Appendix B ii DRAFT PERFORMANCE HOUSE (A4 Narrative Version of our A3 Performance House Diagram) – INDICATIVE PERFORMANCE INDICATORS

BETTER TOGETHER	BETTER HO	ОМЕ	BETTER	R HEALTH & WB		BETTER FUTURE
 Percentage of people from differ backgrounds who get on well together Civic participation in the local atmosphere Percentage of people who feel can influence decisions in their locality Participation in regular voluntees Number of most serious violent crimes per 1,000 population Number of recorded serious acquisitive crimes per 1,000 population Perceptions of anti-social behatman percentage of initial assessm for children's social care carried within 10 working days Percentage of core assessment children's social care carried or within 35 working days The number of reported hate incidents Repeat incidents of domestic violence Percentage of people who feet in their area 	delivered 14. Percentage of non-ordered they 15. Percentage of non-ordered sector homes 16. Private sector proper back in to use 17. Housing VOIDS 18. Improved street and cleanliness 19. Satisfaction with the landlord viour ents dout 20. Percentage of vulner groups in settled accordered 21. Percentage of home 22. Reductions in referring the contents of the conten	decent council decent private erties brought d environmental e council as a erable client ommodation es built for life	recreation (al 24. Percentage who are obes 25. Social care directed supp 26. Teenage pr 27. Under 75 ci mortality rate 28. 16+ smokin 29. People sup independentl (all ages) 30. Incidence o	of children in Year 6 se clients receiving self- port egnancy rate rculatory diseases g quitters ported to live y through social services	sta 33. C 34. P 35. V at I 36. N 37. T 38. T por 39. T em 40. R hor 41. P gro 42. P gro 43. 1 edi (NI 44. G 45. T	children achieving national ndards at all Key Stages overall employment rate termanent exclusions from schools working age population qualified to east Level 2 or higher lew business registration rate the average weekly income the proportion of children living in worty the number of apprentices uployed by the local authority tesidual household waste per usehold tercentage of household waste excled and composted tercentage of vulnerable client pups in employment to 18 year olds who are not in ucation, training or employment test.
Improve Value for Money across all services	Improve the customer experience	Make better use of our resources and assets		Maintain appropriate standards of Governance		Develop a highly effective, motivated workforce
Level of reserves; Overspend; Budget gap; Percentage of invoices paid on time; Council tax collection rate; Housing rent collection rate; JV Key PIs	Overall customer satisfaction; Response rates to complaints; % of calls answered in 20 seconds; Customer responsiveness – letters, emails and telephone calls; ICT availability of core applications; JV Key Pls	Energy consumption Council buildings; No.employees per m²; Underspend on capital projects; Total property costs (occupancy, operational and management) per m²; % local people employed by the Council; JV Key Pls		Corporate risks; Outstanding audit recommendations; Member development; Percentage of governing bodies judged good or better; JV Key Pls (Procurement)		Total no.staff /Agency; Sickness/ Long term; Accidents/ Grievances /Disciplinary; Staff development & training; % women, BME & disabled staff in mgt posts; Appraisals completed; % schools teaching judged good or better