Freedom of Information Request No. 5054

Received   1/8/2019

Responded   1/17/2019

Request/Response

Q1 Please provide me with a complete list of KPIs that are used by your Council. This applies to both national and local KPIs.

The current KPI set the Council is monitoring was selected by the Overview and Scrutiny Committee in January 2018 as the focus of performance monitoring for financial year 2018/19. The themes for selecting the set were housing and homelessness and income to the Council. These were the two main concerns for 2018/19 in regards to delivery of the Council's current Corporate Plan. The current KPI set is:

- **New housing benefit claims:** The average number of calendar days taken from receipt of a new housing benefit claim to a decision. This is a national indicator (meaning the data is reported to a government department who subsequently publish the results for all local authorities).
- **Changes of Circumstances:** The average number of calendar days taken from receipt of a change to an existing housing benefit claim to a decision. This is a national indicator.
- **Homelessness Applications:** The number of housing relief applications received by the Council. This data has to be reported to the government but is not in itself useful for benchmarking between local authorities.
- **Homelessness Prevention:** The number of households prevented from homelessness through the work of the Council, calculated per 1000 households in Rother. This is a national indicator.
- **Temporary Accommodation:** The number of households currently placed in temporary accommodation by the Council. This data has to be reported to the government but is not in itself useful for benchmarking between local authorities.
- **New Homes:** The number of net new homes built in the district. This data has to be reported to the government but is not useful for benchmarking between local authorities.
- **New Affordable Homes:** The number of new affordable homes completed in the district. This data has to be reported to the government although it is not useful for benchmarking between local authorities.
- **Return on Investment:** The return on investment from the investment assets owned by the Council, expressed in gross and net income and as a percentage of the value. This is a local indicator.

The Council is going through the process of selecting a new KPI set for 2019/20. You will be able to read the report here: http://www.rother.gov.uk/article/13519/2019 when the agenda goes up for the Overview and Scrutiny Committee being held on 28 January 2019.

Q2 Please highlight the list of KPIs that are not available in the public domain.

Our KPI set are reported to the Overview and Scrutiny Committee and that makes them in the public domain.

Q3 Please highlight KPIs that are accessible via your Council's website.

Our KPI set are reported to the Overview and Scrutiny Committee and those reports are published on the Council's website. The last report can be found here: http://www.rother.gov.uk/article/13473/Monday-26-November-2018

Q4 The page at http://www.rother.gov.uk/article/119/Performance-Management - appears to be out of date. Can you please advise if that is the case. If so what course of action will you take to update the page in question.

The page was out of date and it was updated as soon as we got your FOI request reporting it was out of date.

Q5 The latest 'Annual Update' shown at http://www.rother.gov.uk/article/13326/Annual-Update is missing the Performance Report: End of Year 2017/18. Where can I find it please?

That sub-article shows previous years' information. The end of year report for 2017/18 can be found on parent article, the Corporate Plan webpage, by scrolling down to Annual Performance Report 2018 as well as a Corporate Programme Update for the projects listed in the Corporate Plan: http://www.rother.gov.uk/corporateplan