

Appendix B

Lancaster City Council

Proposed Corporate Measures

Measure Information			
Indicator	High/Low/Neutral	Owner	Frequency
Sustainable Economic Growth			
Outcome: City, town and rural areas are enhanced and improved			
Total number of new homes built	High is Good	David Lawson/ Maurice Brophy	Quarterly
Number of affordable homes delivered	High is Good	David Lawson/ Kathy Beaton	Yearly
Number of empty properties brought back into use	High is Good	David Lawson/ Claire Taylor	Quarterly
Percentage of total planning applications approved (All Categories)	High is Good	Mark Cassidy	Yearly
Percentage of minor planning applications determined within 8 weeks or agreed time (Speed of Decision)	High is Good	Mark Cassidy	Quarterly
Percentage of other planning applications determined within 8 weeks or agreed time (Speed of Decision)	High is Good	Mark Cassidy	Quarterly
Percentage of major planning applications determined within 13 weeks or agreed time (Speed of Decision)	High is Good	Mark Cassidy	Quarterly
Outcome: City, town and rural areas are enhanced as destinations for residents and visitors			
Number of followers on Lancaster City Council's Twitter Page	High is Good	Michael Hill	Quarterly
Number of page visits made to 'Welcome Lancaster' webpage	High is Good	Mark McTigue	Quarterly
Number of page visits made to 'Welcome Morecambe' webpage	High is Good	Mark McTigue	Quarterly
Community Leadership			
Outcome: Business and customer needs and expectations are met through use of modern technology			
Number of services with fully transactional on-line self service capability	High is Good	Chris Riley	Quarterly
Number of services with fully transactional on-line self service capability available via the iLancaster app	High is Good	Chris Riley	Yearly
Measure Information			
Indicator	High/Low/Neutral	Owner	Frequency
Outcome: Reputation, quality and value-for-money of council services maintained			
Percentage of customers satisfied with the service(s) received from the council	High is Good	Bob Bailey	Yearly

Percentage of gas safety checks completed in Council Houses	High is Good	Mark Davies	Yearly
Average number of days of sickness absence per full time employee	Low is Good	Angela Jackson	Yearly
Percentage of Council Tax collected	High is Good	Adrian Robinson	Yearly
Average time taken to process new Housing Benefit and Council Tax claims	High is Good	Adrian Robinson	Quarterly
Outcome: Council operates within available resources			
Percentage of Council Housing rent due that is collected	High is Good	Chris Hanna	Quarterly
Amount of current Council House rent arrears (dwellings)	Low is Good	Chris Hanna	Quarterly
Total number of subscriptions to the Garden Waste scheme	High is Good	Mark Davies	Quarterly
Health and Wellbeing			
Outcome: People live safe, healthy, active and independent lives			
Number of people statutorily homeless	Low is Good	Sharon Parkinson	Quarterly
Number of people recorded as sleeping rough	Low is Good	Sharon Parkinson	Quarterly
Percentage households in fuel poverty	Low is Good	Sharon Parkinson	Quarterly
Number of Disabled Facilities Grants completed	High is Good	Fiona McLeod	Quarterly
Percentage of high-risk food hygiene inspections completed	High is Good	Steven Sylvester	Quarterly
Number of properties where 'category 1 hazards' have been eliminated	High is Good	Fiona McLeod	Quarterly
Percentage of premises scoring 4 or higher on the food hygiene rating scheme	High is Good	Steven Sylvester	Quarterly
Percentage of residents who feel safe in their local area (day and night)	High is Good	Bob Bailey	Quarterly
All recorded crime in the district per 1000 population	Low is Good	Craig Brown	Quarterly
Number of victims of domestic abuse in the district	Low is Good	Craig Brown	Yearly
Percentage of customers satisfied that they receive value for money from the council	High is Good	Bob Bailey	Yearly
Percentage satisfaction with the Repairs and Maintenance service	High is Good	Mark Davies	Yearly
Time taken to re-let council houses	Low is Good	Chris Hanna	Quarterly
Measure Information			
Indicator	High/Low/Neutral	Owner	Frequency
Health and Wellbeing			
Outcome: People live safe, healthy, active and independent lives			
Number of recorded hate crimes in the district	Low is Good	Craig Brown	Quarterly
Number of people killed or seriously injured on roads in the district	Low is Good	Craig Brown	Quarterly
Percentage of Customer Satisfaction with Salt Ayre Leisure Centre (Net Promoter Score)	High is Good	Simon Kirby	Quarterly
Total number of admissions to Salt Ayre Leisure Centre	High is Good	Simon Kirby	Quarterly

Clean and Green Places			
Outcome: High standards of cleanliness maintained			
Percentage of fly tipping reports actioned within 5 days	High is Good	Will Griffith	Quarterly
Number of fly tipping enforcement notices upheld	High is Good	Helena Lewis	Quarterly
Percentage satisfaction with the cleanliness of our streets and pavements	High is Good	Will Griffith	Quarterly
Percentage of household waste recycled	High is Good	Helena Lewis	Quarterly
Number of kilograms of household waste collected per head of population	High is Good	Helena Lewis	Quarterly
Outcome: Minimising impact on the environment			
Diesel consumption - vehicle fleet (Litres)	Low is Good	Elliott Grimshaw	Yearly
Outcome: Parks and open spaces are well maintained			
Number of parks achieving the 'Green Flag' award	High is Good	Will Griffith	Yearly
Number of volunteer groups supporting parks and open spaces	High is Good	Will Griffith	Yearly
Percentage of people satisfied with our parks and open spaces	High is Good	Will Griffith	Yearly