

Appendix 2 - Key Performance Indicators 2026-27

Quality housing and placemaking								
Measure Name	Corporate or Directorate monitoring	Portfolio Holder	AD/Director	Frequency	Targeted or Monitoring Only	Target 26/27	Bigger is better or Smaller is better (against target)	Continue/Stop/New (if no include reasons for stopping)
Number of homeless households living in nightly charged (hotel) temporary accommodation (TA).	Corporate	Cllr N Cotter	Nicola Riley Kristian Aspinall	Quarterly	Targeted	25	Smaller is better	Continue
% of Homelessness cases successfully prevented rather than relief/main duty being applied	Corporate	Cllr N Cotter	Nicola Riley Kristian Aspinall	Quarterly	Targeted	60%	Bigger is better	Continue
Average time taken to process Housing Benefit New Claims and council tax reduction	Directorate	Cllr L McLean	Michael Furness Stephen Hinds	Quarterly	Targeted	18 days	Smaller is better	Continue
Average time taken to process Housing Benefit Change Events and council tax reduction	Directorate	Cllr L McLean	Michael Furness Stephen Hinds	Quarterly	Targeted	8 days	Smaller is better	Continue
% of Major Planning Applications determined to National Indicator	Corporate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	60%	Bigger is better	Continue
% of Non-Major Planning Applications determined to National Indicator	Corporate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	70%	Bigger is better	Continue
% of Major Applications overturned at appeal	Corporate	Cllr J Conway	Paul Seckington Ian Boll	Quarterly	Targeted	10%	Smaller is better	Continue
% of Non-Major Applications overturned at appeal	Corporate	Cllr J Conway	Paul Seckington Ian Boll	Quarterly	Targeted	10%	Smaller is better	Continue
Net Additional Housing Completions to meet Cherwell needs	Corporate	Cllr J Conway	David Peckford Ian Boll	Biannual Sept - March	Targeted	791 (half year)	Bigger is better	Continue
Number of Homeless Households living in Temporary Accommodation (TA)	Directorate	Cllr N Cotter	Nicola Riley Kristian Aspinall	Quarterly	Monitoring	N/A	N/A	Continue
Number of affordable homes delivered	Corporate	Cllr N Cotter Cllr J Conway	Nicola Riley Kristian Aspinall	Quarterly	Monitoring	N/A	N/A	Continue
Average time taken for new applications to be responded to with 15 working days	Directorate	Cllr N Cotter	Nicola Riley Kristian Aspinall	Quarterly	Targeted	15 days	Smaller is better	Continue
% of building control full plans assessed within 5 weeks (or longer with applicant's agreement)	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	95%	Bigger is better	Continue
Building Safety Regulatory - Quarterly data - return all data by statutory date	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Monitoring	N/A	N/A	New
Building Safety Regulatory - Annual data - return all data by statutory date	Directorate	Cllr J Conway	David Peckford Ian Boll	Annual	Monitoring	N/A	N/A	New
Speed of determining Non-Major Planning Applications (excluding extensions of time)	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	TBA	Smaller is better	New
Speed of determining of discharge of condition applications	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	48 days	Smaller is better	New
Speed of providing responding to pre-application enquiries within timescale set by pre-application service delivery	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	TBA	Smaller is better	New
Average time taken to deal with major applications	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	200 days	Smaller is better	New
Average time taken to deal with minor applications	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	56 days	Smaller is better	New
Average time taken to deal with householder applications	Directorate	Cllr J Conway	David Peckford Ian Boll	Quarterly	Targeted	49 days	Smaller is better	New

Environmental Stewardship								
Measure Name	Corporate or Directorate monitoring	Portfolio Holder	AD/Director	Frequency	Targeted or Monitoring only	Target 26/27	Bigger is better or Smaller is better (against target)	Continue/Stop/New (if no include reasons for stopping)
% Waste Recycled & Composted	Corporate	Cllr I Middleton	Kristian Aspinall Ed Potter	Quarterly	Targeted	54%	Bigger is better	Continue
% Annual reduction in fuel consumption	Corporate	Cllr I Middleton	Kristian Aspinall Ed Potter	Annual	Targeted	1%	Bigger is better	Continue
% of Climate Action Plan delivering to target	Corporate	Cllr D Hingley	Kristian Aspinall Ed Potter	Quarterly	Targeted	66%	Bigger is better	Continue
Reduction in total Greenhouse gas emissions for the year	Corporate	Cllr I Middleton	Kristian Aspinall Ed Potter	Annual	Targeted	3900 tonnes of CO2e	Smaller is better	Continue
% of missed waste containers	Directorate	Cllr I Middleton	Kristian Aspinall Ed Potter	Quarterly	Monitoring only	N/A	N/A	Continue
Tonnes residual household waste collected	Corporate	Cllr I Middleton	Kristian Aspinall Ed Potter	Quarterly	Monitoring only	N/A	N/A	Continue
% of Recycling Contamination rate	Directorate	Cllr I Middleton	Kristian Aspinall Ed Potter	Quarterly	Monitoring only	N/A	N/A	Continue
Economic prosperity								
Measure Name	Corporate or Directorate monitoring	Portfolio Holder	AD/Director	Frequency	Targeted or Monitoring only	Target 26/27	Bigger is better or Smaller is better (against target)	Continue/Stop/New (if no include reasons for stopping)
% of Council Tax collected, increase Council Tax Base	Directorate	Cllr L McLean	Michael Furness Stephen Hinds	Quarterly	Targeted	Q1 29% Q2 56.30% Q3 83% Q4 97.75%	Bigger is better	Continue
% of Business Rates collected, increasing NNDR Base.	Directorate	Cllr L McLean	Michael Furness Stephen Hinds	Quarterly	Targeted	Q1 31% Q2 57.10% Q3 83.5% Q4 98%	Bigger is better	Continue
Number of enterprises in the district	Corporate	Cllr L McLean	Ian Boll Tom Dobrashian	Annual	Monitoring only	N/A	N/A	Continue
Secure non-retail-based key tenants	Corporate	Cllr L McLean	Mona Walsh Stephen Hinds	Annual	Targeted	2	Bigger is better	Continue
Number of businesses engaged through UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) funded programmes	Directorate	Cllr L McLean	Ian Boll Tom Dobrashian	Quarterly	Monitoring only	N/A	N/A	Continue
Number of residents engaged through UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) funded programmes	Directorate	Cllr L McLean	Ian Boll Tom Dobrashian	Quarterly	Monitoring only	N/A	N/A	Continue

Community leadership								
Measure Name	Corporate or Directorate monitoring	Portfolio Holder	AD/Director	Frequency	Targeted or Monitoring only	Target 2026/27	Bigger is better or Smaller is better (against target)	Continue/Stop/New (if no include reasons for stopping)
Number of Visits/Usage of all Leisure Facilities within the District	Directorate	Cllr R Pattenden	Kristian Aspinall Nicola Riley	Quarterly	Monitoring	N/A	N/A	Continue
Residents who have taken part in programmes contributing to reducing health inequalities	Directorate	Cllr R Pattenden	Kristian Aspinall Nicola Riley	Quarterly	Monitoring	N/A	N/A	Continue
Residents who have taken part in programmes contributing to reducing health inequalities	Directorate	Cllr R Pattenden	Nicola Riley Kristian Aspinall	Quarterly	Monitoring	N/A	N/A	Continue
% of due food hygiene inspections of premises rated A-D completed	Directorate	Cllr R Pattenden	Kristian Aspinall Tim Hughes	Quarterly	Targeted	95%	Bigger is better	Continue
Number of -Fly Tips Reported	Directorate	Cllr R Pattenden	Kristian Aspinall Tim Hughes	Quarterly	Monitoring	N/A	N/A	Continue
Implement Marmot principles across the district - Deliver 5 Community Insight profile	Directorate	Cllr R Pattenden	Kristian Aspinall Nicola Riley	Quarterly	Monitoring	N/A	N/A	New
Implement Marmot principles across the district - deliver 10 community-led projects to address Health inequalities	Directorate	Cllr R Pattenden	Kristian Aspinall Nicola Riley	Quarterly	Monitoring	N/A	N/A	New
Organisational								
Measure Name	Corporate or Directorate monitoring	Portfolio Holder	AD/Director	Frequency	Targeted or Monitoring only	Target 2026/27	Bigger is better or Smaller is better (against target)	Continue/Stop/New (if no include reasons for stopping)
Number of upheld complaints	Directorate	Cllr D Hingley	Natasha Barnes Stephen Hinds	Quarterly	Monitoring	N/A	N/A	Continue
Overall employee satisfaction	Corporate	Cllr C Brant	Claire Cox Stephen Hinds	Annual	Targeted	10% Increase	Bigger is better	New