

2026/27 Corporate Core Indicators (CCIs) & Targets

Appendix A

PI No:	PI Title:	2025/26 Target:	2026/27 Target:	Q1	Q2	Q3	Q4	Cabinet Member	Managed by	Assigned to
ORGANISATION/GOVERNANCE										
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.4	5.4	5.4	5.4	5.4	5.4	CIlr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 02	Average number of days lost per FTE through long-term sickness absence during rolling 12 months (min)	4.1	4.6	4.6	4.6	4.6	4.6	CIlr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 03	Average time (working days) it takes to complete candidate pre-employment checks (min)	15	15	15	15	15	15	CIlr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 04	% of Leavers that leave within their first year of employment (permanent employees) - rolling 12 months (min)	15%	15%	15%	15%	15%	15%	CIlr Lees	Nicola Roberts Angela Knight	Claire Neale
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	95%	95%	95%	95%	95%	95%	CIlr Lees	Nicola Wittman	Tom Falconer Ruth Coox
CCI 06	% of calls and live chats answered vs number of calls and live chats received (max) ~	90%	90%	90%	90%	90%	90%	CIlr Lees	Richard Auty	Jillma Jadav Izzy Jarvis Mary Dale-Cooke Suzi Curtis
COST OF LIVING CRISIS										
CCI 09	% of Council Tax collected (max) *	98.60%	98.60%	24.0%	49.0%	74.0%	98.6%	CIlr Hargreaves	Lance Porteous Caroline Saych	Alistair Clarke Hannah Lindley
CCI 10	% of Non-domestic Rates Collected(max) *	98%	98%	24.0%	49.0%	74.0%	98.0%	CIlr Hargreaves	Lance Porteous Caroline Saych	Alistair Clarke Hannah Lindley
CCI 12	% Households claiming LCTS against total CT base (min)	8.15%	8.15%	8.15%	8.15%	8.15%	8.15%	CIlr Hargreaves	Lance Porteous Caroline Saych	Simon Hayward Faye Mills
HEALTH & SAFETY										
CCI 20	Average number of days sickness lost due to staff incidents or accidents based on a rolling year (min)	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	CIlr Lees	Nicola Roberts Angela Knight	Claire Neale
FINANCE & INCOME										
CCI 22	% of invoices paid within 30 days (max)	98%	95%	95%	95%	95%	95%	CIlr Hargreaves	Lance Porteous Grace Osinnowo	Natasha Bourke
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%	85%	85%	85%	85%	CIlr 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%	CIlr Evans	Dean Hermitage	Nigel Brown
CCI 26	% of Appeals upheld for Major Applications (min)	9%	9%	9%	9%	9%	9%	CIlr Evans	Dean Hermitage	Nigel Brown
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	0%	To note - if this goes to schedule then the plan will be adopted and there will be no requirement for this KPI after April 2026.				CIlr Evans	Dean Hermitage	Ann Howells Andrew Maxted
CCI 28	% Household waste sent for reuse, recycling and composting (max)	50%	50%	50%	50%	50%	50%	CIlr 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%	CIlr N Reeve	Ben Brown	Victoria Reed James Lumbard

<b>CCI 40</b>	% residents satisfied with UDCs approach to handling ASB (max)	70%	<b>70%</b>	70%	70%	70%	70%	Cllr Coote	Simone Russell	Carla Claydon
<b>HOUSING PROVISION:</b>										
<b>CCI 11 (a)</b>	Housing Operations: Rent and Service Charge collection rate (current year) (max) *	100%	<b>100%</b>	97%	98%	99%	100%	Cllr Hargreaves	Rebecca Flowers Simone Russell	Maureen Unoarumhi
<b>CCI 11 (b)</b>	Housing Operations: Current rent and service charge arrears as a % of the annual rent debit (min) *	2.93%	<b>2.93%</b>	2.93%	2.93%	2.93%	2.93%	Cllr Hargreaves	Rebecca Flowers Simone Russell	Maureen Unoarumhi
<b>CCI 13</b>	Housing Property Services: Gas Safety - % of domestic dwellings on programme with valid LGSR gas safety certificate (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 14</b>	Housing Property Services: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 15</b>	Housing Property Services: Asbestos Management - % of high priority recommendations completed from current and previous RA's (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 15 (a)</b>	Housing Property Services: Asbestos Management - % Risk Assessments in date (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 16</b>	Housing Property Services: Water Hygiene - % of high priority recommendations completed from current and previous RA's (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 17</b>	Housing Property Services: Fire Safety - % of High Priority recommendations completed from current and previous RA's (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 17 (a)</b>	Housing Property Services: Fire Safety - % of medium priority recommendations completed from current and previous RA's (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 18</b>	Housing Property Services: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 19</b>	Housing Property Services: Damp & Mould - % of reported damp & mould cases responded to (within 14 days/7 days) (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Paul Cook Brian Burton	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 23</b>	Housing Operations: Average re-let time in days (all re-lets including time spent in works) (min)	21days	<b>21 days</b>	21	21	21	21	Cllr Coote	Simone Russell	Rebecca Flowers
<b>CCI 31</b>	Housing Property Services: All property-related Tenant Satisfaction Measures (TSM's) completed and submitted annually (max)	100%	<b>100%</b>	Annual indicator				Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 32</b>	Housing Property Services: % of stock meeting the Decent Homes Standard (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 33</b>	Housing Property Services: % of homes where the stock condition survey has been carried out within the last 12 months (max)	20%	<b>20%</b>	20%	20%	20%	20%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 34</b>	Housing Property Services: % Responsive emergency repairs completed within published timescales (max)	100%	<b>95%</b>	95%	95%	95%	95%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 35</b>	Housing Property Services: % Responsive non-emergency repairs completed within published timescales (max)	98%	<b>95%</b>	95%	95%	95%	95%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 36</b>	Housing Property Services: % of customers satisfied with responsive repairs (transactional) (max)	95%	<b>95%</b>	95%	95%	95%	95%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings

<b>CCI 37</b>	Housing Property Services: % Planned maintenance program delivered within agreed schedule (max)	100%	<b>98%</b>	98%	98%	98%	98%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 38</b>	Housing Property Services: % Planned maintenance program delivered within agreed budget (max)	100%	<b>98%</b>	98%	98%	98%	98%	Cllr Coote	Simone Russell	Jo Devaney Abi Ward Ali Stubbings
<b>CCI 39</b>	Council Housing: Regeneration plans or alternative solution in place for Alexia and Parkside Q2 (max)	100%	<b>N/A</b>	<i><b>To note: Solution should have been agreed in 2025/26 and so there should be no need to carry over to 2026/27</b></i>				Cllr Coote	Simone Russell	Peter Lock
<b>CCI 41</b>	Housing Options: % of final decisions being made within 33 days after the expiry of the relief duty (max)	100%	<b>100%</b>	100%	100%	100%	100%	Cllr Coote	Simone Russell Ross Hefford	Suzy Clayden Amy Crush
<b>CCI 42</b>	Housing Options: Number of households in temporary accommodation	TBC	<b>TBC</b>	TBC	TBC	TBC	TBC	Cllr Coote	Simone Russell Ross Hefford	Suzy Clayden Amy Crush
<b>CCI 43</b>	Housing Options: Number of families who have been in Bed and Breakfast accommodations for longer than six weeks (min)	0	<b>0</b>	0	0	0	0	Cllr Coote	Simone Russell Ross Hefford	Suzy Clayden Amy Crush

~ Indicator measure has changed for 2026/27 reporting

\* Indicator is reported cumulatively

<b>Obsolete indicators</b>										
<b>CCI 08</b>	Resident Satisfaction (max)	<b>TBC</b>	<b>TBC</b>	<i><b>Indicator to be discontinued - this survey was designed to benchmark against the LGA survey, but that has discontinued. Bruce Tice to take advice from Richard Auty as to whether some more general polling data could be used.</b></i>				Cllr Lees	Richard Auty	Bruce Tice