

KPI Targets 2025-2026

Below table shows are KPI targets for 2025-2026, where those targets come from and how they are set

Measure	AD/Director	CDC Target	Bigger or Smaller is Better	National or Internally Set	National Target	How internal targets and those that differ from National are set (rationale)
BP1.2.01 Number of Homeless Households living in Temporary Accommodation (TA)	Nicola Riley/ Ian Boll	Monitoring quarterly	n/a	n/a	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP1.2.02 No. of Homeless Households living in nightly charged (Hotel) Temporary accommodation (TA)	Nicola Riley/ Ian Boll	25 quarterly	Smaller is Better	Internally	n/a	In discussion with the Housing Team target threshold is set based on knowledge of previous levels, together with the anticipated activity for the current reporting year. Using this information then enables the team to set a threshold level above which alerts need to be triggered. This is an internal target locally set. There is no national target for hotel usage, but we do have to provide statistical returns to government regarding the number of people in temporary accommodation, what type of accommodation, household compositions etc. All Councils having to provide this information, so some comparisons can be drawn.
BP1.2.04 Number of affordable homes delivered	Nicola Riley/ David Peckford/ Ian Boll	Monitoring quarterly	n/a	n/a	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP1.2.05 % of Homelessness cases successfully prevented rather than relief/main duty being applied	Nicola Riley/ Ian Boll	60% quarterly	Bigger is Better	Internally	n/a	In discussion with the Housing Team target threshold is set based on knowledge of previous levels throughout the year together with all known/researched factors around housing in the area.

						This is an internal target locally set. There is no national target. We have to report how many homeless duties have been accepted and the compositions/types of households, reasons for homelessness etc to government as part of monitoring. All Councils having to provide the same information. But we don't have to provide this data in this form/measure, it is a way of showing the performance of the service in relation to homeless prevention.
BP1.2.06 Average time taken to process Housing Benefit (HB) New Claims and council tax reduction (CTR)	Michael Furness/ Stephen Hinds	18 days quarterly	Smaller is Better	Internally	n/a	<p>Set internally based on analysis of previous year's performance and benchmarked against the national average which currently is 20 days for HB only and our nearest Neighbour Benchmark are Oxford City average day is 15, West Oxford is 20 days.</p> <p>As the CTR scheme is a local scheme the DWP do not monitor performance on CTR only HB. DWP have an expectation that LAs should be putting new HB claims into payment within 30 days to remains in the upper quartile.</p>
BP1.2.07 Average time taken to process Housing Benefit Change Events and council tax reduction	Michael Furness/ Stephen Hinds	8 days quarterly	Smaller is Better	Internally	n/a	<p>Set internally based on analysis of previous year's performance and benchmarked against the national average which currently is 8 days.</p> <p>As the CTR scheme is a local scheme the DWP do not monitor performance on CTR only HB.</p>
BP1.2.08 % of Major Planning Applications determined to National Indicator	David Peckford/ Ian Boll	60% quarterly	Bigger is Better	National	60%	<p>Aligned to the National Indicator target set by central government Planning Inspectorate</p> <p>https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics#planning-performance-tables</p>

BP1.2.09 % of Non-Major Planning Applications determined to National Indicator	David Peckford/ Ian Boll	70% quarterly	Bigger is Better	National	70%	Aligned to the National Indicator target set by central government Planning Inspectorate https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics#planning-performance-tables
BP1.2.10 % of Major Applications overturned at appeal	David Peckford/ Ian Boll	10% quarterly	Smaller is Better	National	10%	Aligned to the National Indicator target set by central government Planning Inspectorate https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics#planning-performance-tables
BP1.2.11 % of Non-Major Applications overturned at appeal	David Peckford/ Ian Boll	10% quarterly	Smaller is Better	National	10%	Aligned to the National Indicator target set by central government Planning Inspectorate https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics#planning-performance-tables
BP1.2.12 Average time taken for new applications to be responded to within 15 working days	Nicola Riley/ Ian Boll	15 days quarterly	Smaller is Better	Internally	n/a	This is an internal target locally set. There is no national target. This is a measure that has been set based on historic data collected to monitor volumes and service standards in relation to housing applications.
BP1.2.13 Net Additional Housing Completions	David Peckford/ Ian Boll	791 biannual (1582 Annual)	Bigger is Better	Local Plan	n/a	Local Plan i.e. the 2015 Local Plan target for Cherwell of 1142, plus the 440 target from the 2020 LP for Oxfords need (2021-2031) Local Target but national tables available on overall delivery https://www.gov.uk/government/statistical-data-sets/live-tables-on-net-supply-of-housing
BP1.2.14 % of building control full plans assessed within 5 weeks	David Peckford/ Ian Boll	95% quarterly	Bigger is Better	Internally	n/a	There are essentially two types of Building Regulations application which can be submitted when a new development is proposed:

(or longer with applicant's agreement)						<p>1. <u>A Building Notice</u></p> <p>This is for simple and/or minor works and as the name implies is simply a Notice which contains only a Works Description. We receive the Notice and the appropriate fee, then liaise with the applicant/builder as the work proceeds. We visit the site to at pre-set stages to ensure the work is compliant with the Regulations.</p> <p>2. <u>A Full Plans Application</u></p> <p>These are for more complex works where we require to see plans before the work commences. The circumstances where such applications are mandatory are set within the Regulations. This allows us to fully assess compliance before the development starts. The Building Regulations require us when receiving a Full Plans Application to respond to the applicant within 5 weeks of receipt. We have the following choices:</p> <ul style="list-style-type: none"> • Accept the application. What is proposed will be compliant • Reject the application. What is proposed is not compliant • Request further information or clarification <p>We very seldom reject an application outright. We prefer to work with the applicant, tell him/her what is not compliant and ask that the proposals are amended. In these cases, we agree an Extension of Time as the to-ing and fro-ing can often take us beyond the 5 weeks.</p>
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						We monitor the number of Full Plans Applications we receive against the number we determine within the 5 weeks or within the agreed extended time. This is so that all such applications remain active and on our radar. Without this there could be potentially non-compliant development starting without our knowledge.
BP2.2.01 % Waste Recycled & Composted	Ed Potter/ Ian Boll	54% quarterly	Bigger is Better	Internally	n/a	The national rate is set by the national government department (DEFRA) and locally we set the Oxfordshire target under the ORWP (Oxfordshire Resource and Waste Partnership) umbrella. Oxfordshire is the highest performing County and Cherwell currently sit 32 (out of 300ish councils) in the latest result for recycling. I've also attached a link where Oxfordshire is promoted for being the highest performing County. https://www.bbc.co.uk/news/articles/cr781vkrj78o
BP2.2.02 % Reduction in fuel consumption	Ed Potter/ Ian Boll	1% Annual	Smaller is Better	Internally	n/a	Fuel management system that supplies fuel data used by vehicle/department. Fuel consumption is closely monitored and tracked via a telematics system. The team look closely at the previous year's consumption as well as considering other factors such as increase or decrease in fleet, electric vehicles etc. Looking at all this information together will enable the team to shape future budgets.
BP2.2.03 % of Climate Action Plan delivering to target	Ed Potter/ Ian Boll	66% quarterly	Bigger is Better	Internally	n/a	This is set by the Climate Action team to reflect the Climate Action plan Status that is due to be achieved throughout the year
BP2.2.04 % of missed waste containers	Ed Potter/ Ian Boll	Monitoring quarterly	n/a	n/a	n/a	No target set as activity is captured on monitoring only. This measure is closely

						tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP2.2.05 Total Greenhouse gas emissions for the year	Ed Potter/ Ian Boll	3900 tonnes of CO2e Annual	Smaller is Better	Internally	n/a	<p>All results are one year behind, e.g. result for 2022 is from 2021.</p> <p>The UK's national GHG targets are based on territorial emissions, which include all emissions occurring within the UK's borders. This encompasses:</p> <ol style="list-style-type: none"> 1. Emissions from local authority operations 2. Emissions from local area activities (e.g. transport, housing, industry) <p>However, CDC's own organisational emissions are a very small subset (and that would be the case for any other district council as well) of the total emissions counted in the national inventory. They are not separately tracked or targeted by national policy, but they do contribute to the overall total.</p> <p>In summary, CDC's organisational emissions do contribute to the UK's national GHG inventory. They are not separately targeted by national law, but voluntary reporting and reduction are strongly encouraged.</p>
BP2.2.01d Tonne's residual household waste collected	Ed Potter/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP2.2.07 % of Recycling Contamination rate	Ed Potter/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely

						tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP3.2.01 % of Council Tax collected, increase Council Tax Base	Michael Furness/ Stephen Hinds	29.00% Q1 56.30% Q2 82% Q3 97.50% Q4	Bigger is Better	Internally	n/a	<p>No national target but has been Benchmarked against other comparative Councils and monthly comparison takes place between us and neighbouring districts and in 2024-25 Cherwell were the top of the collection rates for 2024-25 again across Oxfordshire.</p> <p>95.9 % Council Tax Collected: Nationally monitored, but not a mandated target</p> <p>Increasing CTAX Base: Tracked for financial planning, but not a performance target.</p>
BP3.2.02 % of Business Rates collected, increasing NNDR Base	Michael Furness/ Stephen Hinds	31.00% Q1 58.50% Q2 86% Q3 98.50% Q4	Bigger is Better	Internally	n/a	<p>No national target but has been benchmarked against other comparative Councils and monthly comparison takes place between us and neighbouring districts and in 2024-25 Cherwell were the top of the collection rates for Oxfordshire</p> <p>97.3% of Business Rates Collected: Monitored nationally, but not a mandated target.</p> <p>Increasing NNDR Base: Tracked for financial planning, but not a performance target.</p>
BP3.2.04 No. of businesses engaged through UKSPF and REPF funded programmes	Julia Harrington/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP3.2.05 No. of residents engaged through UKSPF and REPF funded programmes	Julia Harrington/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.

BP3.2.06 No of enterprises in the district	Julia Harrington/ Ian Boll	Monitoring Annual	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP3.2.07 Secure non-retail-based key tenants	Mona Walsh/ Stephen Hinds	2 Annual	n/a	Internally	n/a	The measure was set to show progress on securing a wide range of occupiers across all Councils property assets. This includes Castle Quay Banbury becoming less retail focussed and securing a wider range of occupiers, with the aim of improving vitality, footfall and attracting occupiers to vacant space. The Councils move to Castle Quay supports this measure. The measure was set internally by the Council with the aim of securing non-retail-based occupiers for some larger voids, including the space previously occupied by M&S and a vacant unit at Pioneer Square. No national measures or benchmarks exist
BP4.2.01 Number of Visits/Usage of all Leisure Facilities within the District	Nicola Riley/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP4.2.02 Residents who have taken part in programmes contributing to reducing health inequalities	Nicola Riley/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP4.2.04 % of due food hygiene inspections of premises rated A-D completed	Tim Hughes/ Ian Boll	95% quarterly	Bigger is Better	Internally	100%	The national target is set out in the Food Standards Agencies (FSA) Code of Practice. It currently states that all programmed food hygiene visits for premises rated A-D, must be inspected within 28days of their due date. The national target is in effect 100%, however, as officers are sometimes not able to get into premises to complete the inspection they may

						go over the 28day target before they are inspected or we confirm they are permanently closed. We also have to make appointments with home-based food premises, and this can sometimes take time to arrange. 95% was chosen as this takes into account the few which officers may not be able to access, if it was set at 100%, we would be reporting Orange every quarter despite the team being on track with the inspection programme.
BP4.2.05 Number of Illegal Fly Tips	Tim Hughes/ Ian Boll	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.
BP5.1.07 Number of upheld complaints (OFLOG)	Shona Ware/ Stephen Hinds	Monitoring quarterly	n/a	Internally	n/a	No target set as activity is captured on monitoring only. This measure is closely tracked throughout the year and reported only when there are significant changes to trends or peaks.