

<u>Department</u>	<u>Ref</u>	<u>Title</u>	<u>Amendment</u>
Climate Change and Sustainability	CCS01	District carbon emissions reported as tCO2e equivalent	Targets updated - adjusted annually to reflect the change in the source data
Climate Change and Sustainability	CCS02	Carbon emissions from Council operations reported as tCO2e equivalent	Targets updated - Emissions data takes up to 6 months to calculate, aiming for September each year for the previous year.
Customer Experience	CX01	Number of subscribers to GovDelivery Service	Targets updated - The quarterly target is accumulative increasing by circa. 400 subscribers each quarter.
Customer Experience	CX02	Average customer satisfaction score for online services (score 1 - 5) 1= very unsatisfied, 5 = very satisfied	Amended title - Title amended to reflect score rating

Customer Experience	CX03	Percentage of customer enquires submitted via the portal My.ThreeRivers	Target updated - 2027/28 amended slightly to follow anticipated channel shift.
Customer Experience	CX05	Number of tickets sold for co-promoted live shows at Watersmeet (incl. pantomime)	Targets updated - Adjusted following slightly improved actuals.
Human Resources	HR03	Employee Performance Development Review completion rate	Tolerance/target to be reviewed following changes
Human Resources	HR04	Employee Satisfaction levels	Targets to be updated as scoring has changed
Human Resources	HR05	Employee Motivation levels	Targets to be updated as scoring has changed
Legal, Elections and Democratic Services	CM01	% of minutes/decisions, except for full Council, completed by Committee Services within 5 working days of the meeting to be circulated to officers for review. For full Council, % of minutes/decisions completed by Committee Services within 10 calendar days of the meeting to be circulated to officers and Group Leaders for review.	Targets updated - Targets 2027/28 and 2028/29 - Requirement set out in the constitution

Planning Policy and Conservation	PPC03	Housing Land Supply in years measured against the governments housing target	Title has been amended to be more reader friendly
Regulatory Services	DM09	Percentage of major planning application decisions that are overturned at appeal (biannual)	Formula updated - National monitoring dates amended
Regulatory Services	DM10	Percentage of non-major planning application decisions that are overturned at appeal (biannual)	Formula updated - National monitoring dates amended
Regulatory Services	SU01	Complete all Official Searches (CON29 - supplementary questions) within 10 days	Title to be reviewed - Complete all Official Searches (CON29 - general enquiries/supplementary questions) within 10 days
Revenues and Benefits	RB01	Percentage of Council tax due that was collected	Targets updated - Targets have been amended based upon quarterly results from 2024/25 as per discussion at KPI review - To be reviewed again in April (2026)
Revenues and Benefits	RB02	Percentage of business rates due that was collected	Targets updated - Targets have been amended based upon quarterly results from 2024/25 as per discussion at KPI review - To be reviewed again in April (2026)

Revenues and Benefits	RB07	Housing Benefit Overpayment Collection Rate in current year	Targets updated - Targets have been amended based upon quarterly results from 2024/25 as per discussion at KPI review - To be reviewed again in April (2026)
Revenues and Benefits	RB08	Average time taken to process changes in council tax support entitlement	New KPI
Revenues and Benefits	RB09	Average time taken to process new council tax support claims	New KPI
Strategy and Partnerships	SP01	Number of ASB Case Reviews Received	Targets updated - The increased target will reflect the revised Anti Social Behaviour Crime and Policing Act 2014.
Strategy and Partnerships	SP02	Number of Legislative Enforcement Actions taken for ASB	Targets updated - The preventative and intervention ASB work that takes place from day one of an ASB complaint reflects this low target and Police are issuing more enforcement to perpetrators of ASB.
Strategy and Partnerships	SP03	Number of incidences of support provided by the Healthy Hub	Title amended (still measuring output, just improving the way this is recorded) and Targets updated
Strategy and Partnerships	SP06	Number of partnership initiatives held	TBC - KPI to be amended due to staffing change
Waste and Environmental Protection	EP10	Percentage of household waste diverted from energy from waste/landfill	Title amended - To include energy from waste - where the waste is incinerated to generate energy which is preferable to landfill