

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

BETTER TOGETHER		BETTER HOME		BETTER HEALTH & WB		BETTER FUTURE			
1. Percentage of people from different backgrounds who get on well together 2. Civic participation in the local area 3. Percentage of people who feel they can influence decisions in their locality 4. Participation in regular volunteering 5. Number of most serious violent crimes per 1,000 population 6. Number of recorded serious acquisitive crimes per 1,000 population 7. Perceptions of anti-social behaviour 8. Percentage of initial assessments for children’s social care carried out within 10 working days 9. Percentage of core assessments for children’s social care carried out within 35 working days 10. The number of reported hate incidents 11. Repeat incidents of domestic violence 12. Percentage of people who feel safe in their area		13. Number of affordable homes delivered 14. Percentage of non-decent council homes 15. Percentage of non-decent private sector homes 16. Private sector properties brought back in to use 17. Housing VOIDS 18. Improved street and environmental cleanliness 19. Satisfaction with the council as a landlord 20. Percentage of vulnerable client groups in settled accommodation 21. Percentage of homes built for life 22. Reductions in referrals to Social Care		23. Participation in sport and active recreation (all ages) 24. Percentage of children in Year 6 who are obese 25. Social care clients receiving self-directed support 26. Teenage pregnancy rate 27. Under 75 circulatory diseases mortality rate 28. 16+ smoking quitters 29. People supported to live independently through social services (all ages) 30. Incidence of STIs 31. Health and Wellbeing measures		32. Children achieving national standards at all Key Stages 33. Overall employment rate 34. Permanent exclusions from schools 35. Working age population qualified to at least Level 2 or higher 36. New business registration rate 37. The average weekly income 38. The proportion of children living in poverty 39. The number of apprentices employed by the local authority 40. Residual household waste per household 41. Percentage of household waste recycled and composted 42. Percentage of vulnerable client groups in employment 43. 16 to 18 year olds who are not in education, training or employment (NEET) 44. Growth in credit union 45. The duty to provide sufficient affordable childcare			
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 PIs		Energy consumption Council buildings; No.employees per m ² ; Underspend on capital projects; Total property costs (occupancy, operational and management) per m ² ; % local people employed by the Council; JV Key PIs		Corporate risks; Outstanding audit recommendations; Member development; Percentage of governing bodies judged good or better; JV Key PIs (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	