

## **Statutory KPI's 2025/26**

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Corporate Objective	Responsible Staff	Service
<b>OENV 1 (s)</b>	Prescribed processes for pollution control	Maintain a register and complete annual inspections in accordance with LA-PPC requirements	National	Annual	Q4 February	Our Environment	Jon Wells	Finance, Law & Democracy
<b>OENV 2 (s)</b>	Submit Annual Status Report to DEFRA for air quality	Complete report	National	Annual	Q1 June	Our Environment	Jon Wells	Finance, Law & Democracy
<b>OENV 3 (s)</b>	Response to litter reports on roads, throughfares, housing estates, parks & open spaces.	1 day	National	Quarterly		Our Environment	Sally Moseley	Neighbourhood Services
<b>OENV 4 (s)</b>	Response to issues with roads and gullies	14 days	National	Quarterly		Our Environment	Sally Moseley	Neighbourhood Services
<b>OCOM 1 (s)</b>	Deliver an effective, efficient and fair planning application service.	Determine major planning applications within the statutory timeframe (within 13 weeks or an agreed Extension of Time).	Local	Quarterly		Our Communities	Jamie Carr	Built Environment
<b>OCOM 2 (s)</b>	Deliver an effective, efficient and fair planning application service.	Determine all other non-major planning applications within the statutory timeframes (within 8 weeks or an agreed Extension of Time).	Local	Quarterly		Our Communities	Jamie Carr	Built Environment
<b>OCOM 3 (s)</b>	Monitor our performance in the implementation of the Local Plan.	Publish an Annual Monitoring Report by 31st December 2025 to inform residents of our performance.	Local	Annual		Our Communities	Jamie Carr	Built Environment
<b>OCOM 4 (s)</b>	Ensure that our planning decisions are robust.	No more than 10 per cent of the total number of Decisions made being overturned at appeal.	Local	Quarterly		Our Communities	Jamie Carr	Built Environment

<b>OCOM 5 (s)</b>	Maintain our national requirement to have a rolling 5-year housing land supply.	Maintain a 5-year housing land supply. Publish an Annual Monitoring Report by 31st December 2025 to inform residents of the 5 year land supply position.	Local	Annual		Our Communities	Jamie Carr	Built Environment
<b>OCOM 6 (s)</b>	Ensure we obtain the required number of Tenant Perception Survey responses	Meet the minimum requirement of 306 (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 7 (s)</b>	Ensure we monitor the number of stage 1 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 1 response within 10 working days (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 8 (s)</b>	Ensure we monitor the number of stage 2 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 2 response within 20 working days (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 9 (s)</b>	Ensure we monitor the number of anti-social behaviour cases opened within Housing	Log and monitor the number of anti-social behaviour cases opened (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 10 (s)</b>	Ensure we monitor the number of homes that do not meet the Decent Homes Standard guidance published by the government	Log the number of homes that do not meet the Decent Homes Standard (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 11 (s)</b>	Ensure we complete routine (non-emergency) repairs within the target timescale	90% (TSM)	National	Monthly		Our Communities	Chris Eyre	Built Environment

<b>OCOM 12 (s)</b>	Ensure all Council properties with a Gas supply compliant in terms of annual gas safety check	100% complete (TSM)	National	Monthly		Our Communities	Chris Eyre	Built Environment
<b>OCOM 13 (s)</b>	Ensure all HRA Council buildings are compliant with fire safety requirements in terms of a Fire Risk Assessment (FRA)	100% complete (TSM)	National	Monthly		Our Communities	Chris Eyre	Built Environment
<b>OCOM 14 (s)</b>	Ensure all Council properties that require asbestos safety checks have an asbestos management survey or re-inspection carried out	100% complete (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 15 (s)</b>	Ensure all Council properties that require water safety checks have a legionella risk assessment carried out	100% complete (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 16 (s)</b>	Ensure all HRA Council buildings with a communal passenger lift has a lift safety check carried out	100% complete (TSM)	National	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 17 (s)</b>	Ensure all Council properties are compliant with electrical safety in terms of a valid electrical certificate	100% complete (TSM)	Local	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 18 (s)</b>	Ensure all HRA Council buildings are compliant with electrical safety in terms of a valid electrical certificate	100% complete (TSM)	Local	Annual		Our Communities	Chris Eyre	Built Environment

<b>OCOM 19 (s)</b>	Ensure all Council properties have smoke detection installed	100% complete (TSM)	Local	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 20 (s)</b>	Ensure all Council properties with gas installed have carbon monoxide detectors	100% complete (TSM)	Local	Annual		Our Communities	Chris Eyre	Built Environment
<b>OCOM 21 (s)</b>	Deliver Food Service Plan	Complete all high risk inspections by quarter	National	Quarterly		Our Communities	Jon Wells	Finance, Law & Democracy
<b>OCOM 22 (s)</b>	Speed of processing of new claims for Housing Benefit/Council Tax Support	28 days	National	Monthly		Our Communities	Joy Burton	Finance, Law & Democracy
<b>OCOM 23 (s)</b>	Speed of processing change of circumstances for Housing Benefit/ Council Tax Support	10 days	National	Monthly		Our Communities	Joy Burton	Finance, Law & Democracy
<b>OE1 (s)</b>	NNDR Collection rate	98.5%	Regional/National	Annual	By end of year	Our Economy	Joy Burton	Finance, Law & Democracy
<b>OC1 (s)</b>	Council Tax Collection rate	97.5%	Regional/National	Annual	By end of year	Our Council	Joy Burton	Finance, Law & Democracy
<b>OC2 (s)</b>	Set balanced revenue budget for 2026/27	Set budget for Council approval (February 2025)	National	Annual	Quarter 4	Our Council	Colleen Warren/Simon Ball	Finance, Law & Democracy
<b>OC3 (s)</b>	Achieve a positive value for money commentary by the external auditors	Achieve a positive value for money commentary by the external auditors	National	Milestone	Quarter 4	Our Council	Colleen Warren/Simon Ball	Finance, Law & Democracy

<b>OC4 (s)</b>	Achieve an unqualified opinion on the annual statement of accounts by external auditors	Achieve an unqualified opinion on the statement of accounts	Local	Annual	Quarter 4	Our Council	Colleen Warren/Simon Ball	Finance, Law & Democracy
<b>OC5 (s)</b>	To maintain IT security focussed and pass PSN Audit	To ensure staff/members are completing cyber security training and to success PSN audit	Local	Annual	Q2/3	Our Council	Rav Gill	Policy, Performance & Transformation
<b>OC6 (s)</b>	Statutory publication of meeting agendas prior to public meeting	Publication of public meeting agendas 5 clear working days before the date of meeting	Nationally	As of when required	N/A	Our Council	Samuel Ball	Finance, Law & Democracy
<b>OC7 (s)</b>	Average Freedom of Information request Processing time	Statutory target 20 days	National	Monthly		Our Council	Sally Moseley	Policy, Performance & Transformation
<b>OC8 (s)</b>	Average Environmental Regulation Request Processing Time	Statutory target 20 days	National	Monthly		Our Council	Sally Moseley	Policy, Performance & Transformation
<b>OC9 (s)</b>	Average Data Protection Act processing times	Statutory target 30 days	National	Monthly		Our Council	Sally Moseley	Policy, Performance & Transformation
<b>OC10 (s)</b>	Average subject access request processing time	Statutory target 30 days	National	Monthly		Our Council	Sally Moseley	Policy, Performance & Transformation