

Appendix A

2025/26 Corporate Core Indicators (CCIs) & Targets

PI No:	PI Title:	minimise/ maximise	2024/25 Target	2025/26 Target	Q1	Q2	Q3	Q4	Cabinet Member	Managed by	Assigned to
ORGANISATION/GOVERNANCE											
CCI 01	Average days lost per FTE through short-term sickness absence	min	5.4	5.4	5.4	5.4	5.4	5.4	Cllr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 02	Average days lost per FTE through long-term sickness absence	min	4.1	4.0	4.0	4.0	4.0	4.0	Cllr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 03	Average (working) days taken to complete candidate pre-employment checks	min	15	15	15	15	15	15	Cllr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 04	% of Leavers that leave within their first year of employment	min	15%	20%	20%	20%	20%	20%	Cllr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 days	max	95%	95%	95%	95%	95%	95%	Cllr Lees	Nicola Wittman	Tom Falconer Ruth Coox
CCI 06	% of calls answered vs number of calls received across the council	max	90%	90%	90%	90%	90%	90%	Cllr Lees	Richard Auty	Jillma Jadav Izzy Jarvis Mary Dale-Cooke Suzi Curtis
CCI 07	Contract Management	<i>Indicator proposal still to be developed</i>							Cllr Hargreaves	Angela Knight	Paula Evans
CCI 08	Resident Satisfaction	max	54.6%	54.6%	<i>Indicator to be reported on an annual basis (Q4/YE)</i>			Cllr Lees	Richard Auty	Bruce Tice	
COST OF LIVING CRISIS											
CCI 09	% of Council Tax collected	max	98.60%	98.60%	24	49	74	98.6	Cllr Hargreaves	Lance Porteous Caroline Saych	Alistair Clarke Hannah Lindley
CCI 10	% of Non-domestic Rates Collected	max	98%	98%	24	49	74	98	Cllr Hargreaves	Lance Porteous Caroline Saych	Alistair Clarke Hannah Lindley
CCI 11*	Council Housing: Current tenant rent arrears as a % of the annual rent debit (excluding HB adjustment)	<i>Indicator replaced by CCI 11 (a) and (b) below</i>							Cllr Coote	Simone Russell	Victor Adeagbo
CCI 12	% Households claiming LCTS against total CT base	min	8.15%	8.15%	8.15%	8.15%	8.15%	8.15%	Cllr Hargreaves	Lance Porteous Caroline Saych	Simon Hayward Faye Mills
HEALTH & SAFETY											
CCI 13	Council Housing: % properties with valid LGSR gas safety certificate	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 14	Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 15	Council Housing: Asbestos Management - % of High Priority recommendations completed from current and previous RA's	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 16	Council Housing: Water Hygiene - % of High Priority recommendations completed from current and previous RA's	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 17	Council Housing: Fire Safety - % of High Priority recommendations completed from current and previous RA's	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 18	Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER)	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 19	Council Housing: Damp & Mould - % reported damp & mould cases responded to within 14 days/ 7 days	max	100%	100%	100%	100%	100%	100%	Cllr Coote	Paul Cook	Abi Ward
CCI 20	Average no. of days sickness lost due to staff incidents or accidents	min	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	Cllr Lees	Nicola Roberts Angela Knight	Claire Neale
FINANCE & INCOME											
CCI 22	% of invoices paid within 30 days	max	98%	95%	95%	95%	95%	95%	Cllr Hargreaves	Lance Porteous Grace Osinnowo	Natasha Bourke
CCI 23	Council Housing: Average re-let time in days for all voids	min	21 days	21 days	21 days	21 days	21 days	21 days	Cllr Coote	Simone Russell Brian Burton	Rebecca Flowers
ENVIRONMENT/COMMUNITIES & DEVELOPMENT											

CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time)	max	85%	85%	80%	80%	80%	80%	80%	Cllr Evans	Dean Hermitage	Nigel Brown
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time)	max	85%	87%	87%	87%	87%	87%	87%	Cllr Evans	Dean Hermitage	Nigel Brown
CCI 26	% of Appeals upheld for Major Applications	min	9%	9%	9%	9%	9%	9%	9%	Cllr Evans	Dean Hermitage	Nigel Brown
CCI 27	% 'red' status tasks from Local Plan project plan	min	0%	0%	0%	0%	0%	0%	0%	Cllr Evans	Dean Hermitage	Ann Howells Andrew Maxted
CCI 28	% Household waste sent for reuse, recycling and composting	max	50%	50%	50%	50%	50%	50%	50%	Cllr N Reeve	Ben Brown	Becky Tomkins
CCI 29	% of actions from the carbon emission reduction plan progressing to an acceptable level within identified timescales	max	95%	95%	95%	95%	95%	95%	95%	Cllr N Reeve	Ben Brown	Victoria Reed Rebecca Griffiths

Proposed NEW indicators for 2025/26 Reporting												Notes:	
CCI 11 (a)	Council Housing: Rent and Service Charge collection rate (current year)	max	N/A	100%	97%	98%	99%	100%	100%	Cllr Hargreaves	Simone Russell	Victor Adeagbo	NEW Indicator for 2025/26 monitoring
CCI 11 (b)	Council Housing: Current rent and service charge arrears as a % of the annual rent debit	min	N/A	2.93%	2.93%	2.93%	2.93%	2.93%	2.93%	Cllr Hargreaves	Simone Russell	Victor Adeagbo	NEW Indicator for 2025/26 monitoring
CCI 15 (a)	Council Housing: Asbestos Management - % Risk Assessments in date	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	NEW Indicator for 2025/26 monitoring
CCI 17 (a)	Council Housing: Fire Safety - % of medium priority recommendations completed from current and previous RA's	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	Indicator promoted to CCI - previously SI 384
CCI 31	Council Housing: All property-related Tenant Satisfaction Measures (TSM's) completed and submitted annually	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	NEW Indicator for 2025/26 monitoring
CCI 32	Council Housing: % of stock meeting the Decent Homes Standard	max	100%	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	Indicator promoted to CCI - previously SI 397
CCI 33	Council Housing: % of homes where the stock condition survey has been carried out within the last 12 months	max	N/A	20%	20%	20%	20%	20%	20%	Cllr Coote	Simone Russell	Brian Burton	NEW Indicator for 2025/26 monitoring
CCI 34	Council Housing: % Responsive emergency repairs completed within published timescales	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	NEW Indicator for 2025/26 monitoring
CCI 35	Council Housing: % Responsive non-emergency repairs completed within published timescales	max	N/A	98%	98%	98%	98%	98%	98%	Cllr Coote	Simone Russell	Brian Burton	NEW Indicator for 2025/26 monitoring
CCI 36	Council Housing: % of customers satisfied with responsive repairs (transactional)	max	N/A	95%	95%	95%	95%	95%	95%	Cllr Coote	Simone Russell	Brian Burton	Indicator promoted to CCI - previously SI 393
CCI 37	Council Housing: % Planned maintenance program delivered within agreed schedule	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	Indicator promoted to CCI - previously SI 401
CCI 38	Council Housing: % Planned maintenance program delivered within agreed budget	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Brian Burton	Indicator promoted to CCI - previously SI 402
CCI 39	Council Housing: Regeneration plans or alternative solution in place for Alexia and Parkside Q2	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Peter Lock	NEW Indicator for 2025/26 monitoring
CCI 40	% residents satisfied with UDCs approach to handling ASB	max	N/A	70%	70%	70%	70%	70%	70%	Cllr Coote	Simone Russell	Carla Claydon	NEW Indicator for 2025/26 monitoring
CCI 41	% of main housing duty decisions made within the statutory 57 days	max	N/A	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	Becca Collins Ross Hefford	NEW Indicator for 2025/26 monitoring
CCI 42	Number of households in temporary accommodation	min	N/A	FOR INFO	FOR INFO	FOR INFO	FOR INFO	FOR INFO	FOR INFO	Cllr Coote	Simone Russell	Becca Collins Ross Hefford	Indicator promoted to CCI - previously SI 248
CCI 43	Number of families who have been in Bed and Breakfast accommodations for longer than six weeks	min	N/A	0	0	0	0	0	0	Cllr Coote	Simone Russell	Becca Collins Ross Hefford	NEW Indicator for 2025/26 monitoring

*Indicator measure has changed for 2025/26 reporting

Obsolete indicators												Notes:	
CCI 21	% of commercial property net income against budget	max	95%	100%	100%	100%	100%	100%	100%	Cllr Hargreaves	Adrian Webb	Nicola Wittman	Indicator to be discontinued

CCI 30 (obs)	% staff completed safeguarding training (bi-annual)	max	100%	100%	100%	100%	100%	100%	100%	100%	Clr Coote	Simone Russell	Carla Claydon	<i>Indicator to be discontinued</i>
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