

2024/25 Corporate Core Indicators (CCIs) & Targets

PI No:	PI Title:	minimise/ maximise	2023/24 Target	2024/25 Target	Q1	Q2	Q3	Q4	Cabinet Member	Managed by	Assigned to
ORGANISATION/GOVERNANCE											
CCI 01	Average days lost per FTE through short-term sickness absence	min	4.7	5.4	5.4	5.4	5.4	5.4	Clr Lees	Nicola Roberts	Claire Neale
CCI 02	Average days lost per FTE through long-term sickness absence	min	4	4.1	4.1	4.1	4.1	4.1	Clr Lees	Nicola Roberts	Claire Neale
CCI 03	Average days taken to complete candidate pre-employment checks	min	15	15	15	15	15	15	Clr Lees	Angela Knight	Nicola Roberts Claire Neale
CCI 04	% of Leavers that leave within their first year of employment	min	15%	15%	15%	15%	15%	15%	Clr Lees	Angela Knight	Nicola Roberts Claire Neale
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 days	max	95%	95%	95%	95%	95%	95%	Clr Lees	Nicola Wittman	Tom Falconer
CCI 06	% of calls answered vs number of calls received across the council	max	90%	90%	90%	90%	90%	90%	Clr Lees	Richard Auty	Jillma Jadav Izzy Jarvis Mary Dale-Cooke Suzi Curtis
CCI 07	Contract Management - Phase I	<i>See supporting report for indicator proposals</i>							Clr Hargreaves	Angela Knight	Paula Evans
CCI 08	Resident Satisfaction	<i>See supporting report for indicator proposals</i>							Clr Lees	Richard Auty	Bruce Tice
COST OF LIVING CRISIS											
CCI 09	% of Council Tax collected	max	98.70%	98.60%	24%	49%	74%	98.60%	Clr Hargreaves	Jody Etherington Sue Ellis Caroline Saych	Alistair Clarke
CCI 10	% of Non-domestic Rates Collected	max	97.50%	98%	24%	49%	74%	98%	Clr Hargreaves	Jody Etherington Sue Ellis Caroline Saych	Alistair Clarke
CCI 11	Council Housing: Rent collected as a percentage of rent owed	max	98.00%	98.50%	89%	94%	95%	98.50%	Clr Hargreaves	Jody Etherington Sue Ellis Caroline Saych	Robert Patterson-Smith
CCI 12	% Households claiming LCTS against total CT base	min	8.15%	8.15%	8.15%	8.15%	8.15%	8.15%	Clr Hargreaves	Jody Etherington	Caroline Saych
HEALTH & SAFETY											
CCI 13	Council Housing: % properties with valid LGSR gas safety certificate	max	100%	100%	100%	100%	100%	100%	Clr Coote	Brian Burton	Mark Dyer
CCI 14	Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations	max	100%	100%	100%	100%	100%	100%	Clr Coote	Brian Burton	Mark Dyer
CCI 15	Council Housing: Asbestos Management - % of High Priority recommendations completed from current and previous RA's	max	0%	100%	100%	100%	100%	100%	Clr Coote	Brian Burton	Mark Dyer
CCI 16	Council Housing: Water Hygiene - % of High Priority recommendations completed from current and previous RA's	max	0%	100%	100%	100%	100%	100%	Clr Coote	Brian Burton	Mark Dyer
CCI 17	Council Housing: Fire Safety - % of High Priority recommendations completed from current and previous RA's	max	0%	100%	100%	100%	100%	100%	Clr Coote	Brian Burton	Mark Dyer

CCI 18	Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER)	max	100%	100%	100%	100%	100%	100%	100%	Cllr Coote	Brian Burton	Mark Dyer
CCI 19	Council Housing: Damp & Mould - % reported damp & mould cases responded to within 14 days/ 7 days)	max	100%	100%	100%	100%	100%	100%	100%	Cllr Coote	Brian Burton	Mark Dyer
CCI 20	Average no. of days sickness lost due to staff incidents or accidents	min	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	0.3 days	Cllr Lees	Angela Knight	Nicola Roberts Claire Neale
FINANCE & INCOME												
CCI 21	% of commercial property net income against budget	max	95%	100%	100%	100%	100%	100%	100%	Cllr Hargreaves	Adrian Webb	Nicola Wittman
CCI 22	% of invoices paid within 30 days	max	98%	98%	98%	98%	98%	98%	98%	Cllr Hargreaves	Jody Etherington	Natasha Bourke
CCI 23	Council Housing: Average re-let time in days	min	35	35	35 days	35 days	35 days	35 days	35 days	Cllr Coote	Simone Russell Brian Burton	Judith Snares Rebecca Flowers
ENVIRONMENT/COMMUNITIES & DEVELOPMENT												
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time)	max	80%	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	80%	85%	85%	85%	85%	85%	85%	Cllr Evans	Dean Hermitage	Nigel Brown
CCI 26	% of Appeals upheld for Major Applications	min	9%	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%	0%	0%	0%	0%	0%	Cllr Evans	Dean Hermitage	Ann Howells Andrew Maxted
CCI 28	% Household waste sent for reuse, recycling and composting	max	50%	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	n/a	95%	95%	95%	95%	95%	95%	Cllr N Reeve	Ben Brown	Victoria Reed Rebecca Griffiths
CCI 30	% staff completed safeguarding training (bi-annual)	max	100%	100%	100%	100%	100%	100%	100%	Cllr Coote	Simone Russell	TBC *

* the Communities Manager role will take on this responsibility once a newly appointed officer commences employment in June 24.