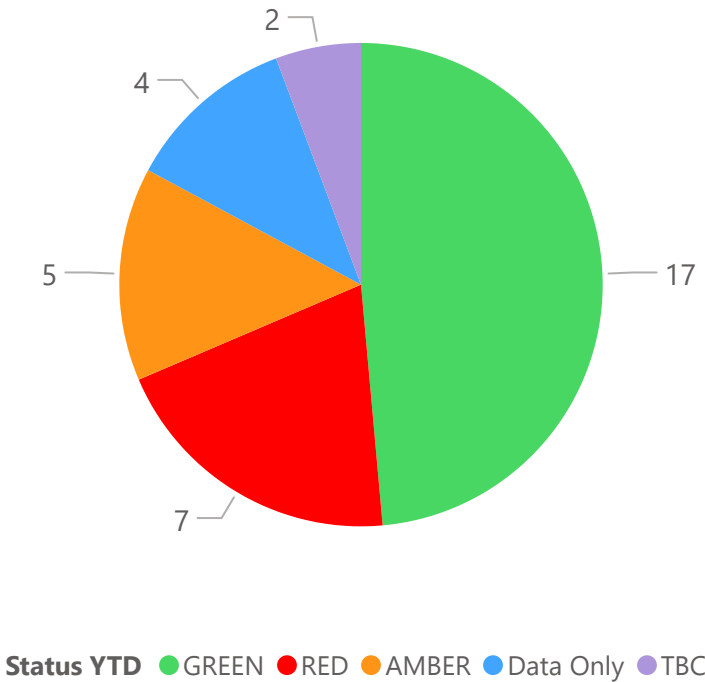


Full Year 2024/25 Corporate Key Performance Indicators Dashboard

Year To Date 2024/25 KPIs by Status



KPIs Reported on this Period

33

Green

17

Amber

5

Red

7

Data Only

4

Not Reported

2

RAG Status Amber Year To Date



ES3: Percentage of bins collected.

F1: Percentage of invoices paid in 30 days.

H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).

H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).

LG1: Percentage of FOI requests processed in statutory deadline.

Status

AMBER

AMBER

AMBER

AMBER

AMBER

RAG Status Red Year To Date



CDCS2: Percentage of lost Customer Service calls per quarter.

CDCS3: Percentage increase in number of visitors to the runnymede.gov.uk website

ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)

H1: Proportion of non-emergency repairs completed within target timescale.

H2: Average number of calendar days to re-let a void property (excludes major works voids).

H7: Proportion of homes for which all required gas safety checks have been carried out.

LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.

Status

RED

RED

RED

RED

RED

RED

RED

Reported one quarter in arrears



ES1: Dry mixed recycling rate (paper, cans, glass, plastic) - waste minimisation.

ES2: Garden waste and food waste recycling rate - waste minimisation.

Status

TBC

TBC

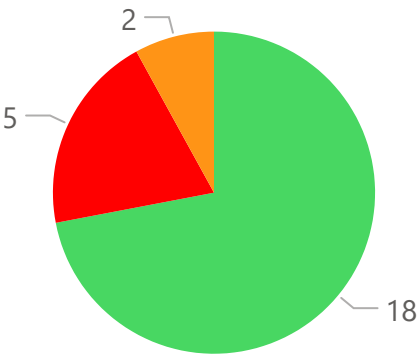
Full Year 2024/25 Corporate Key Performance Indicators Dashboard

RAG Status Green Full Year ▲	Full Year
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	GREEN
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	GREEN
CDCS4: Percentage increase in number of active OneAccounts	GREEN
CDCS5: Percentage increase in the number of online forms submitted via runnymede.gov.uk	GREEN
ES5: Number of ground maintenance reports where service failure is confirmed as cause (overgrown grass, poorly maintained flower beds etc).	GREEN
H4: Number of households with children or a pregnancy in B&B accommodation for more than 6 weeks.	GREEN
H6: Proportion of homes that do not meet the Decent Homes Standard.	GREEN
H8: Proportion of stock with a valid safety certification Electrical Installation Condition Report.	GREEN
H9: Number of outstanding high risk Fire Risk Assessment actions.	GREEN
HR1: Average number of short term sickness days per FTE (Surrey benchmarking methodology – rolling year to date)	GREEN
LG3: Number of formal actions taken against the council by the Information Commissioner's Office.	GREEN
P1: Percentage of 'Major' planning applications processed to deadline in each quarter.	GREEN
P2: Percentage of 'Non-major' planning applications processed to deadline in each quarter.	GREEN
P3: Percentage of 'Other' planning applications processed to deadline in each quarter.	GREEN
P4: Major planning appeals dismissed as a percentage of Major application decisions made (cumulative result).	GREEN
P5: Non-major planning appeals dismissed as a percentage of Non-major application decisions made - cumulative result.	GREEN
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	GREEN

Indicators that have no target and are data capture only ▲	Full Year
C2: Number of careline calls received and the percentage which initiated an emergency response/ intervention to residents	16.5%
C3: Percentage of handyperson referrals resulting in works being undertaken to support Runnymede residents	78.8%
C4: Percentage of community alarms equipment upgraded to digital solution.	42.0%
H10: Anti-social behaviour cases opened (including hate incidents) relative to the number of social housing dwellings (cumulative result).	35.8

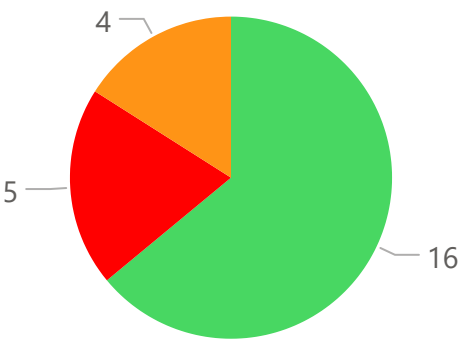
Q4 2024/25 Corporate Key Performance Indicators Dashboard

Previous Quarter KPIs by Status



Q3 ● GREEN ● RED ● AMBER

Current Quarter KPIs by Status



Q4 ● GREEN ● RED ● AMBER

KPIs Reported on this Period

25

Green

16

Amber

4

Red

5

Not Reported

2

RAG Status Changed this Period

3

ES3: Percentage of bins collected.

H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).

H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).

LG1: Percentage of FOI requests processed in statutory deadline.

Q4

AMBER

AMBER

AMBER

AMBER

Trend data for indicators with a RED status in Q4

CDCS2: Percentage of lost Customer Service calls per quarter.

H1: Proportion of non-emergency repairs completed within target timescale.

H7: Proportion of homes for which all required gas safety checks have been carried out.

ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)

H2: Average number of calendar days to re-let a void property (excludes major works voids).

Q3

Q4

14.60% ↓ 27.20%

75.10% ↑ 77.80%

100.00% ↓ 99.81%

259.00 249.00

118.00 ↑ 101.00

Q4 2024/25 Corporate Key Performance Indicators Dashboard

	Q3	Q4
LG1: Percentage of FOI requests processed in statutory deadline.	GREEN	AMBER
H7: Proportion of homes for which all required gas safety checks have been carried out.	GREEN	RED
H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).	RED	AMBER

	Q4
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	GREEN
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	GREEN
F1: Percentage of invoices paid in 30 days.	GREEN
H4: Number of households with children or a pregnancy in B&B accommodation for more than 6 weeks.	GREEN
H6: Proportion of homes that do not meet the Decent Homes Standard.	GREEN
H8: Proportion of stock with a valid safety certification Electrical Installation Condition Report.	GREEN
H9: Number of outstanding high risk Fire Risk Assessment actions.	GREEN
HR1: Average number of short term sickness days per FTE (Surrey benchmarking methodology – rolling year to date)	GREEN
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	GREEN
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P5: Non-major planning appeals dismissed as a percentage of Non-major application decisions made - cumulative result.	GREEN
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	GREEN