**WBCIR:19554**

**Under the Freedom of Information Act please could you tell me whether you as an organisation produce the data indicated below, whether you publish it publicly, and how frequently you publish it.**

**I do not require and am not asking for the data itself, or its published location, only an indication of whether this is data routinely produced and published.**

**For Produced, you do not need to say more than: Yes, no or partially.**

**For Published by you: Yes or no (Please note: Providing the data to a third party, including central government, for publication, but not directly publishing it yourself, should be answered “no”)**

**For Publication frequency: Annual, quarterly, monthly, weekly, or real time.**

**If you wish to add any notes of explanation then please do so, but for the purposes of the response preparation time limit that is not something I am requesting.**

**Organisational data**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Number of permanent and fixed term staff employed by the organisation, broken down by service area |  |  |  |
| Number of agency staff in the organisation, broken down by service area |  |  |  |
| Total staffing costs, broken down by service area |  |  |  |
| Total number of days lost due to staff sickness, broken down by service area (including both permanent and agency staff) |  |  |  |
| Percentage of vacant roles, broken down by service area |  |  |  |
| A detailed schedule of all posts advertised for the previous 12 months, by service area, including role type, date the role was advertised, number of applications received, date staff were appointed and start date |  |  |  |
| Percentage of staff who left the organisation during the previous 12 months (turnover rate), broken down by service area |  |  |  |
| The number of staff who have claimed overtime, broken down by each service area |  |  |  |

**Service information**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Operational opening hours for contact centres |  |  |  |
| Logs of calls to contact centres and other areas, including call answer times and outcomes |  |  |  |
| Logs of emails to contact centres and other areas, including response times and outcomes |  |  |  |
| Forecast/actual revenue and capital spend, broken down by service area |  |  |  |

**KPIs - Benefits**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Total number of new Housing Benefit claims |  |  |  |
| Average number of days to process new Housing Benefit claims |  |  |  |
| Total number of new Council Tax Support claims |  |  |  |
| Average number of days to process new Council Tax Support claims |  |  |  |
| Total number of new Housing Benefit change requests |  |  |  |
| Average number of days to process new Housing Benefit change requests |  |  |  |
| Total number of new Council Tax Support change requests |  |  |  |
| Average number of days to process new Council Tax Support change requests |  |  |  |
| Total number of undisputed invoices |  |  |  |
| Number and percentage of undisputed invoices paid within 30 days |  |  |  |

**KPIs - Revenue**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Total housing rent due |  |  |  |
| Total housing rent collected |  |  |  |
| Total business rates due |  |  |  |
| Total business rates collected |  |  |  |
| Total council tax due |  |  |  |
| Total council tax collected |  |  |  |

**KPIs – Planning**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Number of major applications including Public Service Infrastructure Developments received |  |  |  |
| Number of major applications including Public Service Infrastructure Developments, broken down by whether they were determined within 8 weeks, 8 to 13 weeks, or with an associated planning agreement |  |  |  |
| Total number of major applications including Public Service Infrastructure Developments decided upon, broken down by delegated and non-delegated decision |  |  |  |
| Number of non-major applications including change of use and householder developments received |  |  |  |
| Number of non-major applications including change of use and householder developments, broken down by whether they were determined within 8 weeks, 8 to 13 weeks, or with an associated planning agreement |  |  |  |
| Total number of non-major applications including change of use and householder developments decided upon, broken down by delegated and non-delegated decision |  |  |  |
| Number of householder planning applications received |  |  |  |
| Number of householder development applications, broken down by whether they were determined within 8 weeks, 16 weeks, or with an associated planning agreement |  |  |  |
| Total number of householder planning applications decided upon, , broken down by delegated and non-delegated decisions |  |  |  |
| Average time to determine validated householder planning applications (weeks) |  |  |  |
| Number of appeals against major planning applications that had been refused, and the number of decisions on those appeals |  |  |  |
| Number of appeals against non-major planning applications that had been refused, and the number of decisions on those appeals |  |  |  |
| Number of appeals against major planning applications on the grounds of non-determination, and the number of decisions on those appeals |  |  |  |
| Number of appeals against non-major planning applications on the grounds of non-determination, and the number of decisions on those appeals |  |  |  |

**KPIs – Land charges**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Number of land charges searches requested |  |  |  |
| Average number of days to respond to a land charges search request |  |  |  |

**KPIs – Housing**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Number of customer satisfaction surveys completed |  |  |  |
| Number of completed customer satisfaction surveys with a score of 7 or above out of 10 |  |  |  |
| Average days to re-let all housing stock |  |  |  |
| Total number of responsive repairs |  |  |  |
| Total number of emergency repairs |  |  |  |
| Number of emergency repairs completed within 24 hours |  |  |  |

**KPI – Democratic services**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Number of public hybrid (in person and online) meetings |  |  |  |
| Number of public hybrid meetings run without issues causing downtime exceeding 5 minutes |  |  |  |

**KPI – Waste and environment**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Total tonnes of household waste collected |  |  |  |
| Total tonnes of household waste sent for reuse, recycling and composting |  |  |  |
| Total number of bins collected |  |  |  |
| Number of bins collected on time |  |  |  |

**KPIs – Complaints**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Number of formal complaints received |  |  |  |
| Total number of formal complaints resolved |  |  |  |
| Number of formal complaints resolved within timescale |  |  |  |

**KPIs – Contact centre**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Produced | Published by you | Publication frequency |
| Total number of calls to the contact centre |  |  |  |
| Total number of calls to the contact centre that are answered |  |  |  |
| Average call answer time (seconds) |  |  |  |
| Number of calls to the contact centre resolved first time |  |  |  |