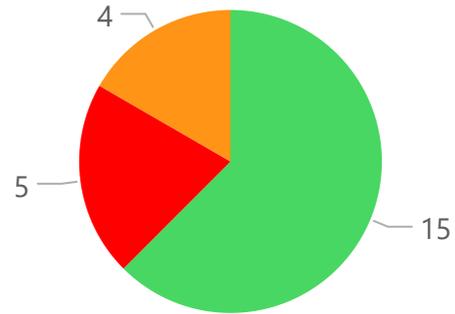


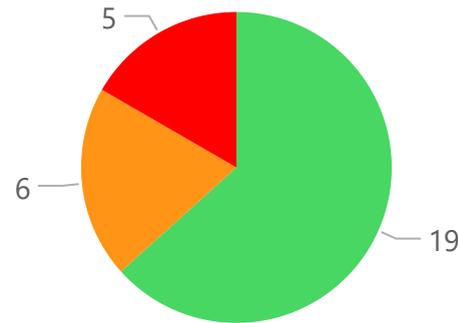
Q1 2025/26 Corporate Key Performance Indicators Dashboard

Previous Quarter KPIs by Status



Q4 ● GREEN ● RED ● AMBER

Current Quarter KPIs by Status



Q1 ● GREEN ● AMBER ● RED

KPIs Reported on this Period

30

Green

19

Amber

6

Red

5

RAG Status Changed this Period

3

	Q1
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	AMBER
ES3: Percentage of bins collected.	AMBER
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	AMBER
H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).	AMBER
LG1: Percentage of FOI requests processed in statutory deadline.	AMBER
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	AMBER

Trend data for indicators with a RED status in Q1

	Q4	Q1
H1: Proportion of non-emergency repairs completed within target timescale.	77.80%	↓ 77.54%
H7: Proportion of homes for which all required gas safety checks have been carried out.	99.81%	↑ 99.96%
AR2: Number of high-risk remedial fire risk assessments on operational sites outstanding at end of Q.	0.00	↓ 2.00
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	249.00	↑ 223.00
H2: Average number of calendar days to re-let a void property (excludes major works voids).	101.00	↑ 47.00

Q1 2025/26 Corporate Key Performance Indicators Dashboard

	Q4	Q1
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	GREEN	AMBER
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	RED	GREEN
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	GREEN	AMBER

	Q1
AR4: Proportion of operational sites which all require asbestos inspections have been carried out.	GREEN
AR5: All statutory priority 1 and 2 statutory maintenance activities on operational sites completed. All certificates and records in situ and available for inspection within 10 days following the end of the month.	GREEN
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	GREEN
CDCS2: Percentage of unanswered calls within the Customer Service contact centre per quarter.	GREEN
ES6: Proportion of fly-tipping sites cleared within 5 working days of notification (excl. oil and asbestos).	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
HR2: Proportion of employees with completed mandatory level 1 safeguarding training at end of Q.	GREEN
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	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



Year to Date 2024/25 Corporate Key Performance Indicators Dashboard



RAG Status Amber Year To Date	Status
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	AMBER
ES3: Percentage of bins collected.	AMBER
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	AMBER
H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).	AMBER
LG1: Percentage of FOI requests processed in statutory deadline.	AMBER
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	AMBER

Reported Yearly	Status
AR1: Proportion of operational sites for which all required Fire Risk Assessments have been carried out.	YEARLY
AR3: Proportion of operational sites for all which require Water Risk Assessments have been carried out.	YEARLY
CDCS3: Percentage increase in number of visitors to the runnymede.gov.uk website	YEARLY
CDCS4: Percentage increase in number of active OneAccounts	YEARLY
CDCS5: Percentage increase in the number of online forms submitted via runnymede.gov.uk	YEARLY
CDCS6: Reduce the number of calls received by 01932 838383 - cumulative result.	YEARLY
ES5: Number of ground maintenance reports where service failure is confirmed as cause (overgrown grass, poorly maintained flower beds etc).	YEARLY

	Status
AR2: Number of high-risk remedial fire risk assessments on operational sites outstanding at end of Q.	RED
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	RED
H1: Proportion of non-emergency repairs completed within target timescale.	RED
H2: Average number of calendar days to re-let a void property (excludes major works voids).	RED
H7: Proportion of homes for which all required gas safety checks have been carried out.	RED

	Status
C2: Number of careline calls received and the percentage which initiated an emergency response/ intervention to residents	NT
C3: Percentage of handyperson referrals resulting in works being undertaken to support Runnymede residents	NT
C4: Percentage of community alarms equipment upgraded to digital solution.	NT
H10: Anti-social behaviour cases opened (including hate incidents) relative to the number of social housing dwellings (cumulative result).	NT

	Status
ES1: Dry mixed recycling rate (paper, cans, glass, plastic) - waste minimisation.	TBC
ES2: Garden waste and food waste recycling rate - waste minimisation.	TBC