

Appendix 2: New Performance Measures / Gap Analysis

Corporate Aim	Objective	How will we measure this
Aim 1	Effective relationship with strategic partners	This objective will be measured through the specific work of each partnership based on its purpose. A Partnership Register is being coordinated by Democratic and Community Services.
Aim 1	Effective / Practical support of community safety arrangements / CCTV	<ol style="list-style-type: none"> 1. Levels of crime by type (contextual) 2. Levels of Anti social behaviour (ASB) (contextual) 3. Delivery of the Community Safety Partnership Plan: 100% of actions delivered on time 4. CCTV Monitoring – a suite of PIs from the new monitoring system will be developed
Aim 1	Good Quality Affordable Homes (Private Sector Housing)	<ol style="list-style-type: none"> 1. The number of complaints received in relation to private sector rented accommodation conditions 2. The number of Category 1 hazard properties (descriptors of types) 3. The number of Category 2 hazard properties 4. Enforcement action undertaken: The number of improvement notices served 5. Revenue costs of private sector housing function
Aim 2	Effective procurement with a focus on local business	<ol style="list-style-type: none"> 1. % of expressions of interest that come from businesses within the local area (to be defined) 2. % of contracts awarded to local suppliers following submission of expression of interest 3. Supplier (creditor) spend within the local area (% of total) 4. Number of local business training / supplier engagement events facilitated
Aim 2	Effective use of ICT	<ol style="list-style-type: none"> 1. Number of Onevu (Customer Portal) accounts (2019/20 target 22000 at HP and 17000 at SM) 2. % of services available online 3. Socitm user satisfaction measures
Aim 2	High Performing and motivated workforce	<ol style="list-style-type: none"> 1. No. of apprentices by type i.e. higher / trade 2. No. of apprentices completing the apprenticeship 3. No of apprentices retained by the council 4. % of apprentice levy spent within year
Aim 3	Encourage business start ups and enterprises	<ol style="list-style-type: none"> 1. Number of businesses reached through the monthly Business Newsletter 2. Business webpage – number of hits 3. Cost of business support activity
Aim 4	Meeting the challenges of climate change	<p>Overarching target is to be carbon neutral by 2030. Suite of PIs to be developed as part of the 2030 plan.</p> <ol style="list-style-type: none"> 1. Emissions per capita (use national statistics). 2. Number of hits on our website ‘improving your energy performance’ 3. Number of newsletters (subscriber reach)

Corporate Aim	Objective	How will we measure this
		featuring funding for green growth 4. B1/B2 floor space delivered