

A Thriving Place						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
Existing	Number of students benefitting from the museums educational service		Quarterly	Aim to Maximise	(1%) 8,296	1% increase of 2018/19 annual outturn
Existing	Footfall at the Museum and Visitor Information Centre (cumulative)		Quarterly	Aim to Maximise	(1%) 53,139	1% increase of 2018/19 annual outturn
Existing	Number of users at the Leisure Centre	This is the number of users visiting the leisure centre, and helps measure the performance of our contract with them.	Quarterly	Aim to Maximise	744,316 (1% increase on last years actual as per contract)	1% increase above the last three years' actuals. Total will be profiled per quarter
Existing	Percentage of all available tickets sold at the Hazlitt		Quarterly	Aim to Maximise	50%	50% as per contract
Existing	Contacts to the Visitor Information centre (visits, calls, and emails)		Quarterly	Aim to Maximise	3,128 (2%)	2% increase on the 2018/19 annual outturn
Existing	Percentage of vacant retail units in the town centre		Annual	Aim to Minimise	11%	11%
Existing	Footfal in the High St.		Quarterly	Aim to Maximise	12,500,000	12,500,000
New	Business rates income from town centre businesses		Annual	Aim to Maximise	Information Only	Information Only
New	Aggregate business rateable value		Quarterly	Aim to Maximise	Information Only	Information Only
Safe, Clean and Green						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
Existing	The percentage of relevant land and highways that is assessed as having acceptable levels of litter		4-monthly	Aim to Maximise	94%	94.5%
Existing	The percentage of relevant land and highways that is assessed as having acceptable levels of detritus		4-monthly	Aim to Maximise	94%	94.5
NEW	The average weight of fly tipped material collected		Quarterly	Aim to Minimise	N/A	TBC
Existing	Percentage of fly tips assessed within 2 working days		Quarterly	Aim to Maximise	88%	89%
Existing	Percentage of fly tips with evidential value which result in enforcement action		Quarterly	Aim to Maximise	50%	TBC
Existing	Percentage of household waste sent for reuse, recycling , composting		Quarterly	Aim to Maximise	52.5%	52.5%
NEW	Percentage of unauthorised encampments removed within 5 working days		Quarterly	Aim to Maximise	N/A	90.0%
NEW	Number of people using parks and open spaces		Annual	Aim to Maximise	N/A	TBC
NEW	Number of green flag parks		Annual	Aim to Maximise	N/A	5
Homes and Communities						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
NEW	Number of houses of multiple occupation brought to compliance by private rented sector licensing		Bi Annual	Aim to Maximise	N/A	TBC
Existing	Number of completed housing assistances		Quarterly	Aim to Maximise	Information Only	Information Only
Existing	Percentage of approved spend for disabled facilities grant		Quarterly	Aim to Maximise	100%	100%
NEW	Number of households prevented or relieved from becoming homeless	This is where we were able to secure a further 6 months of continuing or alternative accommodation	Quarterly	Aim to Maximise	N/A	300
NEW	Percentage of successful housing prevention and relief cases	The figure we expect the government will measure our achievement against	Quarterly	Aim to Maximise	N/A	30.0%
Existing	Number of households housed through the housing register		Quarterly	Aim to Maximise	600	600
Existing	Number of households in temporary accommodation		Quarterly	Aim to Minimise	Information Only	Information Only
NEW	Number of households living in nightly paid temporary accommodation last night of the month		Quarterly	Aim to Minimise	Information Only	Information Only

Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
<b>Embracing Growth and Enabling Infrastructure</b>						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
NEW	Number of planning appeals received		Quarterly	Aim to Minimise	N/A	TBC
NEW	Percentage of priority 1 enforcement cases dealt with in time		Quarterly	Aim to Maximise	N/A	TBC
NEW	Percentage of Priority 2 enforcement cases dealt with in time		Quarterly	Aim to Maximise	N/A	TBC
NEW	Number of enforcement complaints received		Quarterly	Aim to Minimise	N/A	TBC
Existing	Number of affordable homes delivered (Gross)		Quarterly	Aim to Maximise	180	180
NEW	Affordable homes as a percentage of all new homes		Quarterly	Aim to Maximise	N/A	TBC
Existing	Net additional homes provided (NI 154)		Annual	Aim to Maximise	1,000	N/A
NEW	The number of new homes completed against target		Quarterly	Aim to Maximise	N/A	N/A