

Service Area	KPI Description	KPI Reporting Type	Frequency	Target	Service Committee	Service Committee	Link to Corporate Priorities	Supplying Officer
Audit	% of accepted internal audit recommendations achieved by the date set	Corporate	Quarterly	100%	Audit + CPCR	Audit + CPCR	Services	Linda Heron
Building Control	% of general enquiries responded to within 5 working days	Corporate	Quarterly	90%	CPCR	CPCR	Service	Stephen Bowden
Building Control	% of applications processed within statutory timeframes	Corporate	Quarterly	95%	CPCR	CPCR	Service	Stephen Bowden
Climate Change (Project Manag	Reduce emissions by at least 148.84 (TCO2e) each year. Actual figure represents quarterly reduction from FY 24/25.	Corporate	Quarterly	Reduce emissions by at least 148.84 (TCO2e) each year.	E&S + CPCR	E&S + CPCR	Environment	Arthur Stokhuyzen
Complaints	% of Stage 1 complaints responded to within 10 and 20 days/number of complaints	Corporate	Quarterly	15%	CPCR	CPCR	Services	Janice Troll
Complaints	% of Stage 2 complaints responded to within 10 and 20 days /number of complaints	Corporate	Quarterly	15%	CPCR	CPCR	Services	Janice Troll
Complaints	Total number of complaints progressing to the ombudsman	Corporate	Quarterly	For comparison	CPCR	CPCR	Services	Janice Troll
Conduct	Number of complaints raised against elected members (informal)	Corporate	Monthly	For comparison	CPCR	CPCR	Services	Linda Heron
Conduct	Number of complaints raised against elected members (formal) leading to a standards investigation	Corporate	Monthly	For comparison	CPCR	CPCR	Services	Linda Heron
Corporate Procurement	% of spend on contracts register	Corporate	Quarterly	95%	CPCR	CPCR	Services	Amy Gibson (?)
Customer Services	Sundry Debt Collection Rates	Corporate	Quarterly	90% cumulative over the year	CPCR	CPCR	Resilience	Hiren Bhatt
Customer Services	Percentage of Council tax collected	Corporate	Quarterly	98.5% cumulative over the year	CPCR	CPCR	Resilience	Hiren Bhatt
Customer Services	Percentage of NNDR collected	Corporate	Quarterly	98% cumulative over the year	CPCR	CPCR	Resilience	Hiren Bhatt
Customer Services	Customer satisfaction measure	Corporate	Quarterly	70% positive	CPCR	CPCR	Services	Katie Frampton
Environmental Health	Complete the Annual Licensed HMO Compliance Inspection Programme	Corporate	Annually	25 % Quarterly Target	CWH + CPCR	CWH + CPCR	Services Community	Fidelma Bahoshy
Environmental Health	Process valid HMO Licence Applications within 24 weeks on receipt of a properly completed licence application commencing 1 Apr	Corporate	Monthly	process 80% within 12 weeks	MAT + CPCR	CWH + CPCR	Community Services	Fidelma Bahoshy
Environmental Health	Investigations into suspected unlicensed HMOs will be determined and closed monthly.	Corporate	Monthly	15 cases per month target required	MAT + CPCR	MAT + CPCR	Community Services	Fidelma Bahoshy
Finance	% of saving target achieved	Corporate	Quarterly	target required	CPCR	MAT + CPCR	Services Community	Terry Collier
Housing	CW2 - Total number of households in nightly-paid accommodation	Corporate	Quarterly	50 by end of 28/27 (baseline 110)	Community Wellbeing and Housing Committee + CPCR	CPCR	Resilience	Karen Sinclair
Housing	CW6 - Total spend on Temporary Accommodation	Corporate	Quarterly	TBC by service	Community Wellbeing and Housing Committee + CPCR	Community Wellbeing and Housing Committee + CPCR	Community	Karen Sinclair
Housing	CW3A – Average length of stay in nightly accommodation	Corporate	Quarterly	TBC by service	Community Wellbeing and Housing Committee + CPCR	Community Wellbeing and Housing Committee + CPCR	Community	Karen Sinclair
Housing	CW3B – Average length of stay in temporary accommodation	Corporate	Quarterly	TBC by service	Community Wellbeing and Housing Committee + CPCR	Community Wellbeing and Housing Committee + CPCR	Community	Karen Sinclair
Housing Benefits	Average number of days taken to assess new Housing Benefit claims - cumulative year to date	Corporate	Quarterly	25 Days	Community Wellbeing and Housing Committee + CPCR	Community Wellbeing and Housing Committee + CPCR	Community	Karen Sinclair
Housing Benefits	Average number of days taken to assess change in circumstances for Housing Benefit claims - cumulative year to date.	Corporate	Quarterly	7 Days	Community Wellbeing and Housing Committee + CPCR	Community Wellbeing and Housing Committee + CPCR	Community Services	Stuart Wilkins
Human Resources	Quarterly staff turnover	Corporate	Monthly	For comparison	CPCR	Community Wellbeing and Housing Committee + CPCR	Community Services	Stuart Wilkins
Human Resources	Average days lost per employee to short term sickness	Corporate	Monthly	For comparison	CPCR	CPCR	Resilience	Navi Dhillon
Human Resources	Average days lost per employee to long term sickness	Corporate	Monthly	For comparison	CPCR	CPCR	Resilience	Navi Dhillon
Income and Payments	% of undisputed invoices paid within 10 days	Corporate	Monthly	100% within 10 days	CPCR	CPCR	Resilience	Navi Dhillon
Neighbourhood Services	Average length of time to remove fly tips	Corporate	Quarterly	90% within 48 hours	E&S + CPCR	CPCR	Environment	Jackie Taylor
Neighbourhood Services	% Missed refuse bins reported by 2pm and collected by the end of the next working day	Corporate	Quarterly	95% reported by 2pm and collected next working day	E&S + CPCR	E&S + CPCR	Environment	Jackie Taylor
Neighbourhood Services	Increase in recycling rate (NI192)	Corporate	Annually		E&S + CPCR	E&S + CPCR	Services	Jackie Taylor
Project Management	% of member casework requests responded to within 5 working days	Corporate	Monthly		CPCR	CPCR	Services	Sandy Muirhead
Customer Services/Housing	% of counter-fraud cases reviewed for Spelthorne Borough Council that result in a material action as an outcome (Target 8%)	Corporate	Monthly	For comparison	CPCR + Audit	Audit	Services	Terry Collier