

PI No.	SCC reported stat	Service	Committee	Indicator	Target	Time period to achieve target	Q1	Q2	Q3	Q4	Yr end total / average	Comments
1		Accountancy	CPRC	% of undisputed invoices paid within 30 days		Monthly	99.44%	98.89%	92.41%			
2		Accountancy	CPRC	% of undisputed invoices paid within 10 days		Monthly	63.37%	54.23%	69.98%			
3		Accountancy	CPRC	Average number of days taken for an invoice to be paid	14 days	Monthly	6.32 days	6.99 days	13.65 days			
6		Building Control	Environment and Sustainability	% of full plans applications dealt with within 8 weeks	100%	Annually	100%	100%	100%			
7	Y	Customer Services	Environment and Sustainability	Council Tax collection rates	98.5% Annual target	Financial year	29.60%	57.70%	85.50%			
8	Y	Customer Services	Environment and Sustainability	National Non Domestic collection rates	98.8% Annual target	Financial year	34.10%	58.40%	85.30%			
9		Customer Services	CPRC	Sundry Debt Collection Rates	90.00%	Financial year	47.27%	61.80%	94.64%			
10		Customer Services	CPRC	Reduce % of calls lost to 5%	5% by March	Financial year	3.70%	5.6	4.80%			
11		Customer Services	CPRC	To reply to complaints within 7 working days	7 working days	Monthly	100%	100.00%	100%			
12		Customer Services	CPRC	Increase in take-up of Direct Debit for both Ctax and NNDR	1% on previous years figures	12 months	8% increase from last year					

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13		Customer Services	CPRC	Increase in electronic payments	3% on previous years figures	12 months	5.43% increase from last year		12% increase from last year			
14		Customer Services	CPRC	Increase in E-billing accounts	3% on previous years figures	Annually						reported at year end
15		Elections	CPRC	Annual calculation of the % of households registered compared to total number of households where people are eligible to vote	97%	Annually					94.0%	Annual figure provided December
16	y	Environmental Health	CPRC	Ratio of food businesses with food hygiene rating scores of 3-5 compared to those scoring 0-2	92%	Annually	97%	97%	97%			
17		Environmental Health	CPRC	% of food businesses with food hygiene rating scores of 0-1 (this is a decreasing target)	4%	Annually	1.50%	1.50%	1.60%			

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18		Environmental Health	CPRC	Customer satisfaction surveys of officers' interventions – satisfied vs. dissatisfied (areas: food, H&S, housing, general service requests including nuisance, licensing activities [animal welfare, HMO licensing, PPC, gambling, premises, taxi])	90% satisfaction rate	Annually	Not available	Not available	Not available			Staff shortages mean unable to do the customer surveys for the last quarter due to reactive work
19	Y	Housing Benefits	Community and Wellbeing	Processing of Housing Benefit/Council Tax Benefit claims	30 Days	Annually	20.84 days	20.59 days	19 days			
20	Y	Housing Benefits	Community and Wellbeing	Time taken to assess change in circumstances for Housing Benefit claims		Annually	2.04 days	2.21 days	2.29 days			
21		Housing Options	Community and Wellbeing	Number of households prevented from being homeless in quarter	180	Annually	48	58	53			<i>Includes homelessness prevention and PA1 E11 Definitiona</i>

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22		Housing Options	Community and Wellbeing	Numbers of homelessness acceptances (i.e. number households where a full rehousing duty has been accepted by the council) Shows volume of new households requiring rehousing due to homelessness.	120	Annually	13	31	25			
23	Y	Housing Options	Community and Wellbeing	No. of households living in temporary accommodation		Quarterly	185	212	226			Number of all households in temporary accommodation at the end of the quarter. These are households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act and as amended by the HRA 2018.
24		Housing Options	Community and Wellbeing	Number of duty accepted cases in temporary accommodation at end of quarter	100	Annually	99	119	139			This figure does not include 'homeless at home' cases where a homelessness duty applies but temp accomm has not been supplied.
25		Housing Options	Community and Wellbeing	Number of cases where homelessness duty has ended in quarter	100	Annually	8	5	11			This figure should not include 'homeless at home' duty discharge cases, given that they don't have a TA resource burden (but note that homeless at home cases will use final rehousing resources.)

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26	Y	Human Resources	CPRC	Staff sickness absence – all sickness		Annually	8.37 days	10.36%	20.32 days			
27	Y	Human Resources	CPRC	Staff sickness absence – short term		Annually	2.66 days	2.75 days	2.46 days			
28	Y	Human Resources	CPRC	Staff turnover		Annually	10.4%	9.63%	11.00%			
29		ICT	CPRC	Helpdesk calls closed within 24 hours	% closed within 24 hours	Quarterly	62.11%	64.71%	63.92%			
30		Independent Living	Community and Wellbeing	Community Alarm calls answered within 180 seconds	95%	Annually	100%	100.00%	100.0%			
31		Independent Living	Community and Wellbeing	DFG Applications completed within 6 months	95%	Annually	100%	100%	100%			
32		Independent Living	Community and Wellbeing	Social Prescribing Clients contacted in 5 days of referral	95%	Annually	100.00%	100.00%	100.00%			
33		Independent Living	Community and Wellbeing	Maintain current MOW numbers	Margin of +/- 5%	Annually	-2.90%	2%	6.40%			
34		Independent Living	Community and Wellbeing	Maintain current OPAL numbers	Margin of +/- 5%	Annually	TBA	0.89%	0.17% **			** Q3 = 0.17% (0.795)
35		Land Charges	CPRC	Turnaround time for all searches – within three days or better	100%	Monthly	100%	100%	100%			

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36		Leisure	Community and Wellbeing	Run at least 20 community leisure activities in our less advantaged areas, working with community groups to deliver & promote these. Eg Club 4, Xplorer events, Walking for Health, free outdoor gym sessions, cultural lantern parade, arts workshops.	10 Community Leisure Activities	Annually	7 - walks 2 - cycle rides 1 – Xplorer (Kenyngton Manor Recreation ground) 22 – Specsaver SYG coaching sessions 5 – Kick Start Your Creativity (Ashford Youth Club) 1 - Sunbury Common Lantern Festival lantern making facilitation workshop training. 1 – Peer production visit to Kenyngton Manor Primary School 12 – Stanwell Youth Dance Project In addition young people from target communities	9 - walks 3 - cycle rides 2 – Xplorer (Kenyngton Manor Recreation ground) 2 – Kick Start Your Creativity (Ashford Youth Club) 12 – Stanwell Youth Dance Project	3 walks, 1 - Xplorer, 9 - Kickstart your Creativity (Ashford Youth Centre), 12 - Stanwell Youth Dance Project, 2 - Intergenerational <isic Making, 1 - School Theatre Visits, 4 - Sunbury Common Lantern Workshops, 1 - Sunbury Common Lantern Festival			

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37		Leisure	Community and Wellbeing	Number of vulnerable families who have been issued with subsidised vouchers for leisure activities.	200 families to be referred	Annually	N/A Scheme to be delivered in Q2	Vouchers allocated upon request and referral to 155 families for 224 individual children.	N/A			
38		Leisure	Community and Wellbeing	Research, public and stakeholder consultations to facilitate the development of the Leisure Strategy	strategy adopted	Annually	To be undertaken later in the year.	To be undertaken later in the year	Public consultation undertaken, Leisure Strategy approved by CWHC January 2025			Please note, new KPI's are required to reflect new Leisure Centre and processes. These are being finalised and will be operational for 25/26.

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39		Leisure	Community and Wellbeing	Sustain at least 95% of the pre COVID-19 annual Leisure Centre attendance figures.	341,595 at Sunbury Leisure Centre.	Annually	86275 – Sunbury 136159 - Spelthorne	82,866– Sunbury 132,507 - Spelthorne	14949 - Sunbury, 98748 - Eclipse			Places for People have upgraded the reporting system, Gladstone, which is understood to be a newer version of the system that was used before. However, the contractor has found across a number of their centres that the data coming back is some 25% below the levels that had previously been reported and they are investigating the cause for this with the company that delivers Gladstone system. They hope to rectify the situation in due course but it may continue to impact of data for the immediate future. In addition data regarding attendees has also been affected because of technical issues they had during October and November with turnstiles at both centres, which meant they had to be left open. At Eclipse the learner pool has also been out of action since it opened. They don't currently capture casual visits from parents, guardians and friends that visited the centre but don't participate in activities or who just come to use the café. This data was captured by the previous set up but isn't currently possible. That said, to give members reassurance the
40		Leisure	Community and Wellbeing	Grant funding awarded within budget and in a timely manner as agreed by the Funding Panel	Funding paid out by May 2024	Annually	Met - Funding paid out by May 2024					
41		Leisure	Community and Wellbeing	Shared Prosperity Funding utilised within given year.			To be confirmed at year end	To be confirmed at year end	To be confirmed at year end			

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42	Y	Planning	Environment and Sustainability	Speed of determining planning applications (majors)		Annually	100%	100%	100			
43	Y	Planning	Environment and Sustainability	Speed of determining planning applications (minors)	530,019 at Spelthorne Leisure Centre	Annually	100%	100%	95%			
44	Y	Planning	Environment and Sustainability	Speed of determining planning applications (others)	80% in 8 weeks	Annually	100%	99%	99%			
45	Y	Planning	Environment and Sustainability	Appeals dismissed against the Council's refusal of planning permission	60%	Annually	74%	69.0%	65%			
46	Y	Planning	Environment and Sustainability	Percentage of planning enforcement investigations commenced within time frames			96%	97%	97%			
47	Y	Planning	Environment and Sustainability	Affordable homes completed each year (yearly Stat)		Annually						
48		Neighbourhood Services	CPRC	Average length of time to remove fly tips	90% within 48 hours	Quarterly	97%	93%	95%			

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49		Neighbourhood Services	CPRC	% missed refuse bins reported by 2pm and collected by the end of the next working day	100%	Quarterly	95%	96%	94%			
50	Y	Neighbourhood Services	CPRC	Recycling rate (received a Quarter behind, from the Surrey CX meeting report)	48%	Annually						
51		Commissioning and Transformation	CPRC	Reduction in CO2 across SBC estate and activities	2.50%			Scope 1 (gas): 76.53 (tCO2e), Scope 1 (fleet): awaiting data (tCO2e), Scope 2 (electricity): 71.68 (tCO2e), Total: 148.21 tCO2e (without fleet data)	See Comments			KPI dependent on input from across the organisation

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52		Economic Development		We will ensure that at least 4 businesses will be provided free business coaching advice a week until January 2024	48 sessions per quarter	Quarterly		84 1-2-1 coaching sessions	19 1-2-1 coaching sessions (target for the year already met - 225 1-to-1 sessions held in the year)			
53		Economic Development		We will deliver at least 6 business events over the next 12 months		Quarterly		1 networking & 1 business events	1 networking & 2 business events			
54		Economic Development	Economic Development	During 2023 we will arrange an entrepreneurs event for people interested in setting up a business but do not know where to start		Quarterly		Completed	completed			

Note some figures are produced just once a year and others are cumulative across the year.