

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	Yes	No	N/A
Number of agency staff in the organisation, broken down by service area	Yes	No	N/A
Total staffing costs, broken down by service area	Yes	No	N/A
Total number of days lost due to staff sickness, broken down by service area (including both permanent and agency staff)	Yes	No	N/A
Percentage of vacant roles, broken down by service area	Yes	No	N/A
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	Yes	No	N/A

Percentage of staff who left the organisation during the previous 12 months (turnover rate), broken down by service area	Yes	No	N/A
The number of staff who have claimed overtime, broken down by each service area	Yes	No	N/A

Service information

Data	Produced	Published by you	Publication frequency
Operational opening hours for contact centres	Yes	Yes	Annually (unless changes)
Logs of calls to contact centres and other areas, including call answer times and outcomes	Yes	No	
Logs of emails to contact centres and other areas, including response times and outcomes	Yes	No	
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	Yes	No	N/A
Average number of days to process new Housing Benefit claims	Yes	No	N/A
Total number of new Council Tax Support claims	Yes	No	N/A
Average number of days to process new Council Tax Support claims	Yes	No	N/A
Total number of new Housing Benefit change requests	Yes	No	N/A

Average number of days to process new Housing Benefit change requests	Yes	No	N/A
Total number of new Council Tax Support change requests	Yes	No	N/A
Average number of days to process new Council Tax Support change requests	Yes	No	N/A
Total number of undisputed invoices	No	N/A	N/A
Number and percentage of undisputed invoices paid within 30 days	No	N/A	N/A

KPIs - Revenue

Data	Produced	Published by you	Publication frequency
Total housing rent due	Yes	Yes to tenant volunteers. Not currently posted online	Monthly
Total housing rent collected	Yes	Yes to tenant volunteers. Not currently posted online	Monthly
Total business rates due	Yes	Yes, to Corporate Management Team	Monthly
Total business rates collected	Yes	Yes, to Corporate Management Team	Monthly
Total council tax due	Yes	Yes, to Corporate Management Team	Monthly
Total council tax collected	Yes	Yes, to Corporate Management Team	Monthly

KPIs – Planning

Data	Produced	Published by you	Publication frequency
Number of major applications including Public Service Infrastructure Developments received	Yes	No	N/A
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	Yes	No	N/A
Total number of major applications including Public Service Infrastructure Developments decided upon, broken down by delegated and non-delegated decision	Yes	No	N/A
Number of non-major applications including change of use and householder developments received	Yes	No	N/A
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	Yes	No	N/A
Total number of non-major applications including change of use and householder developments decided upon, broken down by delegated and non-delegated decision	Yes	No	N/A
Number of householder planning applications received	Yes	No	N/A
Number of householder development applications, broken down by whether they were determined within 8 weeks, 16 weeks, or with an associated planning agreement	Yes	No	N/A

Total number of householder planning applications decided upon, , broken down by delegated and non-delegated decisions	Yes	No	N/A
Average time to determine validated householder planning applications (weeks)	Yes	No	N/A
Number of appeals against major planning applications that had been refused, and the number of decisions on those appeals	Yes	No	N/A
Number of appeals against non-major planning applications that had been refused, and the number of decisions on those appeals	Yes	No	N/A
Number of appeals against major planning applications on the grounds of non-determination, and the number of decisions on those appeals	Yes	No	N/A
Number of appeals against non-major planning applications on the grounds of non-determination, and the number of decisions on those appeals	Yes	No	N/A

KPIs – Land charges

Data	Produced	Published by you	Publication frequency
Number of land charges searches requested	NIL	NIL	NIL
Average number of days to respond to a land charges search request	Yes	On the website: Search local land charges	If time changes will update the website.

KPIs – Housing

Data	Produced	Published by you	Publication frequency
Number of customer satisfaction surveys completed	Yes	Published on website as part of TSM report	Annually
Number of completed customer satisfaction surveys with a score of 7 or above out of 10	No, satisfaction survey use required TSM format from the regulator	No	No
Average days to re-let all housing stock	Yes	Yes, published to senior management team and tenant volunteers	Monthly
Total number of responsive repairs	Yes	Yes, published to senior management team and tenant volunteers and part of TSM report	Annually
Total number of emergency repairs	Yes	Yes, published to senior management team and tenant volunteers and part of TSM report	Annually
Number of emergency repairs completed within 24 hours	Yes	Yes, published to senior management team and tenant volunteers and part of TSM report	Annually

KPI – Democratic services

Data	Produced	Published by you	Publication frequency
Number of public hybrid (in person and online) meetings	No		
Number of public hybrid meetings run without issues causing downtime exceeding 5 minutes	No		

KPI – Waste and environment

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

KPIs – Complaints

Data	Produced	Published by you	Publication frequency
Number of formal complaints received	Yes	Yes	Annually
Total number of formal complaints resolved	Yes	Yes	Annually
Number of formal complaints resolved within timescale	Under review	Under review	N/A

KPIs – Contact centre

Data	Produced	Published by you	Publication frequency
Total number of calls to the contact centre	Yes	Yes	Quarterly

Total number of calls to the contact centre that are answered	Yes	No	
Average call answer time (seconds)	Yes	No	
Number of calls to the contact centre resolved first time	Yes	No	