

# Appendix A

## 2026/27 Corporate Core Indicators (CCIs) & Targets

PI No:	PI Title:	2025/26 Target:	2026/27 Target:	Q1	Q2	Q3	Q4	Cabinet Member	Managed by	Assigned to
<strong>ORGANISATION/GOVERNANCE</strong>										
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	Cllr 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	Cllr 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	Cllr 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%	Cllr 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%	Cllr 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%	Cllr Lees	Richard Auty	Jillma Jadav Izzy Jarvis Mary Dale-Cooke Suzi Curtis
<strong>COST OF LIVING CRISIS</strong>										
CCI 09	% of Council Tax collected (max) *	98.60%	98.60%	24.0%	49.0%	74.0%	98.6%	Cllr 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%	Cllr 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%	Cllr Hargreaves	Lance Porteous Caroline Saych	Simon Hayward Faye Mills
<strong>HEALTH &amp; SAFETY</strong>										
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	Cllr Lees	Nicola Roberts Angela Knight	Claire Neale
<strong>FINANCE &amp; INCOME</strong>										
CCI 22	% of invoices paid within 30 days (max)	98%	95%	95%	95%	95%	95%	Cllr Hargreaves	Lance Porteous Grace Osinnowo	Natasha Bourke
<strong>ENVIRONMENT/COMMUNITIES &amp; DEVELOPMENT</strong>										
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%	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%	Cllr Evans	Dean Hermitage	Nigel Brown
CCI 26	% of Appeals upheld for Major Applications (min)	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%	<i>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.</i>					Dean Hermitage	Ann Howells Andrew Maxted
CCI 28	% Household waste sent for reuse, recycling and composting (max)	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%	Cllr N Reeve	Ben Brown	Victoria Reed James Lumbard

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

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

#### Obsolete indicators

CCI 08	Resident Satisfaction (max)	TBC	TBC	<i>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.</i>	Cllr Lees	Richard Auty	Bruce Tice
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