

**Draft Indicators 2024/25 for comment**  
**Corporate Services Policy Advisory Committee**

<b>Additional Measures</b>			
<b>Indicator</b>	<b>Responsible Officer</b>	<b>Committee</b>	<b>Current/New KPI?</b>
Percentage of Ombudsman complaints upheld	Anna Collier	Corporate Services	New
Number of upheld Ombudsman complaints per 10,000 population	Anna Collier	Corporate Services	New
Council tax collection rates	Zoe Kent	Corporate Services	Current
Non-domestic rates collection rates	Zoe Kent	Corporate Services	Current
Level of band D council tax rates	Adrian Lovegrove	Corporate Services	New
Non-ringfenced reserves as percentage of net revenue expenditure	Adrian Lovegrove	Corporate Services	New
Non-ringfenced reserves as percentage of service spend	Adrian Lovegrove	Corporate Services	New
Debt servicing as percentage of core spending power	Adrian Lovegrove	Corporate Services	New
Total debt as percentage of core spending power	Adrian Lovegrove	Corporate Services	New
Percentage of households receiving Council Tax Support (CTS)	Zoe Kent	Corporate Services	Current
Percentage of vacant MBC - owned commercial space (excluding property for development)	Katie Exon	Corporate Services	Current
Percentage reduction in carbon emissions - Buildings (scope 1 and 2)	Anna Collier	Corporate Services	Current
Percentage reduction in carbon emissions - Fleet	Anna Collier	Corporate Services	New