

# Monitoring the delivery of the Council Plan - Key Performance Indicators (KPIs\*):



## Protecting Core Services

- 1) Number & % of on-line accounts (household and business) active at 6 months.
- 2) Service requests through on-line channel as a % of all service requests.
- 3) Measures for speed of decisions - Planning (weeks)  
Council tax collection (%)  
Benefits applications and changes (days).
- 4) Commercial & financial targets (property & income yields).



## Economy

- 5) % spend with (local) SMEs.
- The areas of focus under the Economy theme are reflected in the new Economic Development Strategy – our performance will be monitored through the delivery plan.



## Environment

- 6) Quality of decision making in planning (Planning Appeals lost as a % of all decisions)
  - 7) Waste & recycling (household residual waste).
- Other areas of focus under the Environment theme are reflected in different strategies and investment programmes, and through partnerships. Our performance will be monitored through delivery plans.



## Housing

- 8) Help for and prevention of homelessness – Government measure – (numbers of people supported).
  - 9) Affordable housing completions (number of units and % of all completions).
- Other areas of focus under the Housing theme are reflected in housing and homelessness strategies. Our performance will be monitored through delivery plans and the ongoing monitoring of the Local Plan.



## Healthy, Self-reliant Communities

The areas of focus under the Health and Communities theme will be achieved through strong partnership working and through commissioned projects & programmes. Our performance will be monitored through ongoing feedback (from customers, partners and communities) and evaluation of programmes.

**\*These are supported by an Annual Residents Survey, locality (neighbourhood) level surveys and monitoring of complaints and feedback.**

# Monitoring performance - corporate & public reporting



**Priority Projects - reports against targets and milestones**

**Highlight reports to relevant projects / programme boards**

**Half-year report to DX / Scrutiny**



**Key performance indicators**

**Quarterly reports to DX / Scrutiny**



**Areas of Focus**

**Monitoring and evaluation by relevant Portfolio Holders and boards for key strategies and business plans**



**End of year report to Full Council**