

Appendix 2. Performance Indicators

PLANNING AND REGENERATION

Key Performance Indicator 1.

Priority- This indicator relates to the area of Planning and Regeneration			
Outcome – We will adopt a new local plan by 2026			
Measure	<p>The agreement and adoption of a Local Plan by 2026.</p> <p>Delivery in accordance with up-to-date local development scheme</p>	Reviewing Body	<p>This Key performance indicator will be reviewed by: -</p> <p>CLT</p> <p>Local Plan Committee</p> <p>Cabinet</p> <p>Council</p>
Definition	<p>Delivery of an up-to-date local plan is a statutory requirement and will provide planning policies to manage new development and growth in the district across the plan period 2020-2040</p>	Why this is important	<p>The Local Plans set out a vision and a framework for the area and provides the Council with control over where new development is located. These are developed in conjunction with the local Community. Once in place, Local plans become part of the statutory development plan, which is the starting point for making decisions on planning applications.</p>
How will we measure success?	<p>Through annual reporting of the Local Development Scheme to Local Plan Committee.</p> <p>Adoption of the new local plan following external examination by 2026 with the potential to span over the calendar years of 25/26 and 26/27</p>	Actions we are taking to ensure success	<p>Assessment of workload to ensure that there is an appropriate level of staff/resource to deal with the preparation of the Local Plan.</p> <p>Briefings with Strategy Group, portfolio holders and members to update them on local plan issues and potential site allocations.</p>
History with this indicator			
2022/3 Baseline Data (if available)			

	Annual Target	Q1 April- June	Q2 July-September	Q3 October-December	Q4 January-March
2023/24	Local plan (Reg 18 consultation				
2024/25	Pre-submission consultation (Reg 19) Submission of local plan for examination				
2025/26	Adoption of the Local Plan by Q4 earliest	N/A	N/A	N/A	
2026/27	Adoption of the Local Plan by the end of 2026				
2027/28					
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Priority- This indicator relates to the area of Planning and Regeneration

Outcome- Ensure that the statutory targets in terms of percentage of planning applications being dealt with in a timely manner are being consistently met

Measure	The percentage of applications being determined in a timely way exceeding national targets.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT DLUHC			
Definition	This measure calculates the percentage of planning applications in specific categories (Major, Minor and other) which have been determined within the requisite time frame and above.	Why this is important	To ensure compliance with statutory obligations and guidance, to avoid the Council being taken into special measures for failure to meet targets and to provide our residents with a good quality service			
How will we measure success?	The purpose of this PI is to see the statutory targets consistently met over the next five years. This KPI is calculated quarterly	Actions we are taking to ensure success	Assessment of workload to ensure that there is an appropriate level of staff to deal with the volume of applications received.			
History with this indicator	Performance against this KPI has improved over the last two quarters of 2022/23		Review of processes to improve capacity for planning officers to determine planning applications in line with government targets			
2022/3 Baseline Data (if available) Q4 data Major- 100% determined within 13 weeks, minor- 85% determined within 8 weeks and other 96% determined within 8 weeks.						
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March	
2023/24	Major Planning Applications: 60% of applications determined within 13 weeks. Minor Planning Applications: 65% of applications determined within 8 weeks.					

	Other Planning Applications: 80% of applications determined within 8 weeks.				
2024/25	Major Planning Applications: 60% of applications determined within 13 weeks. Minor Planning Applications: 65% of applications determined within 8 weeks. Other Planning Applications: 80% of applications determined within 8 weeks				
2025/26	Major Planning Applications: 60% of applications determined within 13 weeks. Minor Planning Applications: 65% of applications determined within 8 weeks. Other Planning Applications: 80% of applications determined within 8 weeks				
2026/27	Major Planning Applications: 60% of applications determined within 13 weeks. Minor Planning Applications: 65% of applications determined within 8 weeks.				

	Other Planning Applications: 80% of applications determined within 8 weeks				
2027/28	Major Planning Applications: 60% of applications determined within 13 weeks. Minor Planning Applications: 65% of applications determined within 8 weeks. Other Planning Applications: 80% of applications determined within 8 weeks				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 3.

Priority- This indicator relates to the area of Planning and Regeneration			
Outcome – We will secure high quality design in new developments.			
Measure	<p>We will secure high quality design in new developments.</p> <p>Compliance with the requirements of Good Design for North West Leicestershire Supplementary Planning Document for new developments</p>	Reviewing Body	<p>This Key performance indicator will be reviewed by: -</p> <p>CLT</p> <p>Planning Committee annually</p> <p>External design review on strategic applications</p>
Definition	<p>The Good Design Guide for North West Leicestershire will provide advice to planning applicants and developers about what the Council requires with respect to the design quality of proposed new developments.</p>	Why this is important	<p>To ensure all new Developments within the District show excellence and quality in their design.</p> <p>The Good Design for North West Leicestershire gives us the ability to make sure we can be proud of our built environment and the developments we approve to be built.</p> <p>New development offers us the opportunity to use good design to create socially and economically vibrant places that work well for everyone. Well-designed buildings and spaces create meaningful places – places that people are proud of, will last for generations and help to make people’s lives happier and more fulfilling.</p>
How will we measure success?	<p>We will have developed a new local design guide and new developments will comply with it.</p>	Actions we are taking to ensure success	<p>Assessment of workload to ensure that there is an appropriate level of resource to produce and adopt the Good Design Guide.</p> <p>Working and engaging closely with stakeholders and partners to ensure support for the document.</p> <p>External design review (Design Midlands) on strategic sites</p>
History with this indicator	<p>Performance monitored in the last Council was consistently high – see below</p>		

2022/3 Baseline Data (if available) All major residential schemes in 22/23 secured a high-quality design in compliance with the Good Design SPD					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	<p>Develop a new Design Guide for North West Leicestershire adopting current best practice in accordance with the Governments National design guide.</p> <p>Undertake public consultation on the new Design Guide for North West Leicestershire.</p>				
2024/25	<p>Adopt the new design guide for North West Leicestershire</p> <p>New development complies with the requirements of the adopted design guide.</p>				
2025/26	<p>New development complies with the requirements of the adopted design guide.</p>				
2026/27	<p>New development complies with the requirements of the adopted design guide.</p>				

2027/28	New development complies with the requirements of the adopted design guide.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 4.

Priority- This indicator relates to the area of Planning and Regeneration					
Outcome- We will effectively manage unauthorised development.					
Measure	Reduce the number of live planning enforcement cases and unauthorised development	Reviewing Body	This Key performance indicator will be reviewed by: - CLT Corporate Scrutiny Planning Committee		
Definition	The planning system regulates the development and use of land in the public interest, under powers set out in the Town and Country Planning Act 1990 and the council has various enforcement powers.	Why this is important	When development is carried out without planning permission when required, it does not properly follow the detailed plans or comply with conditions attached to planning permissions, serious harm can be caused to the environment or the way that people live. Residents and businesses have a right to expect that harmful activities and unauthorised developments are dealt with effectively.		
How will we measure success?	A reduction of the number of enforcement cases to a manageable level of two hundred cases	Actions we are taking to ensure success	Recruitment of a new Planning Enforcement Team Leader and Planning Enforcement Officer.		
History with this indicator	Cases have been high due to recruitment issues		Short term use of agency staff to help reduce the number of live planning enforcement cases in 2023/24		
2022/3 Baseline Data (if available) The current baseline is three hundred live planning enforcement cases per annum					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	The Planning Advisory Service (PAS) will be engaged to review existing processes and procedures and support service improvements				

2024/25	Develop a new Planning Enforcement policy. Adoption of new Planning Enforcement Policy. Reduction in planning enforcement investigations to two hundred live cases.				
2025/26	Reduction in planning enforcement investigations to two hundred live cases.				
2026/27	Reduction in planning enforcement investigations to two hundred live cases.				
2027/28	Reduction in planning enforcement investigations to two hundred live cases.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 5.

Priority- This indicator relates to the area of Planning and Regeneration			
Outcome- We will create the right environment in Coalville for people and businesses to thrive			
Measure	<p>Framework document reviewed and updated annually.</p> <p>Achievement of milestones for projects where the council is leading delivery.</p>	Reviewing Body	<p>This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny</p>
Definition	<p>The Coalville Regeneration Framework 2023 sets out 11 current projects that will contribute towards the regeneration of the town.</p> <p>It is recognised that other projects will emerge during the life of the CDP and that the council may wish to add these to the Regeneration Framework to ensure it remains a live document. To accommodate this, it is proposed that an annual update to the Framework is published. This annual update forms part of the outcome measure.</p> <p>In 2023 there are 6 projects where the council will be directly involved in delivery. These are:</p> <ul style="list-style-type: none"> • Marlborough Square (Public Realm) • The Marlborough Centre • Stenson House and Square • Mantle Lane • Hermitage Recreation Ground • Wolsey Road Regeneration area 	Why this is important	<p>The Regeneration of Coalville relies on the delivery of regeneration projects. Each of the council led projects comprises milestones. Measuring progress against milestones is a way of evidencing project progress and that regeneration is being delivered.</p>

	For each project there will be a project plan setting out critical project milestones. Achievement of these milestones forms the second part of the measure against this outcome.				
How will we measure success?	Success will be demonstrated by completion of the Coalville Regeneration Framework. Annual Review and progress against set project milestones.	Actions we are taking to ensure success	Each Project within the Regeneration Framework that NWLDC is delivering will have a defined project manager and project sponsor, responsible for ensuring the project is progressed.		
History with this indicator	This is a new indicator.				
2022/3 Baseline Data (if available)					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24		none	none	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
2024/25		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
2025/26		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement

2026/27		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
2027/28		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
Overview of Performance				Actions needed to Improve/Sustain Performance	Delivery of projects in the Regeneration Framework by the council needs to be resourced.
By the end of the CDP period a number of project milestones should have been achieved demonstrating progress towards delivery of the council led projects identified in the Regeneration Framework.					
Benchmarking					

Key Performance Indicator 6.

Priority- This indicator relates to the area of Planning and Regeneration			
Outcome- We will support towns, villages and communities across the district to improve for people and businesses			
Measure	Year 1 – Framework Document Produced. Year 2 onwards - Project milestones achieved	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny
Definition	<p>The North West Leicestershire Regeneration Framework will be produced during 2024 and will set out projects that will contribute towards the regeneration of the District.</p> <p>Within the 2024 Framework those projects where the council intends to lead delivery will be identified and project plans (containing milestones) developed. Quarterly reports identifying progress against milestones will be produced.</p> <p>It is recognised that other regeneration projects will emerge during the life of the CDP and that the council may wish to add these to the NWL Regeneration Framework to ensure it remains a live document. To accommodate this, it is proposed that an annual update to the Framework is published. This annual update forms part of the Outcome measure.</p>	Why this is important	The Regeneration of North West Leicestershire relies on the delivery of regeneration projects. Each project comprises milestones. Measuring progress against milestones is a way of evidencing project progress and that regeneration is being delivered.

How will we measure success?	<p>Success will be demonstrated by:</p> <p>2024/25 - the publication of a NWL Regeneration Framework document, quarterly progress reports and an annual review</p> <p>2025/26 onwards - Publication of an annual review of the Framework document and quarterly reports on progress against milestones for council led projects.</p>	Actions we are taking to ensure success	Each Project within the Regeneration Framework that NWLDC is delivering will have a defined project manager and project sponsor, responsible for ensuring the project is progressed.		
History with this indicator	This is a new indicator.				
2022/3 Baseline Data (if available)					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24		none	none	none	NWL Regeneration Framework in production
2024/25		NWL Regeneration Framework Published	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
2025/26		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
2026/27		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework

					Review and Quarterly progress statement
2027/28		Quarterly progress statement	Quarterly progress statement	Quarterly progress statement	Annual Framework Review and Quarterly progress statement
Overview of Performance				Actions needed to Improve/Sustain Performance	Delivery of projects in the Regeneration Framework by the council needs to be resourced.
By the end of the CDP period project milestones will have been achieved, demonstrating progress towards delivery of the projects identified in the Regeneration Framework.					
Benchmarking					

COMMUNITIES AND HOUSING

Key Performance Indicator 7.

Priority- This indicator relates to the area of Communities and Housing					
Outcome- We will provide a high-quality housing service to our tenants.					
Measure	The level of satisfaction of our housing tenants with the service that we provide	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This will be measured annually via the Tenant Satisfaction Measures Standard set by the Social Housing Regulator (measure TP01)	Why this is important	We are a customer focussed organisation therefore the satisfaction level and feedback of our customers is important to us		
How will we measure success?	We will regularly survey our tenants, measuring performance against the standards set by the Social Housing Regulator. We will act on the results to improve the service to achieve a rating of 4 out of 5 or better against these standards.	Actions we are taking to ensure success			
History with this indicator	This is a new indicator from the Social Housing Regulator				
2022/3 Baseline Data (if available) Unavailable as this is a new indicator. Baseline being collected in 22/23.					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	Once baseline is known annual targets will be set				

2024/25	Once baseline is known annual targets will be set				
2025/26	Once baseline is known annual targets will be set				
2026/27	Once baseline is known annual targets will be set				
2027/28	Achieve a ‘fairly satisfied’ rating by 2028 (point 4 of a 5-point scale) on overall satisfaction from council tenants.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 8.

Priority- This indicator relates to the area of Communities and Housing					
Outcome- We will deliver an excellent repairs’ service.					
Measure	The level of satisfaction of our housing tenants with the repairs service that we provide	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This will be measured annually (interim quarterly) via the Tenant Satisfaction Measures Standard set by the Social Housing Regulator (measure TP02)	Why this is important	We are a customer focussed organisation therefore the satisfaction level and feedback of our customers is important to us.		
How will we measure success?	We will regularly survey our tenants, measuring performance against the standards set by the Social Housing Regulator. We will act on the results to improve the service to achieve a rating of 4 out of 5 or better against these standards.	Actions we are taking to ensure success			
History with this indicator	New indictor from Social Housing Regulator				
2022/3 Baseline Data (if available) None available as this is a new indicator – baseline being collected in 23/24					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	Once baseline is known annual targets will be set				
2024/25	Once baseline is known annual targets will be set				

2025/26	Once baseline is known annual targets will be set				
2026/27	Once baseline is known annual targets will be set				
2027/28	Achieve a level of ‘fairly satisfied’ rating by 2028 (point 4 of a 5-point scale) on overall satisfaction from council tenants on repairs undertaken in the last 12 months.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 9.

Priority- This indicator relates to the area of Communities and Housing						
Outcome-Our private rental tenants across the district are able to live safely in their homes.						
Measure	Compliance of Private Landlords with Minimum Energy Efficiency Standards (MEES) at E or above)		Reviewing Body		This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny	
Definition	This will be measured quarterly		Why this is important		We are a customer focussed organisation therefore the safety of our residents is important to us	
How will we measure success?	At least 90% of our private landlords will reach minimum energy efficiency standards for their home by 2028. We will have published a Private Sector Housing Charter to clearly set out our expectations of landlords and what tenants can expect		Actions we are taking to ensure success			
History with this indicator	This is a new indicator					
2022/3 Baseline Data (if available) 68% Private Landlord compliance with the MEES standard as at June 2023						
	Annual Target		Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	70%					
2024/25	75%					
2025/26	80%					
2026/27	85%					
2027/28	90%					
Overview of Performance						

		Actions needed to Improve/Sustain Performance	
Benchmarking			

Key Performance Indicator 10.

Priority- This indicator relates to the area of Communities and Housing					
Outcome- Our food businesses meet food safety standards					
Measure	Compliance of Food businesses with Food Safety Standards and having a rating of 5 (Very Good).	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This will be measured quarterly against the food hygiene standards set by the Food Standards Agency.	Why this is important	We are a customer focussed organisation therefore the safety of our residents is important to us. Good hygiene standards of food businesses help prevent cases of food contamination and food poisoning.		
How will we measure success?	The percentage of food businesses having a rating of 5 (very good) will increase to at least 85% by 2028	Actions we are taking to ensure success			
History with this indicator	79% of food businesses in the District currently have a Food hygiene rating of 5.				
2022/3 Baseline Data (if available)					
79% of food businesses in the District currently have a Food hygiene rating of 5.					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	80%				
2024/25	81%				
2025/26	83%				
2026/27	84%				
2027/28	85%				
Overview of Performance					

		Actions needed to Improve/Sustain Performance	
Benchmarking			

Key Performance Indicator 11.

Priority- This indicator relates to the area of Communities and Housing			
Outcome- Our two major leisure centres in Ashby and Whitwick and Coalville provide good services to our communities.			
Measure	The Service provided by the Leisure Centres will be measured through a Biennial independent QUEST assessment undertaken at Ashby Leisure Centre and Lido and Whitwick and Coalville Leisure Centre, complemented with a biennial Direction of Travel maintenance assessment at each site. An annual Quest Action Plan will also be developed.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny
Definition	QUEST, which will be used to assess Leisure Centre Service, is the recommended Sport England tool for measuring continuous improvement in leisure centre customer service standards. Performance against this KPI will be measured annually, and we are reliant upon Sport England to timetable assessments.	Why this is important	We are a customer focussed organisation therefore the service we provide to our residents is important to us.
How will we measure success?	The leisure centres will be assessed independently against a national standard and achieve a 'good' or higher rating.	Actions we are taking to ensure success	
History with this indicator	Ashby was assessed as 'Very Good' in May 2022 and had a Direction of Travel assessment in May 2023 for which the		

	report is still awaited. Whitwick and Coalville is being assessed in June 2023 for the first time.				
2022/3 Baseline Data (if available)					
	Annual Target	Q1 April- June	Q2 July-September	Q3 October-December	Q4 January-March
2023/24	A rating of “Good” or higher	Annual in Q3	Annual in Q3		Annual in Q3
2024/25	A rating of “Good” or higher	Annual in Q3	Annual in Q3		Annual in Q3
2025/26	A rating of “Good” or higher	Annual in Q3	Annual in Q3		Annual in Q3
2026/27	A rating of “Good” or higher	Annual in Q3	Annual in Q3		Annual in Q3
2027/28	A rating of “Good” or higher	Annual in Q3	Annual in Q3		Annual in Q3
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 12.

Priority- This indicator relates to the area of Communities and Housing					
Outcome- We will reduce crime by proactively using our CCTV support service to detect and report potential crimes.					
Measure	The Service provided by the CCTV cameras will be measured through recording the number of crimes detected and reported in the District using CCTV.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This KPI will be measured quarterly.	Why this is important	We are a customer focussed organisation therefore the safety of our residents and crime prevention is important to us.		
How will we measure success?	The Number of Crimes detected will increase to at least 330 by 2028.	Actions we are taking to ensure success			
History with this indicator					
2022/3 Baseline Data (if available) The latest available figure shows that there were 300 crimes prevented or detected.					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	300				
2024/25	310				
2025/26	315				
2026/27	325				

2027/28	330				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Priority- This indicator relates to the area of Communities and Housing						
Outcome-We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved.						
Measure	The Department for Environment, Food and Rural Affairs (Defra) has released the UK’s statistics on waste from 2021 and release the recycling rate figures annually.		Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	The official figure is released by DEFRA annually- this KPI will also be tracked quarterly.		Why this is important	Recycling is important to the environment because it: - <ul style="list-style-type: none">• Reduces waste that is sent to landfills and incinerators, therefore cutting back on harmful greenhouse gas emissions that contribute to climate change and global warming.• Conserves important natural resources.• Prevents the spread of pollution.• Saves energy.• Produces lower carbon emissions by using less energy on sourcing and processing new raw materials.		
How will we measure success?	Households in our district will recycle at least 52% of their waste (not including food waste) or at least 60% (including food waste) by 2028.		Actions we are taking to ensure success			
History with this indicator	46.6% recycling rate (2021/22 Defra figure)					
2022/3 Baseline Data (if available) Not available until end of year						
	Annual Target		Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March

2023/24	47%				
2024/25	48%				
2025/26	49%				
2026/27	50%				
2027/28	52% by 2028 without food or 60% with food				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 14.

Priority- This indicator relates to the area of Communities and Housing			
Outcome- We will aim to be carbon neutral as a Council by 2030, and as a district by 2050			
Measure	<p>There are several key actions to progress this measure: -</p> <ul style="list-style-type: none"> • Progress action plan • Report on Scope 1 (gas, HVO) & Scope 2 (electric) emissions • Development of Scope 3 reporting plan (indirect, purchasing, investments) 	Reviewing Body	<p>This Key performance indicator will be reviewed by: -</p> <p>CLT\Cabinet\Corporate Scrutiny</p>
Definition	<p>Progress in respect of this KPI will be reported Annually</p>	Why this is important	<p>Put simply, net zero means we are not adding new emissions to the atmosphere. Emissions will continue but will be balanced by absorbing an equivalent amount from the atmosphere.</p> <p>Carbon Emissions contribute to climate change and if we continue to pump out the gasses which contribute to global warming, temperatures will rise to a level which threaten the lives and livelihoods of all of us</p>
How will we measure success?	<p>We will have reduced carbon emissions from all our council operations to zero by 2030. We will have delivered our ambitious zero carbon programme, reduced our energy use, reduced our impact on the environment, and reduced our carbon emissions from all Council operations by 2030.</p>	Actions we are taking to ensure success	<p>Various actions as set out in the action plan</p>
History with this indicator			

2022/3 Baseline Data (if available) 982.6 tCO2e 22/23 (1761.2 tCO2e in 21/22)		Will be available at the end of the year – 21/22 figure set out above			
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	Targets will be set once current assessment work completed				
2024/25	Targets will be set once current assessment work completed				
2025/26	Targets will be set once current assessment work completed				
2026/27	Targets will be set once current assessment work completed				
2027/28	Targets will be set once current assessment work completed				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

CLEAN, GREEN AND ZERO CARBON DISTRICT

Key Performance Indicator 15.

Priority- This indicator relates to the area of Clean and Green and Zero Carbon District			
Outcome- Increasing Biodiversity within our District			
Measure	We will achieve a minimum of 10% biodiversity net gain (BNG) on developments across the District that are subject to the provisions of the Environment Act 2021 through applications approved by the Planning Service.	Reviewing Body	<p>This Key performance indicator will be reviewed by: -</p> <p>CLT</p> <p>Corporate Scrutiny</p> <p>Planning Committee</p> <p>DLUHC</p>
Definition	<p>The requirement for BNG is enforced by the 2021 Environment Act, which introduced an automatic new condition to every planning permission granted (with some exemptions including householder applications and permitted development rights) for a biodiversity net gain (BNG) of 10% on large developments (10 or more houses or greater than 1000 sq. meters of floorspace) from November 2023-April 2024 and large and small developments (less than 10 houses and 1000 sq. meters of floor space) from April 2024.</p>	Why this is important	<p>Biodiversity net gain (BNG) is a strategy to develop land and contribute to the recovery of nature. It is a way of making sure the habitat for wildlife is in a better state than it was before development.</p> <p>Mandatory Biodiversity Net Gain (BNG) will apply to large developments granted planning permission from November 2023 and large- and small-scale developments from April 2024.</p> <p>Under the Environment Act 2021, all planning permissions granted in England (with a few exemptions such as householder developments and permitted development rights) except for small sites will have to deliver at least 10% biodiversity net gain from November 2023. BNG will be required for small sites from April 2024. BNG will be measured using Defra's biodiversity metric and habitats will need to be secured for at least 30 years.</p>

How will we measure success?	We will have delivered a minimum of 10% biodiversity net gain on all large developments across the District from November 2023 and large and small developments from April 2024	Actions we are taking to ensure success	Updated and increased level service level agreement with Leicestershire County Council to provide support on biodiversity net gain.		
History with this indicator	None available		Section 106 agreement monitoring Planning enforcement monitoring		
2022/3 Baseline Data (if available) N/A					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	10% BNG on large developments with planning permission	N/A	N/A		
2024/25	10% BNG on large and small developments from April 2024 with planning permission				
2025/26	10% BNG on large and small developments with planning permission				
2026/27	10% BNG on large and small developments with planning permission				
2027/28	10% BNG on large and small developments with planning permission				
Overview of Performance					

		Actions needed to Improve/Sustain Performance	
Benchmarking			

Key Performance Indicator 16.

Priority- This indicator relates to the area of Clean and Green and Zero Carbon District					
Outcome- We will have produced a Tree Management Strategy to better manage our tree stock.					
Measure	Progress of Tree Management Strategy	Reviewing Body	This Key performance indicator will be reviewed by: - CLT		
Definition	Create a Tree stock Management Strategy.	Why this is important	Managing our trees ensures that we safely manage our assets, ensuring they are safe, managed correctly and in a manner that keeps our estate in good order		
How will we measure success?	We will have produced and implemented a Tree Management Strategy to better manage our tree stock.	Actions we are taking to ensure success			
History with this indicator	New indicator				
2022/3 Baseline Data (if available) Tree management across corporate estate complete					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	Cataloguing of Housing tree estate complete				
2024/25	Publication of updated tree management strategy				
2025/26	Target to be updated once tree management strategy updated				
2026/27	Target to be updated once tree management strategy updated.				

2027/28	Target to be updated once tree management strategy updated.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

A WELL RUN COUNCIL

Key Performance Indicator 17.

Priority- This indicator relates to the area of a well-run Council					
Outcome- Our customers are at the heart of everything we do.					
Measure	Formal complaints responded to on time.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This measure will be reported quarterly.	Why this is important	Our focus is on getting things right the first time. Monitoring and taking action where this is not the case is a key way of ensuring that we are responsive to customers		
How will we measure success?	We will respond to all customer complaints promptly, admit when we get things wrong and learn from our mistakes to improve our services.	Actions we are taking to ensure success			
History with this indicator					
2022/3 Baseline Data (if available) 68% of complaints in Q1 23/24 cumulative of Stage 1 2 and Ombudsman were responded to on time					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	70% of Complaints responded to on time	68%			
2024/25	80% of Complaints responded to on time				

2025/26	90% of Complaints responded to on time				
2026/27	95% of Complaints responded to on time				
2027/28	100% of Complaints responded to on time				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

Key Performance Indicator 18.

Priority- This indicator relates to the area of a well-run Council						
Outcome- We will provide value for money services						
Measure	The Council’s Services provide value for money and we are efficient and effective in our use of resources.		Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This measure will consist of an unqualified opinion from an external Auditor and will be reported annually.		Why this is important	Our focus is on our customers and providing value for money means that we are making the most efficient use of public money and ensuring the financial sustainability of the Council.		
How will we measure success?	We will have been independently assessed by our external auditors and been given a clean bill of health		Actions we are taking to ensure success			
History with this indicator	Unqualified VFM opinion from Mazars for 2020/21					
2022/3 Baseline Data (if available)						
	Annual Target		Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24						
2024/25						
2025/26						
2026/27						
2027/28						
Overview of Performance					Actions needed to	

		Improve/Sustain Performance	
Benchmarking			

Key Performance Indicator 19.

Priority- This indicator relates to the area of a well-run Council					
Outcome- The Council lives within its means – it is financially sustainable.					
Measure	Financially Balanced General Fund Medium Term Financial Plan (MTFP) Reduction of funding gap in each year	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny		
Definition	This measure will be reported annually.	Why this is important	Our focus is on our customers and providing value for money means that we are making the most efficient use of public money and ensuring the financial sustainability of the Council.		
How will we measure success?	We will balance our budget every year and reduce our forecasted funding gap to zero.	Actions we are taking to ensure success			
History with this indicator					
2022/3 Baseline Data (if available) Funding Gap by year 2024/25 £1.4m 2025/26 £1.8m 2024/25 £2.0m 2025/26 £3.4m					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	Zero funding gap				
2024/25	Zero funding gap				
2025/26	Zero funding gap				
2026/27					

2027/28					
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking					

End