

Appendix B

Strategy and Resources Committee Performance Indicators**Safer Sutton Partnership Service (SSPS), Emergency Planning and Business Continuity**

Performance Indicator	Description	Collection Frequency	Target
Number of calls or contacts to the council regarding Emergency Planning	Number of external calls or contacts to the council's Emergency Planning Service. The purpose is to monitor the resource strain placed on the service from external contacts requiring action.	Monthly	Data Collection only
Number of Emergency Planning callouts during the period	The purpose of this performance indicator (PI) is to identify trends in Emergency Planning callouts to inform on additional service needs, actions and information requirements. The data will be collected by the emergency planning team. Information is reported to the statutory Borough Resilience Forum and identifies agency actions.	Yearly	Data Collection only
Repeat victimisation domestic violence incidents to MARAC (%)	The PI aims to establish the effectiveness of the Sutton Domestic Violence (DV) MARAC (Multi Agency Risk Assessment Conference) process. This relates to the Domestic Violence or Abuse (DVA)/Violence Against Women and Girls (VAWG) Strategy. The SSPS Performance Team will liaise with the Community Safety Officer to identify from MARAC DV data the % repeat victimisation domestic violence incidents. By measuring this SSPS can establish the Sutton picture of domestic violence reporting in Sutton during the period. This PI will be calculated through review of MARAC cases held by the Community Safety Officer.	Quarterly	27.5%
Number of reported domestic violence offences	The purpose of this PI is to establish the Sutton picture of domestic violence reporting in Sutton during the period, this relates to the DVA/VAWG Strategy. The Police system Met Stats will be used to extract the total number of reported domestic violence offences which will evidence the work of the Council and Police in decreasing the number of domestic violence offences in Sutton and identify the further work that needs to be in place in Sutton to encourage victims to report.	Quarterly	Data Collection only
Number of Anti-Social Behaviour (ASB) Calls to Police	This PI is intended to indicate levels of demand on police resources in dealing with personal, nuisance and environmental anti-social behaviour. The SSPS performance team will use the Police system Met Stats to extract the number of calls within a given period and input this into the quarterly ASB Unit (ASBU) Board report. The purpose of this is to identify whether the ASBU has the capacity to deal with the number of ASB calls directed to the unit, to also identify which housing providers are within hotspots for ASB calls and what further work can be done with these partners.	Quarterly	Data Collection only
Number of staff trained on Prevent	This PI aims to demonstrate compliance with Statutory Prevent Duty related to Local Authority Statutory Requirement and Legal Duty. The SSPS Performance team will liaise with the Prevent Manager to collect this data from each training session. The intended outcome is to raise Awareness of Statutory Prevent Duty compliance and Local Authorities to ensure appropriate frontline staff, including those of its contractors, to recognise vulnerability to being drawn into terrorism and are aware of available programmes to deal with this issue.	Quarterly	Data Collection only

Customer Services / Experience

Performance Indicator	Description	Collection Frequency	Target
Number of calls offered to customer service centre	Number of calls offered to customer service centre	Monthly	Data Collection only
Average wait time per phone call	Average wait time per phone call	Monthly	5 min 0 sec
Complaints responded to within timescales	Complaints responded to within timescales	Monthly	90%
FOIs responded to within timescales	FOIs responded to within timescales	Monthly	90%
Members enquiries responded to within timescales	Members enquiries responded to within timescales	Monthly	90%
MPs enquiries responded to within timescales	MPs enquiries responded to within timescales	Monthly	90%

Public Health

Performance Indicator	Description	Collection Frequency	Target
HIV late diagnosis rate (%)	Percentage of adults (aged 15 or more) diagnosed with a CD4 cell count less than 350 cells per mm ³ .	Yearly	25%
% Children Overweight (including obesity) at Year 6	Percentage of Children measured to have excess weight in Year 6.	Yearly	34%
The number of eligible residents attending an NHS Health Check each quarter.	The number of eligible residents who have attended NHS health check. Eligibility includes being over 40 years of age and under 75 years of age.	Quarterly	1,242

Asset Management Planning and Capital Delivery

Performance Indicator	Description	Collection Frequency	Target
Planned Maintenance Statutory Inspections	Statutory inspections are completed by due date	Quarterly	100%
IPP Rental Income	Total income received from the commercial investment property portfolio (IPP)	Quarterly	95%

Finance

Performance Indicator	Description	Collection Frequency	Target
Accounts Payable - % undisputed invoices paid within 30 days	Percentage of undisputed invoices paid within 30 days	Monthly	96%
Accounts Receivable - % all sundry due debt (in month) collection	Accounts Receivable % all sundry due debt (In month) collection	Monthly	96%

ICT

Performance Indicator	Description	Collection Frequency	Target
Availability of Core Networks	Availability of core network components on the new Infrastructure as measured by the Service Centre application	Monthly	99%
Availability Of Core Web Systems	Availability of core web components on the new Infrastructure as measured by the Service Centre application kingston.gov.uk services.kingston.gov.uk maps.sutton.gov.uk	Monthly	99%
Availability of core email services	Availability of core email services as measured by the supplier	Monthly	99%
Availability of core Modern Desktop servers	Availability of Modern Desktop Service across both Councils	Monthly	99%

Business Services

Performance Indicator	Description	Collection Frequency	Target
Registered Births	The number of births registered within 42 days	Monthly	98%

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