amount overdue out of the debit		- E	Actual		'ES	YES		YES	YES	S Yes	Yes
		High	Annual	Target	١	'ES	YES		YES	YES		Yes
				Performance			*			·	灣	
				Penalty								\Box
RB10	% Customer Satisfaction (Local Taxation). (Quarterly report; 6 month baseline until		<u> </u>	Actual								
	March 2011)	High	Annual	Target								
				Performance	*							
				Penalty								
RB11	% of cheques banked within 24 hours of day of receipt, prioritising large amounts		<u> </u>	Actual	1	.00	99.86		100	100	100	100
		High	Annual	Target	_	95	95	-	95	9:		95
				Performance	*	8	*			*	*	
				Penalty								
RB12	Annual Bills to be despatched in sufficient time to ensure delivery to the		<u>></u>	Actual	_							
	Tax/Ratepayer 14 clear days prior to the 1st April in any year.	High	Monthly	Target								
			2	Performance								
				Penalty								

RB13	Compliance with requirements relating to statutory returns			Actual	YES	YES	YES	YES	Yes	Yes
		High	Monthly	Target	YES	YES	YES	YES	Yes	Yes
			2	Performance		rie e				
				Penalty						
AM1	Comply with Asset Management Plan and review annually by agreed deadline		al	Actual						
		High	Annual	Target						
				Performance						
AM2	Review the assets in the Land and			Penalty						
AM2	Property Portfolio on a 5 year rolling	ہ	γĮτ	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	programme and identify any under- performing properties	High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance				_		
AM3	Develop a 3 year disposal programme,			Penalty						
AMS	through the operational board, to support	١	al	Actual						
	the council's capital programme.	High	Annual	Target						
				Performance						
				Penalty						
AM4	Maintain occupancy levels of the combined commercial, retail and industrial portfolio		λ	Actual	92.32	92.60	93.29	92.15	92.21	92.70
	at agreed levels over the course of the year	High	Monthly	Target	87.0	87.0	87.0	87.0	87.0	87.0
	1			Performance	F					

				renominance						I
				Penalty						
AM5	RTB Valuation Reports and Plans to CBC Legal Services within 28 days of receipt by		>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	Service Provider.	High	Monthly	Target	80.00	80.00	80.00	80.00	80.00	80.00
			Σ	Performance						
				Penalty						
AM6	Provide asset valuations in compliance with IFRS + CIPFA + RICS standards and		=	Actual						
	guidelines	High	Annual	Target						
			∢	Performance	*					
				Penalty						
AM7	Percentage Chesterfield Borough Council's (CBC's) town centre retail shops let.		Ą	Actual	96.1	95.72	95.57	95.57	95.57	95.57
		High	Monthly	Target	95.00	954.00	95.00	95.00	95.00	95.00
			Σ	Performance		*				
	•			Penalty						

E1	When requested act as CDM coordinator on notifiable works			Actual		 	 	
		High	Annua	Target		 	 	
			1	Performance	·	 	 	
				Penalty				
E2	Provide professional personnel as expert witness as requested.		=	Actual		 	 	
	,	gh	nual	Target				

	1	Ť	Anr	laider			l	l		I
			⋖	Performance	*					
				Penalty						
E3	Carry out site supervision visits and attend site meetings on appropriate frequency to		λ	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	discharge duties for Capital Schemes,	High	Monthly	Target	95.00	95.00	95.00	95.00	95.00	95.00
			Σ	Performance		*	*	*	in the second	*
				Penalty						
E4	Make all necessary statutory applications in a timely and accurate manner		<u> </u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
			2	Performance						*
				Penalty						
E5	Issue all contracts to procure works in line with council standing orders.		ly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
			Ν	Performance						
				Penalty						
E6	Undertake in a timely manner, any necessary environmental impact		ly	Actual	100	100	100	100	100	100
	assessments on capital works as requested.	High	Monthly	Target	100	100	100	100	100	100
	•		2	Performance	*					
				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
E7	Undertake in a timely manner, designers risk assessments on all capital works.		ıthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		gh	_	1		I	1		I	I

I		ΞŤ	Mon	ıaıyeı	100.00	100.00	100.00	100.00	100.00	100.00
			Σ	Performance	*	À	À	À	À	À
				Penalty						
E8	Provide an emergency flooding response in the form of the emergency plan.		<u>></u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		High	Monthly	Target	90.00	90.00	90.00	90.00	90.00	90.00
			2	Performance	*		**	**	*	**
				Penalty						
E9	Maintain and update the Authority Emergency Flooding Plan to tie in with the	_	<u>≥</u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	Derbyshire County Council Emergency Plan	High	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
			_	Performance	**	18		78	*	
				Penalty						
E10	Attend meetings, briefings and emergency exercises in relation to Flooding and Land	_	<u>\</u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	Drainage requirements.	High	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	**					**
			•	Penalty						
E11	Housing inspections, complete and issue initial structural report to Authority within	E	<u> </u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	28 days of receipt of initial request.	Medium	Monthly	Target	80.00	80.00	80.00	80.00	80.00	80.00
		2	2	Performance	*	*	*	*	*	*
	-			Penalty						
E12	On report of mining surface hazard attend site and undertake initial inspection within	E	<u>></u>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	24 hours.	liu m	ıthly	Tarnet			I		I	I \Box

		Med	Mon	laiget	80.00	80.00	80.00	80.00	80.00	80.00
		Σ	Σ	Performance	*	À	*	À	À	*
				Penalty						
E13	Maintain, develop and issue a term service contracts for the bus shelter, highway and	u	>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	street furniture maintenance work and also for the drain clearing service	Medium	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
		2	2	Performance	**			**		
				Penalty						
E14	Review charges for drain clearing service.	E	-	Actual						
		Medium	Annual	Target						
		2	•	Performance	*					
				Penalty			****	****		
				Penalty						
FM1	Carrying out planned maintenance which does not exceed allocated maintenance		<u></u>	Penalty Actual	100.00	100.00	100.00	100.00	100.00	100.00
FM1		High	Monthly				100.00	100.00	100.00	
FM1	does not exceed allocated maintenance	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	does not exceed allocated maintenance budgets.	High	Monthly	Actual Target	100.00	100.00	100.00	100.00	100.00	100.00
	Respond to 'Emergency' (Category 1) requests within 1 hour of receipt, placing			Actual Target Performance	100.00	100.00	100.00	100.00	100.00	100.00
FM1	does not exceed allocated maintenance budgets. Respond to 'Emergency' (Category 1)	High		Actual Target Performance Penalty	100.00	100.00	100.00	100.00	100.00	100.00
	Respond to 'Emergency' (Category 1) requests within 1 hour of receipt, placing an order with a contractor to effect a		Monthly Monthly	Actual Target Performance Penalty Actual	100.00	100.00	100.00	100.00	100.00	100.00
	Respond to 'Emergency' (Category 1) requests within 1 hour of receipt, placing an order with a contractor to effect a repair or make safe pending further			Actual Target Performance Penalty Actual Target	100.00	100.00	100.00	100.00	100.00	100.00

	years of renewal or after major alterations to water systems are in-line with the	High	Month	Target	YES	YES	YES	YES	YES	YES
	target.		_	Performance	per .					
				Penalty						
FM5	Ensure all site contracts remain valid, to ensure that out of contract rates are not		<u> </u>	Actual	YES	YES	YES	YES	YES	YES
	applied.	High	Monthly	Target	YES	YES	YES	YES	YES	YES
			2	Performance	*			*	P	P
				Penalty						
FM6	'Urgent' (Category 2) request within 1 working day, placing an order with a	m	ly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	contractor to effect a repair.	Medium	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
		2	2	Performance	*			*	*	*
				Penalty						
FM7	'Routine' (Category 3) request within 5 working days, placing an order with a	m	ly	Actual	100	100	100	100	100	100
	contractor to effect a repair.	Medium	Monthly	Target	100	100	100	100	100	100
		2	2	Performance	*					
				Penalty	£0.00	£0.00	£0.00	£0.00		
FM8	Ensure that repairs arising from planned / programmed (Category 4) inspections	m	ly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	such as insurance, asbestos, car parks / surface inspections are appropriately dealt	Medium	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
	with and allocated to the correct repair category depending on their severity.	2	2	Performance	*	*	*	*	*	*
				Penalty						
FM9	Ensure that records of all bills / financial transactions, energy consumption and	m	<u> </u>	Actual						100.00

	meter readings are kept either	<u>.</u>	-	Target						
	electronically or in paper form within the	Mediu	Month	Target						100.00
	Energy Management Database.	-	_	Performance						-
	•	•	•	Penalty						
FM10	Ensure that energy meters; gas, electric and water are read every 6 months and	Ε	le.	Actual						100.00
	figures are recorded for purposes of EMAS Reporting and for the validation of Energy	Medium	Annual	Target						100.00
	Bills and the closing and opening reads for energy supply contracts.	_		Performance						
				Penalty						
FM11	Quarterly reports on energy spend against allocated budget	E	<u> </u>	Actual						100.00
		Medium	Monthly	Target						100.00
			2	Performance						
				Penalty						
FM12	Insurance - ensure that statutory insurance inspections are carried out on	Е	ly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
	plant and equipment.	Medium	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
		2	2	Performance	*			*	*	
				Penalty						
FM13	% of condition surveys undertaken in accordance with agreed timescales.	Е	ly .	Actual	100.00	100.00	100.00	100.00	100.00	100.00
		Medium	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
		2	2	Performance	**	*	**	*	**	*
				Penalty						
FM14	To supply stats for responsive, planned and capital resources for the following		E	Actual						

	financial year to be made by 30th September.	Low	Annue	Target						
	•		,	Performance						
				Penalty						
FM15	Ensure energy purchased is optimised in line with the energy markets and		<u>\{ \}</u>	Actual	YES	YES	YES	YES	YES	YES
	opportunities for lower tariffs and lows in the markets are exploited.	Low	Monthly	Target	YES	YES	YES	YES	YES	YES
	·		2	Performance	P			*	*	ring (
				Penalty						
FM16	To provide information to the Council to enable reporting against NI 186 - per		=	Actual						
	capita CO2 reduction in Local Authority Area & NI 188 - Adapting to Climate	Low	Annual	Target						
	Change		,	Performance	····					
				Penalty						
FM17	To deliver agreed actions from the EMAS action plan		ly	Actual	YES	YES	YES	YES	YES	YES
		Low	Monthly	Target	YES	YES	YES	YES	YES	YES
			≥	Performance	*			*		
				Penalty						