

Key Performance Indicators and 2022/23 audit where they have been reviewed

| Corporate Services | | |
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| IA01 | Percentage of Audit Plan completed during the year | Measured and Reported to Audit Committee. Reported to O&S Service Panel. |
| IA04 | % Of High-Risk Audit Recommendations Implemented by Department | Measured and Reported to Audit Committee. Reported to O&S Service Panel. |
| CS01 | Quality of Customer Service Call Handling - % score from monitoring sample | Reported to O&S Service Panel. No recent audit of Customer Services data. |
| F1 | Implementation of savings schemes targets to meet MTFS requirements | Reported to O&S Service Panel. Reviewed in the Financial Resilience Audit. External Audit – Going Concern work |
| CS02a | % Of telephone calls answered by Contact Centre in 30 seconds | Reported to O&S Service Panel. |
| RB05 | Percentage of Non-domestic Rates Collected | Reported to O&S Service Panel. Data tested as part of NNDR3, collection fund audit and Business Rates Internal Audit. |
| RB06 | % Of Council Tax collected | Reported to O&S Service Panel. Data tested as part of collection fund audit. Raw data and percentages reported to Central Government as part of QCR process. |
| IT05 | % Uptime of key systems | Reported to O&S Service Panel. |
| IT06 | % Uptime of Hart DC website | Reported to O&S Service Panel. |
| ET06 | Number of missed collections excluding garden waste (per 100,000) | Reported to O&S Service Panel. Reviewed as part of Partnership Governance process with Basingstoke. Reviewed in Waste Internal Audit 2021/2. |
| ET07 | Number of missed garden waste collections (per 100,000) | Reported to O&S Service Panel. Reviewed as part of Partnership Governance process with Basingstoke. Reviewed in Waste Internal Audit 2021/2. Reported to Joint Governance Group. |
| ET08 | Overall cost of waste per household | Reported to O&S Service Panel. Reviewed as part of Partnership Governance process with Basingstoke. Reviewed in Waste Internal Audit 2021/2. Reported to Joint Governance Group. |
| ET09 | Total recycling rate | Reported to O&S Service Panel. Reviewed as part of Partnership Governance process with Basingstoke |

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| | | Reported to Joint Governance Group.. Reviewed in Waste Internal Audit 2021/2. |
| Community Services | | |
| H02 | Number of applicants for whom homelessness is relieved | Reported to O&S service panel. Reported to DLUHC. |
| H03 | Number of applicants owed the full housing duty | Reported to O&S service panel. Reported to DLUHC. |
| H04 | Households living in Temporary Accommodation (Including Bed and Breakfast) | Reported to O&S service panel. Reported to DLUHC. Reported as part of Ben01 claim and externally audited |
| H06 | Number of families in B&B for more than 6 weeks | Reported to O&S service panel. Reported to DLUHC. Reported as part of Ben01 claim and externally audited |
| H10 | Number of gross affordable homes delivered (Values are cumulative) | Reported to O&S service panel. |
| H15 | Number of Hart residents assisted into employment or training each year through the skills café | Reported to O&S service panel. |
| H16 | Disabled Facilities Grant spend against budget (Values are cumulative) | Reported to O&S service panel. Reported to DLUHC. Audited as part of accounts – deferred charges. Internal Audit DFGs |
| H17 | Number of gypsy / traveller illegal encampments | Reported to O&S service panel |
| Environmental & Technical Maintenance | | |
| ET03 | Number of Green Flags held | Reported to O&S service panel |
| ET04 | Number of service requests received for Street Cleaning | Reported to O&S service panel and Joint Governance Group Internal Audit of Streets and Grounds |
| ET05 | Number of service requests received for Grounds Maintenance | Reported to O&S service panel and Joint Governance Group Internal Audit of Streets and Grounds |
| ET10 | Carbon footprint for Council operations | Reported to O&S service panel Reported to Climate Change working group. There will be an IA of Climate change 2022/23. |
| ET11 | Number of days of CCTV camera downtime per month | Reported to O&S service panel |
| ET12 | Number of hours of litter enforcement work carried out per month | Reported to O&S service panel and Joint Governance Group |
| Place Services | | |
| R01 | % of proactive inspections (including food, health and safety, animal welfare and licenced | Reported as part of Annual Food Safety plan reported to O&S and Cabinet Reported to O&S service panel |

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| | premises) completed within prescribed time | |
| R02 | % of Environmental Health complaints (including noise, public health, food) responded on time | Reported to O&S service panel |
| R07 | Major development application decisions made within the statutory determination period | Reported to O&S service panel Internal Audit of Planning 2021/22 Scrutiny of planning performance improvement plan |
| R08 | Non-major development application decisions made within the statutory determination period | Reported to O&S service panel Internal Audit of Planning 2021/22 Scrutiny of planning performance improvement plan |
| R09 | Other application decisions made within the statutory determination period | Reported to O&S service panel Internal Audit of Planning 2021/22 Scrutiny of planning performance improvement plan |
| R11 | % of Tree Preservation works applications determined within eight weeks | Reported to O&S service panel |
| R12 | Number of fly-tipping enforcement actions | Reported to O&S service panel |
| R13 | Number of fly-tipping complaints received by service | Reported to O&S service panel |