

## Growing Success: Outcomes, Measures and Targets

### Community Perspective

| Outcome  | Lag Measure   | Lag Targets                  |                              | Lead Measure  | Lead Targets |     |
|--|---|------------------------------|------------------------------|---|--------------|-----|
|  |   |                              |                              |   |              |     |
| Good reputation                                  | Comprehensive Performance Assessment (CPA) rating                       | Excellent                    | Fair to Poor                 | % of outcomes achieved from the CPA improvement plan                        | 90%          | 80% |
| Good value for money                             | % satisfied with level of Council Tax for services provided             | 70%                          | 60%                          | % projected average annual council tax increase for the next 5 years        | 5%           | 10% |
| Good quality of life                             | % satisfied with Huntingdonshire as a good place to live                | 85%                          | 75%                          | % of lead targets for the six priorities forecast to be met                 | 80%          | 60% |
| <b>Safe and active communities</b>               | % who feel safe in their communities                                    | 93%(day)<br>69% (night)      | 83%(day)<br>59% (night)      | % of targets for safe & active communities forecast to be met               | 80%          | 60% |
| <b>Healthy population</b>                        | Average life expectancy   | 77.5 yrs (m)<br>82.1 yrs (f) | 77.3 yrs (m)<br>81.9 yrs (f) | % of targets for healthy population forecast to be met                      | 80%          | 60% |
| <b>Clean, green, attractive environment</b>      | % satisfied that Huntingdonshire is a clean, green and attractive place | 71%                          | 68%                          | % of targets for clean, green and attractive environment forecast to be met | 80%          | 60% |
| <b>Housing that meets local needs</b>            | % of housing needs met  | 80%                          | 60%                          | % of targets for housing that meets local needs forecast to be met          | 80%          | 60% |
| <b>Strong &amp; diverse economy</b>              | The number of local jobs  | 70,000                       | 69,000                       | % of targets for strong and diverse economy forecast to be met              | 80%          | 60% |
| <b>Accessible services and transport choices</b> | % who feel they have good access to services                            | 90%                          | 80%                          | % of targets for Accessible Services & Transport Choices forecast to be met | 80%          | 60% |

## Process Perspective

| Outcome                        | Lag Measure   | Lag Targets |               | Lead Measure   | Lead Targets |               |
|--------------------------------|---|-------------|---------------|--|--------------|---------------|
|                                |   |             |               |  |              |               |
| Effective community leadership | % who believe we have clear direction and priorities                | 70%         | 60%           | % of employees who believe we have clear direction and priorities          | 90%          | 70%           |
| High quality service delivery  | % of customers rating service quality as good or better             | 65%         | 55%           | % of service delivery targets achieved                                     | 80%          | 70%           |
| Effective partnerships         | % of partnership targets achieved                                   | 65%         | 55%           | % of partnerships which comply with the council's framework                | 90%          | 80%           |
| Effective management           | Revenue expenditure as a percentage of budget                       | 95%         | >100%         | Forecast outturn   | 95%          | >100%         |
|                                | Capital expenditure as a percentage of budget                       | 90% +/- 5%  | >100% or <80% | Forecast outturn   | 90% +/- 5%   | >100% or <80% |
|                                | % of effective management outcomes achieved                         | 85%         | 70%           | % of effective management actions on track                                 | 85%          | 70%           |
| Managing expectations          | % of people with an accurate understanding of our service standards | 80%         | 60%           | % of services for which we have defined and communicated service standards | 100%         | 80%           |

## Learn and Grow Perspective

| Outcome                                     | Lag Measure  | Lag Targets |     | Lead Measure  | Lead Targets |     |
|---|--|-------------|-----|---|--------------|-----|
|   |  |             |     |   |              |     |
| Employees and Members with the right skills | % of employees with appropriate skills                         | 80%         | 60% | % of training & development plans completed                                   | 80%          | 60% |
|   | % of Members who have completed training and development plans | 80%         | 60% | % of Members for whom training & development plans have been identified       | 100%         | 90% |
| Innovation and improvement                  | % of staff who feel we have a culture of innovation            | 60%         | 50% | No. of suggestions made per month   | 20           | 0   |
|   |  |             |     | No. of innovation awards made per month                                       | 2            | 0   |
| Key behaviours demonstrated and valued      | % of staff who feel that key behaviours are valued             | 70%         | 50% | % of employees demonstrating key behaviours                                   | 80%          | 60% |
| Share & use knowledge                       | % of staff who feel we are a learning organisation             | 80%         | 60% | % of completed projects for which post-project appraisals have been published | 90%          | 80% |
|   |  |             |     | No. of examples of knowledge sharing per month                                | 20           | 0   |