

MORE SOCIAL, AFFORDABLE AND GOOD QUALITY HOMES (25 MEASURES)									
Corporate Plan Subset	Business Unit	Service	Portfolio Holder	KPI Name & Description	Q4 2024/25 Actual	2025/26 Quarterly Targets			
						Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH BS01: Percentage of dwellings with a valid gas certificate	100%	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment	100%	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH BS03: Percentage of properties that require an annual asbestos inspection/survey	100%	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH BS04: Percentage of sites with valid legionella inspections certificate	100%	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection	100%	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	VED1: Percentage of dwellings with a valid EICR (Electrical Certificate)	99.61%	100%	100%	100%	100%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH Number of Overdue Fire Remedial High Risk Actions	0	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH Number of Overdue Fire Remedial Medium Risk Actions	81	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH Number of Overdue Fire Remedial Low Risk Actions	122	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Building Safety	Jackie Hollywell	RSH Number of Overdue Water Remedial Actions	59	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Housing Asset Management	Jackie Hollywell	Average re-let time (working days) - GN Standard	63	35	30	28	28
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Housing Asset Management	Jackie Hollywell	% of Damp and Mould cases resolved on time.	80.13%	85%	85%	85%	85%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Housing Asset Management	Jackie Hollywell	% of Damp & Mould Inspections completed on time.	72,95%	85%	85%	85%	85%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Housing Asset Management	Jackie Hollywell	RP01a: Percentage of homes maintained as decent against national minimum DH standard	96.64%	96.64%	97.50%	98.50%	98.50%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Repairs & Maintenance	Jackie Hollywell	RSH Rep1: Percentage of emergency responsive repairs completed within target timescale	98%	99%	99%	99%	99%
Maintaining Good Quality Homes	Building Safety & Housing Property Services	Repairs & Maintenance	Jackie Hollywell	RSH Rep2: Percentage of non-emergency (routine and urgent) responsive repairs completed within target timescale	91.45%	95%	95%	95%	95%

Maintaining Good Quality Homes	Building Safety & Housing Property Services	Repairs & Maintenance	Jackie Hollywell	Rep4: Percentage repairs fixed first time	93.07%	90%	90%	90%	90%
Building New & Sustainable Homes	Housing Development	Housing Development	Jackie Hollywell	HDD1d: Number of affordable homes delivered (gross) by the Council (since 2014)	500	501	528	529	530
Maintaining Good Quality Homes	Housing & Neighbourhoods	Housing Management	Jackie Hollywell	% of tenants satisfied with how their complaint was handled at stage one (Housing)	0%	40%	40%	40%	40%
Maintaining Good Quality Homes	Housing & Neighbourhoods	Housing Management	Jackie Hollywell	% of tenants satisfied with how their complaint was handled at stage two (Housing)	0%	40%	40%	40%	40%
Maintaining Good Quality Homes	Housing & Neighbourhoods	Housing Management	Jackie Hollywell	RSH CH01 (part 1): Number of stage one complaints made by tenants	688	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Housing & Neighbourhoods	Housing Management	Jackie Hollywell	RSH CH01 (part 2): Number of stage two complaints made by tenants	85	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Housing & Neighbourhoods	Housing Management	Jackie Hollywell	RSH CH02 (part 1): Number of stage one complaints made by tenants and responded to within the CH timescale	651	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Housing & Neighbourhoods	Housing Management	Jackie Hollywell	RSH CH02 (part 2): Number of stage two complaints made by tenants and responded to within the CH timescale	69	No target required	No target required	No target required	No target required
Maintaining Good Quality Homes	Housing & Neighbourhoods	Community Advice & Support	Jackie Hollywell	Homeless Preventions	117	30	60	90	120

TRANSFORM OUR TOWN (3 MEASURES)									
Corporate Plan Subset	Business Unit	Service	Portfolio Holder	KPI Name & Description	Q4 2024/25 Actual	2025/26 Quarterly Targets			
						Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Regeneration	Planning & Regulation	Development Management	Rob Broom	NI157a: Percentage of major planning applications determined in 13 weeks	100%	60%	60%	60%	60%
Regeneration	Planning & Regulation	Development Management	Rob Broom	NI157b: Percentage of minor planning applications determined within 8 weeks	98.80%	70%	70%	70%	70%
Regeneration	Planning & Regulation	Development Management	Rob Broom	NI157c: Percentage of other planning applications determined in 8 weeks	97.80%	70%	70%	70%	70%

THRIVING NEIGHBOURHOODS (11 MEASURES)									
Corporate Plan Subset	Business Unit	Service	Lead Officer	KPI Name & Description	Q4 2024/25 Actual	2025/26 Quarterly Targets			
						Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Clean Neighbourhoods & Green Spaces	Stevenage Direct Services	Environmental Services	Kris White	ES1: Percentage of residential bins collected	99.73%	99%	99%	99%	99%
Clean Neighbourhoods & Green Spaces	Stevenage Direct Services	Environmental Services	Kris White	Graffiti Clearance	93.75%	80%	80%	80%	80%
Clean Neighbourhoods & Green Spaces	Stevenage Direct Services	Environmental Services	Julia Hill	NI191: Residual household waste per household (kgs)	372.86	130	245	360	495
Clean Neighbourhoods & Green Spaces	Stevenage Direct Services	Environmental Services	Julia Hill	NI192: Percentage of household waste sent for reuse, recycling and composting	35.60%	40%	40%	35%	32%
Clean Neighbourhoods & Green Spaces	Stevenage Direct Services	Environmental Services	Julia Hill	Contamination rate of recycling - calculated as estimated proportion that is rejected of total amount of household waste sent for recycling.	New Measure	2%	2%	2%	2%
Culture & Leisure	Stevenage Direct Services	Culture & Leisure	Geoff Caine	Everyone Active - Number of children (aged under 16) participating in facilities and outreach programmes at least once per week	19,715	26,000	19,500	17,000	19,500

Community Safety	Housing & Neighbourhoods	Housing Management	Jess Warren	RSH NM01 (part 1): NM01: Anti-social behaviour cases relating to the landlord function	107	No target required	No target required	No target required	No target required
Community Safety	Housing & Neighbourhoods	Housing Management	Jess Warren	RSH NM01 (part 2): ASB hate related cases relating to the landlord function	4	No target required	No target required	No target required	No target required
Clean Neighbourhoods & Green Spaces	Housing & Neighbourhoods	Communities & Neighbourhoods	Jane Konopka	CD1: Number of people engaged in cooperative neighbourhood 'Community & Place' initiatives	954	500	1,000	1,500	2,000
Clean Neighbourhoods & Green Spaces	Housing & Neighbourhoods	Communities & Neighbourhoods	Jane Konopka	CD2: Value (£) invested into Neighbourhood areas from UKSPF funding	£266,365	£10,000	£23,000	£36,000	£55,278
Clean Neighbourhoods & Green Spaces	Housing & Neighbourhoods	Communities & Neighbourhoods	Jane Konopka	# of neighbourhood improvements, events, projects or activities undertaken using UKSPF funding	84	6	8	8	12

TACKLING CLIMATE CHANGE (1 MEASURES)									
Corporate Plan Subset	Business Unit	Service	Portfolio Holder	KPI Name & Description	Q4 2024/25 Actual	2025/26 Quarterly Targets			
						Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Tackling Climate Change	Building Safety & Housing Property Services	Housing Asset Management	Rob Broom	CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of band C or above	66.46%	66.46%	67%	68%	69.60%

BALANCING THE BUDGET (12 MEASURES)									
Corporate Plan Subset	Business Unit	Service	Portfolio Holder	KPI Name & Description	Q4 2024/25 Actual	2025/26 Quarterly Targets			
						Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
Balancing the Budget	Stevenage Direct Services	Garages	Jeannette Thomas	CNM2g: Garage Voids (residential) as a percentage of stock	7.76%	7.26%	7.26%	7.26%	7.26%
Balancing the Budget	Finance	Finance	Jeannette Thomas	Finance BV9: % of Council Tax Collected	94.50%	33%	60%	86%	95.80%
Balancing the Budget	Finance	Finance	Jeannette Thomas	Finance BV10: Percentage of non-domestic rates due for the financial year received by the authority	99.21%	36^	60%	89%	98.80%
Balancing the Budget	Finance	Finance	Jeannette Thomas	NI181: Time taken (days) to process housing benefit new claims and change events	2.01	12	12	10	10
Balancing the Budget	Finance	Finance	Jeannette Thomas	Garage/commercial/parking- income versus budget for the top 3 income streams of the General Fund.	100%	100%	100%	100%	100%
Balancing the Budget	Business Change & Digital	Customer Services	Jeannette Thomas	CompGF1: % of council service customer complaints responded to within deadline	77.40%	80%	80%	80%	80%
Balancing the Budget	Business Change & Digital	Customer Services	Jeannette Thomas	CSC Sat: Customer satisfaction with CSC customer service	88.80%	80%	80%	80%	80%
Balancing the Budget	Business Change & Digital	Digital	Jeannette Thomas	Dig2: Number of online payments	117,255	31,500	31,500	31,000	30,500
Balancing the Budget	Housing & Neighbourhoods	Housing Management	Jeannette Thomas	BV66a: Rent Collection Rate	98.13%	88.50%	95%	97%	98.50%
Balancing the Budget	Estates	Estates	Jeannette Thomas	% of Corporate Building Overall Completed Remedials	75.15%	80%	80%	80%	80%
Balancing the Budget	Estates	Estates	Jeannette Thomas	% of Corporate Building Overall Compliance Inspections Completed	100%	100%	100%	100%	100%
Balancing the Budget	Estates	Estates	Jeannette Thomas	CR1: % of commercial rent collected from estates	91%	90%	90%	90%	90%