

			Results			
KPI no	KPI Description	Note	Target	Q1	Method	Last year
BPI 01	The percentage of all invoices paid within 30 days or within stated terms	The performance indicator is above target in the first quarter. Invoices were processed promptly by the team when received leading to an above target performance.	97.5	97.9	%	97.9
BPI 02	The percentage of council tax collected as a percentage of the total due	Performance is very good and above target. This is despite the welfare reform changes and the impact of Universal Credit which is making it harder to collect council tax.	29.5	29.7	%	29.8
BPI 03	The percentage of non-domestic rates collected as a percentage of the total due	Performance for the quarter was good and slightly ahead of target.	30	30.9	%	31.7
BPI 04	The time taken to process new housing benefit / council tax benefit claims in working days	Performance for Q1 was strong and well ahead of target.	16	9.6	123	13
BPI 05	The number of employee working days lost due to sickness absence per full-time equivalent member of staff	54% of absences this quarter were long term (over 20 working days). The main reasons for absence were: stress / anxiety / depression 26.5% (180.75 days by 11 employees, 2.1% of the workforce) surgery 23% (157.25 days by 9 employees, 1.76% of the workforce) musculoskeletal 14% (97 days by 11 employees, 2.1% of the workforce). The council offers a confidential employee assistance programme with access to face to face or telephone counselling as appropriate. All employees with mental health concerns are able to access support from Access to Work, occupational health and other support networks including MIND.	1.8	1.8	123	1.3
BPI 59	Occupancy levels of garage	Occupancy rates remain above target.	75	76.2	%	80.1
BPI 60	Commercial and retail unit occupancy levels	Occupancy rates across the council's commercial and community estate portfolio are strong and well above target for Q1. Of the 387 only 7 of these are vacant at quarter end. Negotiations are underway with potential tenants for properties which are vacant. One property is undergoing major reconstruction works following a significant fire.	98	98.2	%	100

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KPI no	KPI Description	Note	Target	Q1	Method	Last year
BPI 61	Critical IT System availability during core hours	Performance was good over all months with the lowest being 99.99 the remaining hit 100%.	99.5	100	123	100
BPI 62	The level of sundry debt as an average number of days to collect (Debtor Days)	Performance has remained within target in the first quarter as the team continue to pursue outstanding debts.	37	36	123	39
BPI 64	Occupancy rate for the Weltech Business Centre	The occupancy rate for the centre has been extremely strong in the first quarter of the year. The team continue to turn around any vacant units quickly and efficiently.	95	100	%	
BPI 68	The number of unique page visits to the council's One Welwyn Hatfield website	This is the first full quarter since the launch of One Welwyn Hatfield – an accompaniment to the main council site that contains news, events and other updates. It was set up to allow for a more engaging way to display this type of content, and the early signs are promising. This was a challenging target and meeting it means that visits to the council's news pages have increased approximately four-fold since the site launch.	15,000	15,590	123	