STATUS	TREND	KPIs FQ4 2021/22	DESCRIPTION
G	⬆	FIS102_01	Maximise distribution of Scottish Welfare Fund. but cannot compare
R	⬇	FIS102_04a	All new benefit claims are processed promptly. decreased slightly on last report
G	⬇	FIS110_02	Maintain the percentage of suppliers that are paid within 30 days.
G	➡	FIS115_01	The agreed audit plan is delivered.
R	⬆	FIS115_02	Maintain the high rate of collecting Non-Domestic Rates [NDR].now RED, was G last period but it cumulative
G	⬆	FIS115_03	Maintain the high rate of collecting Council Tax. This was RED last report
G	⬆	EDU106_02	Increase the percentage of successful examination presentations in levels 4 and 5 for Literacy and Numeracy by our senior phase pupils.
G	➡	EDU106_05	Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place.
R	⬇	EDU107_05	Maintain the percentage of all young people leaving school achieving a positive destination into further education, training or employment.
G	➡	EDU108_04	Digital technology is used to deliver the curriculum wherever necessary as a cover for teacher vacancies or low rolls.
R	⬆	LRS102_01	Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income. cumulative
R	⬇	LRS110_02	Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal. Decreased since last report
G	⬇	LRS110_03	Maintain the percentage of all Small Medium Enterprises (SMEs) that win Council contracts.
G	➡	COM107_01	Provide quality meals within cost margins to all pupils.
G	⬆	CSS101_02	Increase public use of corporate social media sites on three categories of information: council news, community success and general use.
G	⬇	CSS101_03	Increase the percentage of telephone service enquiries received by Customer Service Centre's that are dealt with at the first point of contact by the Customer Service Centre.
G	⬆	CSS113_02	Maintain the average time to resolve ICT incidents.
G	⬆	CSS115_01	Increase the percentage of all Self-Service and automated contacts.
G	➡	RIS113_03	The percentage of the top priority routes that receive winter weather treatment that are completed on time (Winter Maintenance operations).
G	➡	RIS113_04	The percentage of Class 1 potholes that are repaired within 36 hours.
R	⬇	RIS113_05	The percentage of street lighting fault repairs are completed within 10 working days .still decreased
G	⬇	RIS114_01	The percentage of waste that is recycled, composted or recovered. Decreased since last report
G	⬆	RIS114_03	Percentage of street cleanliness. Improved since last report
G	➡	RIS115_01	Percentage of bins collected on time.
G	⬆	DEG103_02	The percentage of positive homeless prevention interventions (prevent 1).
G	⬆	DEG105_01	Respond to Building Warrant applications within 20 days.

G	⬆	DEG 105_02	The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.
R	⬆	DEG110_03	The time it takes to determine 'local' planning applications is no longer than 10% above the National Average. Still improved on last report
		28	**TOTAL KPIs**