

| Head of Service | Proposer / Manager | Type | Frequency | Title | 2025-26 target | Committee |
|-----------------|--------------------|------|-----------|--|----------------|-----------|
| Martyn C | Jeff K | KPI | Quarterly | Civil enforcement officer accuracy rate | 98% | C&L |
| Charlotte H | Steph C | MPI | Quarterly | All crime per 1000 population | N/A | C&L |
| Martyn C | Jay J | MPI | Quarterly | No. of visits to Council owned or supported leisure centres | N/A | C&L |
| Martyn C | Alister A | KPI | Monthly | Abandoned vehicles - % investigated within 10 working days | 95% | E&CC |
| Martyn C | Alister A | KPI | Monthly | Residual domestic waste per household | 475kgs | E&CC |
| Martyn C | Alister A | KPI | Monthly | Number of reported missed bins per annum | 3500 | E&CC |
| Martyn C | Alister A | KPI | Monthly | Percentage of household waste sent for reuse, recycling and composting | 38% | E&CC |
| Martyn C | Janet H | MPI | Quarterly | % started/completed/not completed actions within the Climate and Ecological Emerg | N/A | E&CC |
| Martyn C | Jo Mapp/Kevin C | MPI | Monthly | Fly-tipping incidents as per national league table | N/A | E&CC |
| Joanne J | Ceri W | KPI | Monthly | Percentage of all Local Land Searches completed in 10 working days | 95% | E&CC |
| Lisa F | Tracey B | KPI | Quarterly | Food Hygiene – The percentage of food inspections completed that were due. | 90% | E&CC |
| Martyn C | Jay J | KPI | Quarterly | Percentage of beach huts occupied | 90% | E&P |
| Charlotte H | Roxanne S | MPI | Monthly | Number of households living in temporary accommodation | N/A | H&H |
| Charlotte H | Roxanne S | MPI | Quarterly | Number of affordable homes delivered (total year to date) | N/A | H&H |
| Charlotte H | Roxanne S | MPI | Quarterly | Percentage of households who secured accommodation for 6+ months when prev. | N/A | H&H |
| Charlotte H | Roxanne S | MPI | Quarterly | Percentage of households who secured accommodation at the end of relief duty | N/A | H&H |
| Charlotte H | Steph C | MPI | Quarterly | Safeguarding training (% of training modules completed) | N/A | H&H |
| Charlotte H | Carol S | KPI | Monthly | Percentage of abandoned calls | 8.50% | P&R |
| Charlotte H | Carol S | KPI | Quarterly | % of contacts transacted digitally compared to other methods of contact to Customer Services | | P&R |
| Joanne J | Ceri W | KPI | Quarterly | Percentage of Major Planning Applications overturned at appeal | 10% | P&R |
| Joanne J | Ceri W | MPI | Monthly | Percentage of delegated decisions (Officers) | 90.00% | P&R |
| Lisa F | Tracey B | KPI | Quarterly | Percentage of Planning consultations responded to in 21 days | 80% | P&R |
| Claire S | Caroline F | KPI | Monthly | Percentage of invoices paid on time (within 30 days) | 91% | P&R |
| Zoe K | Zoe K | KPI | Monthly | Percentage of Council Tax collected | 95% | P&R |
| Zoe K | Zoe K | KPI | Monthly | Percentage of Non-domestic Rates collected | 96% | P&R |
| Bal S | Mark D | KPI | Monthly | Short-term working days lost due to sickness absence | 3.2 days | P&R |
| Zoe K | Zoe K | KPI | Monthly | Speed of processing – new Housing /Council Tax Benefit claims | 22 days | P&R |
| Zoe K | Zoe K | KPI | Monthly | Speed of processing - changes of circumstances for HB/CTB claims | 9 days | P&R |
| Joanne J | Ceri W | KPI | Monthly | Processing of planning apps: Major Applications (within 13 weeks) | 89% | P&R |
| Joanne J | Ceri W | KPI | Monthly | Processing of planning apps: Minor Applications (within 8 weeks) | 82% | P&R |
| Joanne J | Ceri W | KPI | Monthly | Processing of planning apps: Other Applications (within 8 weeks) | 91% | P&R |
| Joanne J | Ceri W | KPI | Monthly | Planning Enforcement - Informing complainant within 21 days | 95% | P&R |
| Julie M | Julie M | KPI | Quarterly | Website availability | 99% | P&R |
| Zoe K | Zoe K | KPI | Quarterly | Percentage of Recoverable Overpayments Recovered (HB) that are recovered durin | 80% | P&R |
| Charlotte H | Carol S | KPI | Quarterly | Complaints responded to within 10 working days | 90% | P&R |
| Bal S | Mark D | MPI | Monthly | Long-term working days lost due to sickness absence (YTD) | N/A | P&R |
| Joanne J | Ceri W | MPI | Monthly | Refused Planning Applications | N/A | P&R |
| Joanne J | Carol S | MPI | Quarterly | Proportion of complaints escalating from Stage 1 (Service Unit) to Stage 2 (Chief E: | N/A | P&R |
| Kathy W | Kathy W | KPI | Quarterly | Overall Audit Plan Progress (Quarterly – Cumm. Target 10%/30%/55%/100%) | 10-100% | P&R |