

**New Corporate Performance Indicators Proposal - For Reporting in 2022/23 to Finance & Resources Scrutiny**

Directorate	Team	Ref	Performance Indicator Name	Corporate Plan Key Commitment	New (not currently reported to CLT) or Existing (reported to CLT currently)	Provisional Target for 2022-23 (or explanation if not possible to set target)
Finance Services	Finance Strategy & Accountancy	MPS01	% invoices paid within 30 days	Modern public services	Existing	95% (subject to change following SLA review, but unlikely)
Finance Services	Procurement	MPS02	% of actual spend with local suppliers where economically justifiable.	Modern public services	New	For information only - the procurement team cannot influence which suppliers staff choose to use.
Finance Services	Procurement	MPS03	% count of local suppliers where economically justifiable.	Modern public services	New	For information only - the procurement team cannot influence which suppliers staff choose to use.
Finance Services	Revenues & Benefits	MPS04	% of business rates collected in the year debit raised	Modern public services	Existing	Annual target of 98.5%, monthly breakdowns given
Finance Services	Revenues & Benefits	MPS05	% of council tax collected in the year debit raised	Modern public services	Existing	Annual target of 98.5%, monthly breakdowns given
Legal & Democratic	Human Resources	MPS06	Average number of working days lost per FTE employee (short term)	Modern public services	Existing	3.8 days lost (LG single tier national average)
Legal & Democratic	Human Resources	MPS07	Average number of working days lost per FTE employee (long term)	Modern public services	Existing	5.4 days lost (LG single tier national average)
Legal & Democratic	Human Resources	MPS08	HEADCOUNT AND FTE (total figures split by directorate)	Modern public services	New	N/A
Legal & Democratic	Human Resources	MPS09	VACANCY LEVELS (Total number of vacancies split by directorate)	Modern public services	New	N/A
Legal & Democratic	Human Resources	MPS10	Number of Agency Staff within each directorate	Modern public services	New	No target
Legal & Democratic	Human Resources	MPS11	Amount of Spend on Agency Staff within each directorate	Modern public services	New	No target
Legal & Democratic	Information Governance	MPS12	% FOI requests completed in 20 working days	Modern public services	Existing	95%
Legal & Democratic	Information Governance	MPS13	% EIR requests completed in 20 working days	Modern public services	Existing	95%
Legal & Democratic	Information Governance	MPS14	% Data Subject Rights requests completed within statutory timescale	Modern public services	Existing	90%
Legal & Democratic	Information Governance	MPS15	Total number of breaches (split by service eventually)	Modern public services	New	Track for info
Legal & Democratic	Information Governance	MPS16	Number of complaints to ICO (with respect to handling of FOI requests following internal review).	Modern public services	New	1 per month
Legal & Democratic	Information Governance	MPS17	Number of complaints to ICO upheld by ICO (with respect to handling of FOI requests following internal review).	Modern public services	New	0 per month
Legal & Democratic	Information Governance	MPS18	Number of complaints to ICO (with respect to handling of DP Right to Access requests).	Modern public services	New	1 per month
Legal & Democratic	Information Governance	MPS19	Number of complaints upheld by ICO (with respect to handling of DP Right to Access requests)	Modern public services	New	0 per month
Legal & Democratic	Information Governance	MPS20	Number of direct disclosure requests (ADR) received	Modern public services	New	Track for info
Legal & Democratic	Information Governance	MPS21	% Transparency publications completed on time.	Modern public services	New	100%
Legal & Democratic	Information Governance	MPS22	Number of external ICO complaints relating data management of data/breaches	Modern public services	New	Track for info
Legal & Democratic	Information Governance	MPS23	Number of reportable breaches to ICO (split by service area)	Modern public services	New	1 per month