

Appendix B – Corporate Performance Suite KPIs 2024/25

MORE SOCIAL, AFFORDABLE AND GOOD QUALITY HOMES							
Strategic Priority (SP) Subset	Business Unit (BU) and Service	KPI Name and Description	Monitored by	Target per Quarter			
				Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
Building New and Sustainable Homes	Housing Development	HDD1d: Number of affordable homes delivered (gross) by the Council (since 2014)	Dept Leveling Up Homes & Communities (DLUHC)	487	488	489	490
Maintaining Good Quality Homes	Community Advice & Support	BV213: Homelessness Preventions	DLUHC	50	100	150	200
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RP01a: Percentage of homes maintained as decent against national minimum DH standard	Regulator of Social Housing (RSH)	86%	90%	96%	87%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH BS01: Percentage of dwellings with a valid gas certificate	RSH	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment	RSH	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH BS03: Percentage of properties that require an annual asbestos inspection/survey	RSH	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH BS04: Percentage of sites with valid legionella inspections certificate	RSH	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection	RSH	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	VED1: Percentage of dwellings with a valid EICR (Electrical Certificate)	Future RSH	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH Rep1: Percentage of emergency responsive repairs completed within target timescale	RSH	98%	98%	98%	98%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	RSH Rep2: Percentage of non-emergency (routine and urgent) responsive repairs completed within target timescale	RSH	95%	95%	95%	95%
Maintaining Good Quality Homes	Housing Management	Average time taken to relet a routine void (GN). key to key		25	25	25	25
Maintaining Good Quality Homes	Building Safety and Housing Property Services	ECH-Rep4: Percentage repairs fixed first time		90.0%	90.0%	90.0%	90.0%
Maintaining Good Quality Homes	Building Safety and Housing Property Services	Damp & Mould Inspections completed on time.		100%	100%	100%	100%

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Maintaining Good Quality Homes	Building Safety and Housing Property Services	Damp and Mould cases resolved on time.		100%	100%	100%	100%
Managing Good Quality Homes	Digital & Transformation	RSH CH01 (part 2): Number of stage two complaints made by tenants (Cumulative)	RSH	25	48	67	88
Managing Good Quality Homes	Digital & Transformation	RSH CH01 (part 1): Number of stage one complaints made by tenants (Cumulative)	RSH	265	473	655	818
Managing Good Quality Homes	Digital & Transformation	RSH CH02 (part 1): Number of stage one complaints made by tenants and responded to within the CH timescale (Cumulative)	RSH	173	323	483	631
Managing Good Quality Homes	Digital & Transformation	RSH CH02 (part 2): Number of stage two complaints made by tenants and responded to within the CH timescale (Cumulative)	RSH	12	29	42	61
Maintaining Good Quality Homes	Housing and Neighbourhoods	% of tenants satisfied with how their complaint was handled at stage one (Housing)	RSH	80%	80%	80%	80%
Maintaining Good Quality Homes	Housing and Neighbourhoods	% of tenants satisfied with how their complaint was handled at stage two (Housing)	RSH	80%	80%	80%	80%

TRANSFORMING OUR TOWN							
SP Subset	BU (Service)	KPI Name and Description	Monitored by	Target per Quarter			
				Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
Regeneration	Planning & Regulation	Percentage of major planning applications overturned on appeal	Office for Local Government (OFLOG)	<10%	<10%	<10%	<10%
Regeneration	Planning & Regulation	Percentage of non-major planning applications overturned on appeal	OFLOG	<10%	<10%	<10%	<10%
Regeneration	Planning & Regulation	NI157a: Percentage of major planning applications determined in 13 weeks	OFLOG	60.00%	60.00%	60.00%	60.00%
Regeneration	Planning & Regulation	NI157b: Percentage of minor planning applications determined within 8 weeks	OFLOG	70%	70%	70%	70%
Regeneration	Planning & Regulation	NI157c: Percentage of other planning applications determined within 8 weeks	OFLOG	70%	70%	70%	70%

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THRIVING NEIGHBOURHOODS							
SP Subset	BU (Service)	KPI Name and Description	Monitored by	Target per Quarter			
				Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
Community Safety	Housing and Neighbourhoods Co-operative Neighbourhoods	CD1: Number of people engaged in cooperative neighbourhood 'Community & Place' initiatives		2500	3000	3500	4000
Community Safety	Housing and Neighbourhoods (Anti-Social Behaviour - ASB)	% of ASB cases closed resolved		80%	80%	80%	80%
Community Safety	Housing and Neighbourhoods (ASB)	RSH NM01 (part 1): NM01: Anti-social behaviour cases relating to the landlord function	RSH	Baseline	Baseline	Baseline	Baseline
Community Safety	Housing and Neighbourhoods (ASB)	RSH NM01 (part 2): ASB hate related cases relating to the landlord function	RSH	Baseline	Baseline	Baseline	Baseline
Clean Neighbourhoods and Green Spaces	Stevenage Direct Services (SDS) (Operations)	NI191: Residual household waste per household (kgs)	OFLOG	130	245	360	495
Clean Neighbourhoods and Green Spaces	SDS (Operations)	NI192: Percentage of household waste sent for reuse, recycling and composting	OFLOG	40	40	35	32
Clean Neighbourhoods and Green Spaces	SDS (Operations)	Contamination rate of recycling - calculated as estimated proportion that is rejected of total amount of household waste sent for recycling.	OFLOG				
Clean Neighbourhoods and Green Spaces	SDS (Operations)	ES1: Percentage of residential bins collected		99%	99%	99%	99%
Culture and Leisure	SDS (Leisure)	CWLS1: Everyone Active - Number of children (aged under 16) participating in facilities and outreach programmes at least once per week as a percentage of the Local Authority area		22,000	20,000	15,000	TBC
Culture and Leisure	SDS (Leisure)	CWLS3: Everyone Active - Deprivation levels (IMD deciles 1-10) based on postcode. Total number of members / registered users and casual users visiting the centre split by deprivation levels		Baseline	Baseline	Baseline	Baseline
Clean Neighbourhoods and Green Spaces	SDS (Garages)	CNM2g: Garage Voids (residential) as a percentage of stock		7.09%	6.87%	6.67%	6.47%
Clean Neighbourhoods and Green Spaces	SDS (Operations)	Fly Tipping – Reports/Completed		80%	80%	80%	80%

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				Q1 24/25	Q1 24/25	Q1 24/25	Q1 24/25
Clean Neighbourhoods and Green Spaces	SDS (Operations)	Graffiti – Reports/Completed		80%	80%	80%	80%
TACKLING CLIMATE CHANGE							
SP Subset	BU (Service)	KPI Name and Description	Monitored by	Target per Quarter			
				Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
N/A	Building Safety and Housing Property Services (Asset Management)	CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of band C or above		TBC - July	TBC - July	TBC - July	TBC - July
N/A	Planning & Regulation (Climate Action)	Greenhouse gas emissions reduction assessment for Stevenage as a town					
N/A	Planning & Regulation (Climate Action)	Greenhouse gas emissions reduction assessment for Stevenage Borough Council					

BALANCING THE BUDGET							
SP Subset	BU (Service)	KPI Name and Description	Monitored by	Target per Quarter			
				Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
N/A	Housing & Neighbourhoods (Income)	BV66a: Rent Collection Rate		97.00%	97.00%	97.00%	97.00%
N/A	Finance (Revs and Bens)	Finance BV9: % of Council Tax Collected	OFLOG	33%	60%	86%	95.80%
N/A	Finance (Revs and Bens)	Finance BV10: Percentage of non-domestic rates due for the financial year received by the authority	OFLOG	36%	60%	89%	98.75%
N/A	Finance (Revs and Bens)	NI181: Time taken (days) to process housing benefit new claims and change events		12 days	12 days	10 days	10 days
N/A	Finance	Reserves as a percentage of Net Revenue Expenditure	OFLOG				

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				Q1 24/25	Q1 24/25	Q1 24/25	Q1 24/25
N/A	Finance	Reserves as a percentage of service spend	OFLOG				
N/A	Finance	Total Core Spending Power per dwelling	OFLOG				
N/A	Finance	Council tax payable on a Band D property	OFLOG				
N/A	Finance	Council tax revenue per dwelling	OFLOG				
N/A	Finance	Debt servicing as % of Core Spending Power	OFLOG				
N/A	Finance	Total debt as % of Core Spending Power	OFLOG				
N/A	Finance	Garage/commercial/parking-income versus budget for the top 3 income streams of the General Fund		Baseline	Baseline	Baseline	Baseline
N/A	Digital & Transformation (Customer Focus)	Number of upheld Ombudsman complaints per 10,000 population	OFLOG				
N/A	Digital & Transformation (Transformation)	Tracking delivery of financial benefit of £700,000 GF & HRA savings		Baseline	Baseline	Baseline	Baseline
N/A	Digital & Transformation (Transformation)	% of reviews completed against 5 year plan		Baseline	Baseline	Baseline	Baseline
N/A	Digital & Transformation (Customer Service Centre)	CSC Sat: Customer satisfaction with CSC customer service		80%	80%	80%	80%
N/A	Digital & Transformation (Digital)	Dig2: number of online payments		29,500	30,000	30,500	31,000
N/A	Digital & Transformation (Customer Focus)	CompGF1: % of Council service Complaints responded to within deadline		80%	80%	80%	80%
N/A	Estates	CR1: Percentage of commercial rents collected		90%	90%	90%	90%
N/A	Estates	Corporate Building Overall Compliance - Inspections Completed as a percentage of inspections required		90%	90%	90%	90%