

Appendix B – List of 2017/18 S&R Committee KPIs**Asset Management & Capital Delivery**

SC RES 19 Planned Maintenance Statutory Inspections

Customer Care

CORP (CC) 08 Complaints responded to within timescales

CORP (CC) 09 FOIs responded to within timescales

CORP (CC) 10 Members enquiries responded to within timescales

CORP (CC) 11 MPs enquiries responded to within timescales

Customer Services

CEX PCS (CS) 21 % of overall calls answered

CEX PCS (CS) 22 % of social services calls answered

CEX PCS (CS) 23 % of revenue & benefits calls answered

CEX PCS (CS) 24A Channel shift: web

CEX PCS (CS) 24B Channel shift: telephone

CEX PCS (CS) 24C Channel shift: face to face

CEX PCS (CS) 01 % Calls resolution at first point of contact

Finance

RES FIN (AP) 01 Accounts Payable - % undisputed invoices paid within 30 days

RES FIN (AR) 05 Accounts Receivable - % due debt collected

HR

RES HRS (HR) 02 Time Taken To Fill Posts

RES HRS (HR) 04 Number of emergency payments made to staff

RES HRS (HR) 05 New Capability Performance Cases

RES HRS (HR) 06 Number of Employment Tribunals

ICT

RES ICT (PI) 11 Availability of Core Networks

RES ICT (PI) 12 Availability Of Core Web Systems

RES ICT (PI) 13 Availability of core email services

RES ICT (PI) 14 Availability of core Modern Desktop servers

Public Health

PEO PHT (PH) 02 % of New Birth Visits in timescales

PEO PHT (PH) 10 % Children Obese at Reception

PEO PHT (PH) 11 % Children Obese at Year 6

PEO PHT (PH) 12 % Practice's total eligible population invited annually

PEO PHT (PH) 16 % Practice's total eligible population attending annually

PEO PHT (PH) 09 Opiate Users - Number of Successful Completions (1.2 DOMES measure)

PEO PHT (PH) 06 Chlamydia screening - positive diagnosis rate per 100,000

PEO PHT (PH) 05 HIV late diagnosis rate (%)

PEO PHT (PH) 07 % of clients who have not received a Hepatitis C test - all clients

PEO PHT (PH) 17 % of clients who have not received a Hepatitis C test - new clients

PEO PHT (PH) 15 Alcohol Users - Number of Successful Completions

Safer Sutton Partnership Service

PI SSP 06 Repeat victimisation domestic violence incidents to MARAC (%)

EHR SSC EP 01 Number of calls or contacts to the council regarding Emergency Planning

EHR SSC EP 02 Number of Emergency Planning callouts during the period

PI SSP 07 Number of reported domestic violence offences

PI SSP 11 Number of ASB Calls to Police

PI SSP 12 Number of frontline staff trained on Prevent