

## Appendix A: Corporate Plan Performance Measures

The Council's Corporate Plan performance measures are listed in numerical order below for information. The tables that follow list each of the Corporate Plan Strategic Aims, denoting the corresponding performance measures, linkages within the State of the District report and additional narrative. It should be noted that some of the identified measures cross over into more than one strategic aim.

Reference Number	Corporate Plan measure short-hand definition
CP01	Leisure Centre Usage
CP02	Community outreach usage
CP03	Number of new users at West Lindsey Leisure Centre
CP04	A new measure to be developed during 2020 in relation to safeguarding
CP05	% of homes where standards have improved as a result of enforcement interventions
CP06	Type and tenure of properties in the district
CP07	Total value of discretionary housing payments (DHP) awarded
CP08	Assistance provided for customers applying for DHP by type
CP09	Number of people prevented from becoming homeless through Council intervention
CP10	Number of planning applications adhering to planning policies LP9 and LP10
CP11	Residents satisfaction as measured through the Citizens' Panel
CP12	Use of the DHP deposit scheme to secure a property – number of people assisted and total financial assistance
CP13	Housing completions
CP14	Housing standards enforcement
CP15	Number of village halls and community venues supported by WLDC
CP16	Number of additional dwellings / residents for whom broadband is made available via WLDC intervention
CP17	Number of employee engagement events held
CP18	Number of young people aged 16-25 supported through mentoring schemes
CP19	Number of young people aged 16-25 supported through mentoring schemes
CP20	% of young people in the district who are classed as NEETs
CP21	Number of young people aged 16-25 supported through mentoring schemes
CP22	Number of mentoring events held by WLDC in schools
CP23	Gross Value Added achieved through Council capital investments
CP24	% of new homes approved in the Lincoln fringe area.
CP25	Footfall (Gainsborough, Caistor, Market Rasen)
CP26	Total visitor spend
CP27	Total visitor nights
CP28	Number of tourist based events supported by WLDC
CP29	Number of private sector landlords signing up to the tenancy referencing scheme
CP30	Number of over 55s housing delivered
CP31	Development of a measure re Decent Homes
CP32	Number of long-term empty properties in the district
CP33	Number of long-term properties brought back into use through Council intervention
CP34	Temporary accommodation usage
CP35	Number of people who have been housed from the Housing Register
CP36	Total number of nights spent in Bed and Breakfast accommodation
CP37	Average length of stay in temporary accommodation
CP38	Homeless prevention

Reference Number	Corporate Plan measure short-hand definition
CP39	Homeless relief
CP40	Number of people assisted with rent arrears through DHPs
CP41	Number of properties where improvements have been made as a result of the selective licensing scheme
CP42	Volume of ASB incidents recorded
CP43	Resident satisfaction as measured by the Citizens' Panel
CP44	Number of food premises rated at 3* or above
CP45	Number of enforcement related prosecutions and court actions
CP46	Number of fly-tipping enforcement actions
CP47	Number of licenses revoked
CP48	Budget forecast out-turn
CP49	Return on the Council's capital investment
CP50	Staff satisfaction
CP51	Total number of days spent on staff training
CP52	Staff absence
CP53	% of staff appraisals completed on time

## Corporate Plan Theme: Our People

<b>Strategic Aim</b>	To promote healthy lifestyles and positive wellbeing to reduce health inequalities across the district
<b>Key Outcome</b>	Increased physical activity across the residents of West Lindsey
<b>Recommended measure(s)</b>	<b>CP01:</b> Leisure centre usage <b>CP02:</b> Community outreach usage
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• % of adults participating in sport at least once per week</li> <li>• % of adults participating in physical activity for at least 150 minutes per week</li> <li>• % of children who are taking part in physical activity every, or almost every day</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Capital Projects:</b> Leisure contract, Market Rasen Leisure Centre</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Assets &amp; Facilities Management:</b> Green Infrastructure Strategy</li> <li>• <b>Development Management:</b> Planning Policies</li> <li>• <b>Enterprising Communities:</b> Community grants</li> <li>• <b>Regeneration:</b> Walking and cycling routes, Green infrastructure</li> <li>• <b>Trinity Arts Centre:</b> Little Angels, CYP dance classes</li> </ul>
<b>Additional Narrative</b>	<ul style="list-style-type: none"> <li>• <b>Development Management</b> - Planning applications approved for leisure facilities/activity</li> <li>• <b>Enterprising Communities</b> - Community grant funding supports funded projects around health and wellbeing</li> <li>• <b>Growth</b> - Walking festival</li> </ul>

## Corporate Plan Theme: Our People

<b>Strategic Aim</b>	To promote healthy lifestyles and positive wellbeing to reduce health inequalities across the district
<b>Key Outcome</b>	Improved health and wellbeing across the residents of West Lindsey
<b>Recommended measure(s)</b>	<p><b>CP03</b> Number of new users at West Lindsey Leisure centres</p> <p><b>CP04</b> Development of new measure around safeguarding</p> <p><b>CP05</b> % of homes where standards have improved as a result of enforcement interventions</p>
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Adult obesity rates</li> <li>• Child obesity rates</li> <li>• Mortality rates</li> <li>• Under 75 mortality rates</li> <li>• Number of properties achieving Decent Home Standards</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Capital Projects:</b> Leisure contract; Market Rasen Leisure Centre</li> <li>• <b>Home Choices:</b> Wellbeing service; safeguarding</li> <li>• <b>Housing:</b> Improvement in housing standards</li> </ul>
<b>Indirect contribution</b>	<ul style="list-style-type: none"> <li>• <b>Development Management:</b> LP9 (Health Impact Assessments on 25+ dwellings)</li> <li>• <b>Enforcement:</b> Environmental Health Work</li> <li>• <b>Growth:</b> Green infrastructure; events</li> <li>• <b>Operational Services:</b> street cleansing; fly-tipping; waste collection; Safety Action</li> <li>• <b>Trinity Arts Centre:</b> engaging the elderly community through performance and dance</li> </ul>
<b>Additional Narrative</b>	<ul style="list-style-type: none"> <li>• <b>Operational Services</b> - Clinical waste collection</li> <li>• <b>Green Corridor</b></li> <li>• <b>Enterprising Communities</b> - Grant funding for Stepping Stones theatre group to hold mental health drop in sessions</li> </ul>

## Corporate Plan Theme: Our People

<b>Strategic Aim</b>	To promote healthy lifestyles and positive wellbeing to reduce health inequalities across the district
<b>Key Outcome</b>	Greater quality of life and levels of independence among vulnerable groups
<b>Recommended measure(s)</b>	<p><b>CP06</b> Type and tenure of properties in the district</p> <p><b>CP07</b> Total value of Discretionary Housing Payments awarded</p> <p><b>CP08</b> Assistance provided for customers applying for DHP by type</p> <p><b>CP09</b> Number of people prevented from becoming homeless through Council intervention</p>
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Narrative from the 'Our People' section</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Benefits</b> – DHPs (A. Matthews)</li> <li>• <b>Home Choices</b> – Wellbeing Service; homelessness; modern day slavery; domestic abuse; safeguarding; cuckooing; county lines</li> <li>• <b>Housing</b> – DFGs; Housing Assistance Policy</li> <li>• <b>Licensing</b> – issuing of licenses (pub, taxi, gambling)</li> <li>• <b>Operational Services</b> – Assisted collections; clinical collections; flood response (e.g. Wainfleet)</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Building Control</b> – Accessibility standard in new businesses; assist in DFGs</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Development Management</b> – catering for the needs of less mobile occupants inc. older and disabled people (LP10)</li> <li>• <b>Revenues</b> – Disabled Relief</li> </ul>
<b>Additional Narrative</b>	<ul style="list-style-type: none"> <li>• <b>CCTV</b> – the service feeds into mental health referrals and safeguarding. Also impacts suicide prevention</li> <li>• <b>Enforcement</b> – housing and environmental enforcement work</li> <li>• <b>Enterprising Communities</b> – grant funding for Stepping Stones Theatre Group mental health drop in sessions</li> <li>• <b>TAC</b> – hosting disability and mental health drama groups; Disability Arts Festival in Oct 2019</li> <li>• <b>Waste Collection</b> - Number of assisted waste collections and clinical waste collections</li> </ul>

## Corporate Plan Theme: Our People

<b>Strategic Aim</b>	To create strong and self-reliant communities and increase positive opportunities for disadvantaged residents
<b>Key Outcome</b>	Reduced levels of poverty and deprivation
<b>Recommended measure(s)</b>	<b>CP05</b> % of homes where standards have improved as a result of enforcement interventions
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Number of children in poverty (before and after housing costs)</li> <li>• Number of households in fuel poverty</li> <li>• Number of food parcels issued by the district's Food Bank</li> <li>• Levels of deprivation (IMD score)</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Development Management</b> – LP26 quality living environments</li> <li>• <b>Enforcement</b> – Improvements made through enforcement action</li> <li>• <b>Enterprising Communities</b> – Community grants; maintaining access to green spaces (woodland sites in Gainsborough); new Green Strategy</li> <li>• <b>Home Choices</b> – reduce homelessness; highlight risk factors and signposting</li> <li>• <b>Housing</b> – fuel poverty</li> <li>• <b>Revenues</b> – Local Council Tax Scheme; Alms House Relief Scheme; Section 13a relief (hardship) reduction of up to 100%; Disabled Relief discount</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Trinity Arts Centre</b> – free cinema tickets for children from low income families</li> </ul>
<b>Additional Narrative</b>	<ul style="list-style-type: none"> <li>• <b>Benefits</b> – Universal Credit</li> </ul>

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To create strong and self-reliant communities and increase positive opportunities for disadvantaged residents
<b>Key Outcome</b>	Improved quality of, and access to, housing
<b>Recommended measure(s)</b>	<p><b>CP10</b> Number of planning applications adhering to planning policies LP9 and LP10 (R. Clarkson)</p> <p><b>CP11</b> Resident satisfaction captured through the Citizens' Panel</p> <p><b>CP12</b> Use of the DHP deposit scheme to secure a property – number of people assisted and total financial assistance</p> <p><b>CP13</b> Housing completions</p>

	<b>CP14</b> Housing standards enforcement
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Housing affordability ratio</li> <li>• Average house price</li> <li>• Housing stock</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Assets</b> – development of over 55s housing</li> <li>• <b>Development Management</b> – Affordable housing</li> <li>• <b>Housing</b> – enforcement standards</li> <li>• <b>Home Choices</b> – working with the private rented sector to increase access</li> <li>• <b>Housing</b> – Housing Assistance Policy</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Benefits</b> – DHPs (deposit scheme)</li> </ul>
<b>Additional Narrative</b>	<ul style="list-style-type: none"> <li>• <b>Building Control</b> – ensure properties are delivered to the legal standards</li> </ul>

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To create strong and self-reliant communities and increase positive opportunities for disadvantaged residents
<b>Key Outcome</b>	Increased access to broadband services
<b>Recommended measure(s)</b>	<b>CP15</b> Number of village halls and community venues supported by WLDC <b>CP16</b> Number of additional dwellings / residents for whom broadband is made available via WLDC intervention
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• % of households with access to high speed broadband (defined as 10mb/sec)</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Enterprising Communities</b> – recruitment of Broadband Officer; review of Business Case, review of village hall Wi-Fi (G. White)</li> </ul>
<b>In-direct contribution</b>	N/A
<b>Additional Narrative</b>	Impact of broadband officer role

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To facilitate the creation of a highly skilled and educated workforce that meets the needs of the local and wider economy both now and in the future
<b>Key Outcome</b>	A well-skilled workforce across the district
<b>Recommended measure(s)</b>	<b>CP17</b> Number of employee engagement events held <b>CP18</b> Number of young people aged 16-25 supported through mentoring schemes <b>CP19</b> Number of new apprenticeships secured
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Educational attainment</li> <li>• Employment and unemployment rates</li> <li>• Participation in adult education</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Enterprising Communities</b> – Education and Skills Partnership (G. White)</li> <li>• <b>Growth</b> – Skills Forum</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>People and Organisational Development</b> – supporting apprenticeships; day to day service delivery</li> </ul>
<b>In-direct contribution</b>	N/A
<b>Narrative inclusions</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To facilitate the creation of a highly skilled and educated workforce that meets the needs of the local and wider economy both now and in the future
<b>Key Outcome</b>	Increased education and training opportunities for young people
<b>Recommended measure(s)</b>	<b>CP19</b> Number of new apprenticeships secured <b>CP20</b> % of young people in the district who are classed as NEETs
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Educational attainment</li> <li>• Employment and unemployment rates</li> <li>• NEETs</li> </ul>
<b>Direct contribution</b>	TBC
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Building Control</b> – Construction Week</li> <li>• <b>Development Management</b> – Community Infrastructure Levy provides a contribution to secondary education</li> <li>• <b>Enterprising Communities</b> – Education and Skills Partnership; mentoring schemes</li> <li>• <b>Growth</b> – day to day service delivery</li> </ul>
<b>Additional Narrative</b>	TBC

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To facilitate the creation of a highly skilled and educated workforce that meets the needs of the local and wider economy both now and in the future
<b>Key Outcome</b>	Increased educational attainment across the district
<b>Recommended measure(s)</b>	<b>CP21</b> Number of young people aged 16-25 supported through mentoring schemes <b>CP22</b> Number of mentoring events held by WLDC in schools
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Educational Attainment</li> <li>• Employment and Unemployment Rates</li> <li>• Employment by Type</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Enterprising Communities</b> – Mentoring Schemes</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Development Management</b> - Community Infrastructure Levy provides a contribution to secondary education</li> <li>• <b>Trinity Arts Centre</b> – offer in development for schools in conjunction with Mighty Creative and Arts Mark to enhance English and Maths skills through performing arts.</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	Position our economy to maximise its economic integration in the region and align to the Local Industrial Strategy
<b>Key Outcome</b>	Increase Gross Value Added
<b>Recommended measure(s)</b>	<b>CP23</b> Gross Value Added achieved through Council capital investments
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>Annual change in GVA</li> <li>Business confidence</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li><b>Growth</b> – delivery of new Cinema; bringing sites forward for large scale development; supporting businesses to grow; annual increase/decrease in GVA</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li><b>Assets and Facilities Management</b> – Saxilby Courtyard Scheme</li> <li><b>Capital Projects</b> – delivery of the crematorium</li> <li><b>Development Management</b> – Pre-application advice approach for all economic development</li> <li><b>Revenues</b> – Business rate relief; revaluation relief; retail discounts</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	Position our economy to maximise its economic integration in the region and align to the Local Industrial Strategy
<b>Key Outcome</b>	Increase job creation
<b>Recommended measure(s)</b>	N/A
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>Employment Rate</li> <li>Unemployment Rate</li> <li>Number of jobs created</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li><b>Capital Projects</b> – crematorium; Market Rasen leisure centre</li> <li><b>Growth</b> – business units at Saxilby</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li><b>Asset and Facilities Management</b> – Saxilby Courtyard Scheme</li> <li><b>Development Management</b> – Local Plan which promotes growth in the district (LP3)</li> </ul>
<b>Narrative inclusions</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities
<b>Key Outcome</b>	Accelerate housing delivery
<b>Recommended measure(s)</b>	<p><b>CP14</b> Housing completions</p> <p>Additional measures linked to the Housing Board to be confirmed</p>

<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>Narrative from the Housing section of the report</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li><b>Housing Strategy</b></li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li><b>Assets and Facilities Management</b> – Japan Road</li> <li><b>Development Management</b> – determination of applications; housing delivery test</li> <li><b>Growth</b> – day to day service delivery</li> <li><b>Local Land Charges</b> – completion of services</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities
<b>Key Outcome</b>	Support sustainable growth of the Lincoln fringe
<b>Recommended measure(s)</b>	<b>CP24</b> % of new homes approved in the Lincoln fringe area.
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>None specific to Lincoln Fringe</li> </ul>
<b>Direct contribution</b>	Central Lincolnshire Local Plan
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li><b>Development Management</b> – Lincoln Strategy Area applications</li> </ul>
<b>Additional Narrative</b>	<ul style="list-style-type: none"> <li>Review of the Central Lincolnshire Local Plan</li> <li>Support provided to Neighbourhood Planning</li> </ul>

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities
<b>Key Outcome</b>	A vibrant visitor economy
<b>Recommended measure(s)</b>	<b>CP25</b> Footfall (Gainsborough, Caistor, Market Rasen) <b>CP26</b> Total visitor spend <b>CP27</b> Total visitor nights <b>CP28</b> Number of tourist based events supported by WLDC
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>As above</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li><b>Growth</b> – special events; destination management partnerships each have action plans assigned, e.g. Love Lincolnshire Wolds and Discover Gainsborough (W. Osgodby)</li> <li><b>Operational Services</b> – markets (S. Smoothey)</li> <li><b>Trinity Arts Centre</b> – day to day service delivery (C. Sanders)</li> </ul>



<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Capital Projects</b> – Leisure contract; crematorium; cinema</li> <li>• <b>Development Management</b> – LP7</li> <li>• <b>Enforcement</b> – Food inspections</li> <li>• <b>Enterprising Communities</b> – transport scheme</li> <li>• <b>Licensing</b> – issuing of taxi, pub and gambling licenses</li> </ul>
<b>Narrative inclusions</b>	<ul style="list-style-type: none"> <li>• <b>Enterprising Communities</b> – Gainsborough Central Station</li> <li>• <b>Growth</b> – impact of the Mayflower 400 events;</li> <li>• <b>TAC</b> – audience figures</li> </ul>

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	Improved quality and choice across the housing market, using private sector solutions where appropriate
<b>Key Outcome</b>	Improved housing standards across the district
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Narrative from the Housing section of the Report</li> </ul>
<b>Recommended measure(s)</b>	<p><b>CP14</b> Housing completions</p> <p><b>CP29</b> Number of private sector landlords signing up to the tenancy referencing scheme</p> <p><b>CP30</b> Number of over 55s housing delivered</p> <p><b>CP31</b> measure re Decent Homes TBC</p>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Enforcement</b> – Selective Licensing Scheme</li> <li>• <b>Housing</b> – DFGs; Housing Assistance Policy; Housing Standards</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Assets and Facilities Management</b> – Japan Road</li> <li>• <b>Building Control</b> – ensure properties are delivered to the minimum standard in law</li> <li>• <b>Development Management</b> – LP10 and LP26</li> <li>• <b>Home Choices</b> – Social Lettings Agency</li> <li>• <b>Operational Services</b> – waste collection service; street cleansing</li> <li>• <b>Revenues</b> – Disabled Relief Scheme</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	Improved quality and choice across the housing market, using private sector solutions where appropriate
<b>Key Outcome</b>	Improved quality and choice across the housing market
<b>Recommended measure(s)</b>	<p><b>CP30</b> Number of over 55s housing delivered</p> <p><b>CP32</b> Number of long-term empty properties in the district</p> <p><b>CP33</b> Number of long-term properties brought back into use through Council intervention</p>
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Type and tenure of housing Stock</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Enforcement</b> – selective licensing schemes</li> </ul>

<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Assets and Facilities Management</b> – Japan Road</li> <li>• <b>Development Management</b> – day to day service delivery</li> <li>• <b>Home Choices</b> – Housing Register</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To drive housing growth and meet need and demand, using private sector solutions where appropriate
<b>Key Outcome</b>	An effective housing service that meets the needs and demands of its users
<b>Recommended measure(s)</b>	<p><b>CP34</b> Temporary accommodation usage</p> <p><b>CP35</b> Number of people who have been housed from the Housing Register</p> <p><b>CP36</b> Total number of nights spent in Bed and Breakfast accommodation</p> <p><b>CP37</b> Average length of stay in temporary accommodation</p> <p><b>CP38</b> Homeless prevention</p> <p><b>CP39</b> Homeless relief</p>
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Narrative from the Housing section of the report</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Benefits</b> – day to day service delivery</li> <li>• <b>Development Management</b> – LP11; Local Plan adoption</li> <li>• <b>Enforcement</b> – selective licensing scheme</li> <li>• <b>Home Choices</b> – homeless prevention</li> </ul>
<b>In-direct contribution</b>	N/A
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To create a safer district in which to live, work and socialise
<b>Key Outcome</b>	Increased tenancy sustainment
<b>Recommended measure(s)</b>	<p><b>CP34 – CP39</b> Home Choices performance measures as above</p> <p><b>CP40</b> Number of people assisted with rent arrears through DHPs</p> <p><b>CP41</b> number of properties where improvements have been made as a result of the selective licensing scheme</p>
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>• Narrative from the Housing section of the report</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Benefits</b> – DHPs</li> <li>• <b>Enforcement</b> – Housing standards</li> <li>• <b>Home Choices</b> – PRS Officer; homeless prevention</li> <li>• <b>Enforcement</b> – Advice and guidance to landlords; DFGs</li> <li>• <b>Revenues</b> – Disabled relief; single person's discount</li> </ul>

<b>In-direct contribution</b>	N/A
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To create a safer, cleaner district in which to live, work and socialise
<b>Key Outcome</b>	Residents feeling safer in the district
<b>Recommended measure(s)</b>	<b>CP42</b> Volume of ASB incidents recorded <b>CP43</b> resident satisfaction as measured by the Citizens' Panel
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>Narrative around crime and anti-social behaviour</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li><b>CCTV</b> – day to day service delivery</li> <li><b>Enforcement</b> – community safety</li> <li><b>Licensing</b> – issuing of taxi, pub and gambling licenses</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li><b>Building Control</b> – dangerous buildings</li> <li><b>Corporate Governance</b> – tree surveys; headstone testing; dry stone walls</li> <li><b>Development Management</b> – designing out crime</li> <li><b>Enterprising Communities</b> – community grants; parish lighting scheme</li> <li><b>Operational Services</b> – lorries with cameras for recording and safeguarding</li> <li><b>TAC</b> – matinee performances have been rolled out following feedback from elderly customers regarding feelings of safety after evening performances</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To create a safer, cleaner district in which to live, work and socialise
<b>Key Outcome</b>	Increased quality of life for residents
<b>Recommended measure(s)</b>	<b>CP43</b> resident satisfaction as measured by the Citizens' Panel
<b>State of the District Linkages</b>	<ul style="list-style-type: none"> <li>Narrative around crime and anti-social behaviour</li> </ul>
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li><b>Assets</b> – Corporate Environmental Sustainability Policy (2018)</li> <li><b>CCTV</b> – support shop/pub watch scheme</li> <li><b>Development Management</b> – designing out crime</li> <li><b>Home Choices</b> – improving housing standards</li> <li><b>Housing</b> – DFGs; empty homes grants; Housing Assistance Policy; housing standards (D. Krochmal)</li> <li><b>Operational Services</b> – day to day service delivery</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li><b>Building Control</b> – accessibility standard in new businesses</li> <li><b>Capital Projects</b> – day to day service delivery</li> <li><b>Enforcement</b> – housing standards</li> <li><b>Enterprising Communities</b> – day to day service delivery</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Growth</b> – development of visitor/leisure offer; green infrastructure</li> <li>• <b>Licensing</b> – issuing of licenses (taxi, pub, gambling)</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Place

<b>Strategic Aim</b>	To create a safer, cleaner district in which to live, work and socialise
<b>Key Outcome</b>	A high standard of quality and compliance across all regulated areas
<b>Recommended measure(s)</b>	<b>CP44</b> Number of food premises rated at 3* or above <b>CP45</b> Number of enforcement related prosecutions and court actions <b>CP46</b> Number of fly-tipping enforcement actions <b>CP47</b> Number of licenses revoked
<b>State of the District Linkages</b>	N/A
<b>Direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Building Control</b> – day to day service delivery</li> <li>• <b>Corporate Governance</b> – procurement</li> <li>• <b>Development Management</b> – day to day service delivery</li> <li>• <b>Enforcement</b> – Corporate Enforcement Policy</li> <li>• <b>Housing</b> – Day to day service delivery</li> <li>• <b>Licensing</b> – day to day service delivery</li> <li>• <b>Local Land Charges</b> – day to day service delivery</li> <li>• <b>Operational Services</b> – day to day service delivery; fleet management; depot project</li> <li>• <b>Revenues</b> – Single Persons Discount Review</li> </ul>
<b>In-direct contribution</b>	<ul style="list-style-type: none"> <li>• <b>Assets</b> – assets survey; maintenance</li> <li>• <b>Benefits</b> – day to day service delivery; fraud</li> <li>• <b>Home Choices</b> – Housing Register</li> </ul>
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Council

<b>Strategic Aim</b>	To remain financially sustainable
<b>Key Outcome</b>	Local tax payers obtain good value for money and the services they expect
<b>Recommended measure(s)</b>	<b>CP48</b> budget forecast out-turn <b>CP49</b> Return on the Council's capital investment
<b>Direct contribution</b>	All services
<b>Additional Narrative</b>	N/A

<b>Strategic Aim</b>	To put the customer at the centre of everything we do
<b>Key Outcome</b>	Increased customer satisfaction with Council services

<b>Recommended measure(s)</b>	<b>CP46</b> % of customers who are satisfied with the service they receive (3* or above) <b>CP47</b> Number of customer complaints where the Council was found to be at fault
<b>Direct contribution</b>	All services
<b>Additional Narrative</b>	N/A

## Corporate Plan Theme: Our Council

<b>Strategic Aim</b>	To put the customer at the centre of everything we do
<b>Key Outcome</b>	A wide range of valued and high performing Council services
<b>Recommended measure(s)</b>	<b>CP46</b> % of customers who are satisfied with the service they receive (3* or above)
<b>Direct contribution</b>	All services
<b>Additional Narrative</b>	Ground floor refurbishment; performance framework; value for money assessments

## Corporate Plan Theme: Our Council

<b>Strategic Aim</b>	To maintain our position as a well-managed and well-governed Council
<b>Key Outcome</b>	Skilled and motivated staff
<b>Recommended measure(s)</b>	<b>CP50</b> Staff satisfaction <b>CP51</b> Total number of days spent on staff training <b>CP52</b> Staff absence <b>CP53</b> % of staff appraisals completed
<b>Direct contribution</b>	All services
<b>Additional Narrative</b>	HR data

## Corporate Plan Theme: Our Council

<b>Strategic Aim</b>	To manage our position as a well-managed and well-governed Council
<b>Key Outcome</b>	A progressive Council that gets things done
<b>Recommended measure(s)</b>	<b>CP54</b> Number of standards complaints received <b>CP55</b> Attendance at member training and development events <b>CP56</b> Amount of leverage matched through Councillor Initiative Fund
<b>Direct contribution</b>	All services
<b>Narrative inclusions</b>	<b>Democratic Services</b> – Local election turnout; youth council; Governance review of the district

<b>Strategic Aim</b>	To maintain our position as a well-managed and well-governed Council
<b>Key Outcome</b>	Local democracy operating in an effective and ethical manner across the district
<b>Recommended measure(s)</b>	<b>CP54</b> Number of standards complaints received <b>CP55</b> Attendance at member training and development events <b>CP56</b> Amount of leverage matched through Councillor Initiative Fund
<b>Direct contribution</b>	All services
<b>Narrative inclusions</b>	<b>Democratic Services</b> – Local election turnout; youth council; Governance review of the district