

Appendix 1: Proposed new corporate performance indicators

Measure name	What is being measured	Section
Empty homes brought back into use	Homes empty for more than 6 months, returned to use following council intervention	Communities
Number of homes where action taken to improve living conditions	Homes where Category 1 and/or 2 hazards have been resolved following council intervention.	Communities
Number of empty homes in the district	Background data including all homes that have been empty for more than 6 months	Communities
Number of homeless cases prevented	Households where action from the council has enabled a household to stay in their home or to secure a new home.	Communities
Households in temporary accommodation	Number of statutory homeless households in TA.	Communities
All new homes completed	All homes, all tenures.	Communities
Affordable homes completed	Includes all TDC and HA homes, social, affordable and intermediate rented and shared ownership.	Communities
Average relet time for council homes	Average time from termination to tenancy start for all voids, excluding where a decision has been taken to hold a property empty.	Communities
Rent arrears	Total current rent arrears as a proportion of the debit	Communities
HRA Capital Programme Delivery	Proportion of capital programme milestones reached. Procurement advertised, contract let, start on site, completion of works.	Communities
Tenant and Leaseholder Health and Safety Compliance	Overall compliance score - A combined score based on detailed workstream reports for each of the main six areas of compliance.	Communities

Planning Appeals	Percentage of planning appeals dismissed - Minimum 60%	Communities
TDC Greenhouse emissions	Greenhouse gas emissions from gas, electricity and petrol/diesel that TDC procures (Scope 1 and 2 emissions)	Environment
Trees	Number of trees removed and planted on TDC Open Spaces	Environment
% of area of open spaces managed for pollinators	% area of TDC open spaces managed for pollinators	Environment
Unemployment	Measure unemployment rates using Nomis data	Growth
Wages	Measure wages using Nomis data	Growth
Recycling rate	% of waste recycled	Environment
% of bins collected	Collected bins as total bins that should be collected	Environment
Percentage of randomly inspected sites which are mainly free from litter or refuse	Random Sample of streets in the district	Communities
Residents (customers of the service) satisfaction with the enforcement service	Customer survey	Environment
1st response with in service standard	for all enforcement types + beach complains except stray dogs	Environment
Enforcement actions taken	Total enforcement actions taken	Environment
Residents Survey - Public opinion of the Street Cleaning Service	Public Opinion	Environment
Public opinion of Parks and Open Spaces	Public Opinion	Environment
Public opinion of the Recycling Service	Public Opinion	Environment
Public opinion of whether the council provides Value for Money	Public Opinion	Efficiency

% Council Tax collected		Efficiency
% Business rates collected		Efficiency
Complaints received	Number of complains	Efficiency
FOIs responded to within the service standard	FOI Data request that completed in the ICO timeframes	Efficiency