

## 2024-25 Statutory KPI's

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Responsible Staff	Corporate Objective	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	Jon Wells	Our Environment	Law & Democracy
<b>OENV 2 (s)</b>	Submit Annual Status Report to DEFRA for air quality	Complete report	National	Annual	Q1 June	Jon Wells	Our Environment	Law & Democracy
<b>OENV 3 (s)</b>	Response to litter reports on roads, throughfares, housing estates, parks & open spaces.	1 day	National	Quarterly		Stuart Marbrook	Our Environment	Clean & Green
<b>OENV 4 (s)</b>	Response to issues with roads and gullies	14 days	National	Quarterly		Stuart Marbrook	Our Environment	Clean & Green
<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	Monthly		Jamie Carr	Our Communities	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	Milestone		Jamie Carr	Our Communities	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 2024 to inform residents of our performance.	Local	Milestone		Jamie Carr	Our Communities	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	Milestone		Jamie Carr	Our Communities	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 2024 to inform residents of the 5 year land supply position.	Local	Annual		Jamie Carr	Our Communities	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		Chris Eyre	Our Communities	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	National	Annual		Chris Eyre	Our Communities	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	National	Annual		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	Built Environment
<b>OCOM 11 (s)</b>	Ensure we complete routine (non-emergency) repairs within the target timescale	25 working days (TSM)	National	Monthly		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	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		Chris Eyre	Our Communities	Built Environment
<b>OCOM 19 (s)</b>	Ensure all Council properties have smoke detection installed	100% complete (TSM)	Local	Annual		Chris Eyre	Our Communities	Built Environment
<b>OCOM 20 (s)</b>	Ensure all Council properties with gas installed have carbon monoxide detectors	100% complete (TSM)	Local	Annual		Chris Eyre	Our Communities	Built Environment
<b>OCOM 21 (s)</b>	Deliver Food Service Plan	Complete all high risk inspections by quarter	National	Quarterly		Jon Wells	Our Communities	Law & Democracy
<b>OCOM 22 (s)</b>	Speed of processing of new claims for Housing Benefit/ Council Tax Support	28 days	National	Quarterly		Claire Werra	Our Communities	Customer Service and Transformation
<b>OCOM 23 (s)</b>	Speed of processing change of circumstances for Housing Benefit/ Council Tax Support	10 days	National	Quarterly		Claire Werra	Our Communities	Customer Service and Transformation
<b>OE1 (s)</b>	NNDR Collection rate	98.5%	Regional/National	Annual	By end of year	Claire Werra	Our Economy	Customer Service and Transformation

<b>OC1 (s)</b>	Council Tax Collection rate	97.5%	Regional/National	Annual	By end of year	Claire Werra	Our Council	Customer Service and Transformation
<b>OC2 (s)</b>	Set balanced revenue budget for 2025/26	Set budget for Council approval (February 2025)	National	Annual	Quarter 4	CFO/Finance Manager	Our Council	Finance
<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	CFO/Finance Manager	Our Council	Finance
<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	CFO/Finance Manager	Our Council	Finance
<b>OC5 (s)</b>	To maintain IT security focussed and pass PSN Audit	100% of staff/members completing cyber security training and success PSN audit	Local	Annual	Q2/3	Ben Wilson	Our Council	Customer Service and 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	Samuel Ball	Our Council	Law & Democracy
<b>OC7 (s)</b>	Average Freedom of Information request Processing time	Statutory target 20 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation
<b>OC8 (s)</b>	Average Environmental Regulation Request Processing Time	Statutory target 20 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation

<b>OC9 (s)</b>	Average Data Protection Act processing times	Statutory target 30 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation
<b>OC10 (s)</b>	Average subject access request processing time	Statutory target 30 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation