















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, Urgent Payments	High	Monthly	Actual	100	100	100	100	100	100
				Target	97.00	97.00	97.00	97.00	97.00	97.00
				Performance	★	★	★	★	★	★
				Penalty						
AP02	Return to HMRC to timescale	High	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance	....	....	....	....	....	....
				Penalty						
AP03	Payment of CIS to HMRC to timescale	High	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance	....	....	....	....	....	....
				Penalty						
AP04	Payment to correct supplier	High	Monthly	Actual	100	99.97	99.98	99.99	100	100
				Target	97	97	97	97	97	97
				Performance	★	★	★	★	★	★
				Penalty						
AP05	Urgent Payments Facility to process all requests received before 11.00am that day	gh	ithly	Actual	100	100	100	100	100	100
				Target						

		High	Monthly	Target	98	98	98	98	98	98
				Performance						
				Penalty						
AP06	Invoices received by 9.00am on Thursday to be paid on following Monday payment run	Medium	Annual	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Performance						
				Penalty						

CSC01	NI14 Avoidable contact: Data collection	High	Monthly	Actual	...	...	YES	...	...	...
				Target	...	...	YES	...	...	...
				Performance						
				Penalty						
CSC02	NI14 Avoidable contact: % of contacts for in-scope services designated as avoidable	High	Monthly	Actual	...	...	3.41	...	...	...
				Target	...	...	25.00	...	...	...
				Performance	...	...		...	...	...
				Penalty						
CSC03	% of total R, B & Rents calls answered	High	Monthly	Actual	92.45	82.83	81.96	84.41	83.52	88.25
				Target	97	97	97	97	97	97
				Performance						
				Penalty						
CSC04	% of R, B & Rents calls answered within			Actual						

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

		?	?	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Performance		...	...	...	...	...
				Penalty						
<b>CSC10</b>	<b>% of all Repairs Hotline calls answered</b>	<b>High</b>	<b>Monthly</b>	Actual	97.46	90.56	89.12	91.68	92.18	92.45
				Target	97.00	97.00	97.00	97.00	97.00	97.00
				Performance						
				Penalty						
<b>CSC11</b>	<b>% of Repair Hotline calls answered within 20 seconds</b>	<b>High</b>	<b>Monthly</b>	Actual	79.95	57.08	51.92	61.45	64.85	60.13
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance						
				Penalty						
<b>CSC14</b>	<b>Achieving the Customer Services Standard with 2 years or equivalent.</b>	<b>Medium</b>	<b>Annual</b>	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Performance	...	...	...	...	...	...
				Penalty						
<b>CSC15</b>	<b>% of face to face Homelessness clients dealt with within target timescales</b>	<b>Medium</b>	<b>Monthly</b>	Actual						
				Target						
				Performance						
				Penalty						



				Performance						
				<b>Penalty</b>						
<b>HR06</b>	<b>Speed and accuracy of recruitment process.</b>	<b>High</b>	<b>Monthly</b>	<b>Actual</b>	100.00	100.00	100.00	100.00	100.00	100.00
				<b>Target</b>	95.00	95.00	95.00	95.00	95.00	95.00
				<b>Performance</b>	★	★	★	★	★	★
				<b>Penalty</b>	£0.00	£0.00	£0.00	£0.00	£0.00	
<b>HR07</b>	<b>Administration of EPD process by prescribed timescales.</b>	<b>High</b>	<b>Annual</b>	<b>Actual</b>	....	....	....	....	....	....
				<b>Target</b>	....	....	....	....	....	....
				<b>Performance</b>	★					
				<b>Penalty</b>						
<b>HR08</b>	<b>Delivery of Workforce Strategy and Action Plan.</b>	<b>High</b>	<b>Monthly</b>	<b>Actual</b>	....	....	YES	....	....	Yes
				<b>Target</b>	....	....	YES	....	....	Yes
				<b>Performance</b>	★		★			★
				<b>Penalty</b>						
<b>HR09</b>	<b>Policies review within 3 years on an annual rolling programme.</b>	<b>Medium</b>	<b>Annual</b>	<b>Actual</b>	....	....	....	....	....	....
				<b>Target</b>	....	....	....	....	....	....
				<b>Performance</b>	★					
				<b>Penalty</b>						
<b>HR10</b>	<b>Sickness absence. Deliver action plan to manage this.</b>	<b>Medium</b>	<b>Monthly</b>	<b>Actual</b>	....	....	....	....	....	....
				<b>Target</b>	....	....	....	....	....	....
				<b>Performance</b>	★					



			M	Performance						
				Penalty						
ICT05	% of Service Desk calls completed within 24 hours (incidents)	High	Monthly	Actual	93.10	91.49	95.57	95.56	91.30	94.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance						
				Penalty						
ICT06	% of Service Desk calls completed with 24 hours (service requests)	High	Monthly	Actual	95.02	93.73	92.60	93.19	91.54	92.88
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance						
				Penalty						
ICT07	ICT Project requests responded to within 5 days (definition of 'project' outstanding))	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100
				Target	80.00	80.00	80.00	80.00	80.00	80
				Performance						
				Penalty						
ICT08	Incidents of data loss that are not user based events	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance						
				Penalty						
ICT09	Incidents of security threats - Conduct initial risk assessments on threats classed as 'High Risk'	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00























		IV	M							
				Performance						
				Penalty						
ICT10	New Housing starter User Training - Trained on Housing Systems with 3 working days of commencing employment	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance						
				Penalty						
ICT11	Housing System upgrade user training. Training to be provided to Housing staff on all system upgrades prior to the go live date of each upgrade	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance						
				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
ICT12	Complete all statutory returns to deadlines	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	98.00	98.00	98.00	98.00	98.00	98.00
				Performance						
				Penalty						
ICT13	User Satisfaction survey - Level established through annual service	Low	Annual	Actual	91.22	92.98	96.00	97.06	97.8	90.57
				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 and plans are in place	Low	Annual	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Penalty						

				Performance	...	...	...	...	...	...
				Penalty						
ICT15	SOCITM "Better Connected" annual survey - Ensuring that surveys are conducted and plans are in place	Low	Annual	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Performance	...	...	...	...	...	...
				Penalty						
ICT16	Manual Periodic Processes	Low	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance	★	★	★	★	★	★
				Penalty						
ICT17	Non-complex Management Information requests	Low	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	98.00	98.00	90.00	90.00	90.00	90.00
				Performance	★	★	★	★	★	★
				Penalty						
IP01	Invoices paid within 30days	High	Monthly	Actual	98.35	97.45	98.51	98.56	98.32	98.50
				Target	97.00	97.00	97.00	97.00	97.00	97.00
				Performance	★	★	★	★	★	★
				Penalty						
REPRO01	Simple/ standard jobs to be finished within 36h		ly	Actual	100.00	100.00	100.00	100.00	98.41	100.00

		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	High	Monthly	Actual	97.75	100.00	100.00	98.08	100.00	98.11
				Target	97.00	97.00	97.00	97.00	97.00	97.00
				Performance	★	★	★	★	★	★
				Penalty						
REPRO03	Special jobs (Committee Work) to be finished same day	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	97.00	97.00	97.00	97.00	97.00	97.00
				Performance	★	★	★	★	★	★
				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
REPRO04	Outsourced jobs to be finished depending on case by case agreements	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				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)	High	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance	....	....	....	....	....	....
				Penalty						
RB02	% Accuracy of processing new benefit			Actual						

	claims. (Measurement/ Penalty applies on arvato work only)	High	Annual	Actual	89.09	85.52	86.86	88.85	89.35	90.10
				Target	87.00	87.00	87.00	87.00	87.00	87.00
				Performance						
				Penalty						
RB03	Days Average time to process new claims and change events (Based on NI 181)	High	Annual	Actual	12.30	12.51	12.48	12.20		
				Target	16.00	16.00	16.00	16.00	16.00	
				Performance						
				Penalty						
RB04	% of the total Council Tax expected to be received by the Authority	High	Monthly	Actual	10.90	9.30	9.00	9.60	47.90	57.20
				Target	10.30	9.20	9.40	9.40	96.00	9.20
				Performance						
				Penalty						
RB05	% of the total business rates expected to be received by the Authority	High	Monthly	Actual	13.60	22.00	31.00	40.30	52.90	61.80
				Target	12.90	22.70	31.10	40.00	50.60	61.30
				Performance						
				Penalty						
RB06	% of Rents collected of the total collectable debit	High	Monthly	Actual	63.99	80.16	85.60	89.90	91.22	92.10
				Target	95.27	95.27	95.27	95.27	95.27	95.27
				Performance						
				Penalty						

RB07	% of Agresso Amount overdue out of the debit	High	Annual	Actual	YES	YES	YES	YES	Yes	Yes
				Target	YES	YES	YES	YES	Yes	Yes
				Performance						
				Penalty						
RB08	% of Mentor Amount overdue out of the debit	High	Annual	Actual	YES	YES	YES	YES	Yes	Yes
				Target	YES	YES	YES	YES	Yes	Yes
				Performance						
				Penalty						
RB10	% Customer Satisfaction (Local Taxation). (Quarterly report; 6 month baseline until March 2011)	High	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance						
				Penalty						
RB11	% of cheques banked within 24 hours of day of receipt, prioritising large amounts	High	Annual	Actual	100	99.86	100	100	100	100
				Target	95	95	95	95	95	95
				Performance						
				Penalty						
RB12	Annual Bills to be despatched in sufficient time to ensure delivery to the Tax/Ratepayer 14 clear days prior to the 1st April in any year.	High	Monthly	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance						
				Penalty						

<b>RB13</b>	<b>Compliance with requirements relating to statutory returns</b>	<b>High</b>	<b>Monthly</b>	Actual	YES	YES	YES	YES	Yes	Yes
				Target	YES	YES	YES	YES	Yes	Yes
				Performance	★	★	★	★	★	★
				<b>Penalty</b>						

<b>AM1</b>	<b>Comply with Asset Management Plan and review annually by agreed deadline</b>	<b>High</b>	<b>Annual</b>	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Performance	...	...	...	...	...	...
				<b>Penalty</b>						
<b>AM2</b>	<b>Review the assets in the Land and Property Portfolio on a 5 year rolling programme and identify any under-performing properties</b>	<b>High</b>	<b>Monthly</b>	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance	★	★	★	★	★	★
				<b>Penalty</b>						
<b>AM3</b>	<b>Develop a 3 year disposal programme, through the operational board, to support the council's capital programme.</b>	<b>High</b>	<b>Annual</b>	Actual	...	...	...	...	...	...
				Target	...	...	...	...	...	...
				Performance	★	...	...	...	...	...
				<b>Penalty</b>						
<b>AM4</b>	<b>Maintain occupancy levels of the combined commercial, retail and industrial portfolio at agreed levels over the course of the year</b>	<b>High</b>	<b>Monthly</b>	Actual	92.32	92.60	93.29	92.15	92.21	92.70
				Target	87.0	87.0	87.0	87.0	87.0	87.0
				Performance	★	★	★	★	★	★

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

E1	When requested act as CDM coordinator on notifiable works	High	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance	★					
				Penalty						
E2	Provide professional personnel as expert witness as requested.	gh	nual	Actual	....	....	....	....	....	....
				Target						

		High	Annual	Target	...	...	...	...	...	...
				Performance	★					
					...	...	...	...	...	...
				Penalty						
<b>E3</b>	<b>Carry out site supervision visits and attend site meetings on appropriate frequency to discharge duties for Capital Schemes,</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	95.00	95.00	95.00	95.00	95.00	95.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E4</b>	<b>Make all necessary statutory applications in a timely and accurate manner</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E5</b>	<b>Issue all contracts to procure works in line with council standing orders.</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E6</b>	<b>Undertake in a timely manner, any necessary environmental impact assessments on capital works as requested.</b>	High	Monthly	Actual	100	100	100	100	100	100
				Target	100	100	100	100	100	100
				Performance	★					
				Penalty	£0.00	£0.00	£0.00	£0.00	£0.00	
<b>E7</b>	<b>Undertake in a timely manner, designers risk assessments on all capital works.</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target						



		High	Monthly	Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E8</b>	<b>Provide an emergency flooding response in the form of the emergency plan.</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	90.00	90.00	90.00	90.00	90.00	90.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E9</b>	<b>Maintain and update the Authority Emergency Flooding Plan to tie in with the Derbyshire County Council Emergency Plan</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E10</b>	<b>Attend meetings, briefings and emergency exercises in relation to Flooding and Land Drainage requirements.</b>	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E11</b>	<b>Housing inspections, complete and issue initial structural report to Authority within 28 days of receipt of initial request.</b>	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	80.00	80.00	80.00	80.00	80.00	80.00
				Performance	★	★	★	★	★	★
				Penalty						
<b>E12</b>	<b>On report of mining surface hazard attend site and undertake initial inspection within 24 hours.</b>	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target						

		Med	Mon	Target	80.00	80.00	80.00	80.00	80.00	80.00
				Performance	★	★	★	★	★	★
				Penalty						
E13	Maintain, develop and issue a term service contracts for the bus shelter, highway and street furniture maintenance work and also for the drain clearing service	Medium	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
E14	Review charges for drain clearing service.	Medium	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance	★					
				Penalty						
FM1	Carrying out planned maintenance which does not exceed allocated maintenance budgets.	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
FM3	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 investigation.	High	Monthly	Actual	100.00	100.00	100.00	100.00	100.00	100.00
				Target	100.00	100.00	100.00	100.00	100.00	100.00
				Performance	★	★	★	★	★	★
				Penalty						
FM4	Ensure that the percentage of Legionella Risk assessments carried out within 2		ly	Actual	YES	YES	YES	YES	YES	YES





	financial year to be made by 30th September.	Low	Annual	Target	....	....	....	....	....	....
				Performance	....	....	....	....	....	....
				Penalty						
FM15	Ensure energy purchased is optimised in line with the energy markets and opportunities for lower tariffs and lows in the markets are exploited.	Low	Monthly	Actual	YES	YES	YES	YES	YES	YES
				Target	YES	YES	YES	YES	YES	YES
				Performance	★	★	★	★	★	★
				Penalty						
FM16	To provide information to the Council to enable reporting against NI 186 - per capita CO2 reduction in Local Authority Area & NI 188 - Adapting to Climate Change	Low	Annual	Actual	....	....	....	....	....	....
				Target	....	....	....	....	....	....
				Performance	★					
				Penalty						
FM17	To deliver agreed actions from the EMAS action plan	Low	Monthly	Actual	YES	YES	YES	YES	YES	YES
				Target	YES	YES	YES	YES	YES	YES
				Performance	★	★	★	★	★	★
				Penalty						