

Indicator 1:-			
Priority- This indicator relates to the area of Planning and Regeneration			
Outcome – We will adopt a new local plan by 2026			
Measure	The agreement and adoption of a Local Plan by 2026. Delivery in accordance with up-to-date local development scheme.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT Local Plan Committee Cabinet Council
Definition	Delivery of an up-to-date local plan is a statutory requirement. This will provide planning policies to manage new development and growth in the district across the plan period 2020-2040.	Why this is important	A Local Plan sets out a vision and a framework for a specified area and provides the Council with control over where any new development is located. Local Plans are developed in conjunction with the local Community. Once in place, they become part of the statutory development plan, which is the starting point for making decisions on planning applications.
How will we measure success?	Through annual reporting of the Local Development Scheme to Local Plan Committee. 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.	Actions we are taking to ensure success	Assessment of workload to ensure that there is an appropriate level of staff/resource to deal with the preparation of the Local Plan. Briefings with Strategy Group, portfolio holders and members to update them on local plan issues and potential site allocations.
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	Submit local plan (Reg 18 consultation).				
2024/25	Pre-submission consultation (Reg 19) Submission of local plan and 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	No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.
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Indicator 2:-					
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 within a timely manner is being consistently exceeded					
Measure	The percentage of applications being determined in a timely way exceeds national targets.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT DLUHC (Department for Levelling Up, Housing & Communities)		
Definition	This measure calculates the percentage of planning applications in specific categories (Major, Minor and other) which have met or exceeded the requisite time-frame.	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 KPI is to see the statutory targets consistently met and exceeded 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- At least 60% of applications determined within 13 weeks. Minor- At least 65% of applications determined within 8 weeks. Other- At least 80% of applications determined within 8 weeks.				
2024/25	Major- At least 60% of applications determined within 13 weeks. Minor- At least 65% of applications determined within 8 weeks. Other- At least 80% of applications determined within 8 weeks.				
2025/26	Major- At least 60% of applications determined within 13 weeks.				

	<p>Minor- At least 65% of applications determined within 8 weeks.</p> <p>Other- At least 80% of applications determined within 8 weeks.</p>				
2026/27	<p>Major- At least 60% of applications determined within 13 weeks.</p> <p>Minor- At least 65% of applications determined within 8 weeks.</p> <p>Other- At least 80% of applications determined within 8 weeks.</p>				
2027/28	<p>Major- At least 60% of applications determined within 13 weeks.</p> <p>Minor- At least 65% of applications determined within 8 weeks.</p>				

	Other- At least 80% of applications determined within 8 weeks.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

Indicator 3:-

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

Outcome – We will secure high quality design in new developments.

<p>Measure</p>	<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>	<p>Reviewing Body</p>	<p>This Key performance indicator will be reviewed by: - CLT Planning Committee annually External design review on strategic applications</p>
<p>Definition</p>	<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>	<p>Why this is important</p>	<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>
<p>How will we measure success?</p>	<p>We will have developed a new local design guide and new developments will comply with it.</p>		<p>Assessment of workload to ensure that there is an appropriate level of resource to produce and adopt the Good Design Guide.</p>

History with this indicator	Performance monitored in the last Council was consistently high – see below.	Actions we are taking to ensure success	Working and engaging closely with stakeholders and partners to ensure support for the document. External design review (Design Midlands) on strategic sites.			
2022/3 Baseline Data (if available) All major residential schemes in 22/23 secured a high-quality design in compliance with the Good Design Supplementary Planning Document (SPD).						
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March	
2023/24	Develop a new Design Guide for North West Leicestershire adopting current best practice in accordance with the Governments National design guide. Undertake public consultation on the new Design Guide for North West Leicestershire.					
2024/25	Adopt the new design guide for North West Leicestershire. New development complies with the requirements of the adopted design guide.					

2025/26	New development complies with the requirements of the adopted design guide.					
2026/27	New development complies with the requirements of the adopted design guide.					
2027/28	New development complies with the requirements of the adopted design guide.					
Overview of Performance					Actions needed to Improve/Sustain Performance	
Benchmarking		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.				

Indicator 4:-

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

Outcome- We will effectively manage unauthorised development.

<p>Measure</p>	<p>We will adopt a Local Enforcement Plan to monitor and measure response times against the targets set out in the plan.</p>	<p>Reviewing Body</p>	<p>This Key performance indicator will be reviewed by: - CLT Corporate Scrutiny Planning Committee</p>
<p>Definition</p>	<p>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.</p>	<p>Why this is important</p>	<p>When development is carried out without planning permission when required or 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.</p>
<p>How will we measure success?</p>	<p>We will have developed and published a new local enforcement plan to manage enforcement proactively, in a way that is appropriate to our area. This will set out how we will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where appropriate and will include a more efficient and useable harm scoring system and</p>	<p>Actions we are taking to ensure success</p>	<p>Recruitment of a new Planning Enforcement Team Leader and Planning Enforcement Officer. Short term use of agency staff to help reduce the number of live planning enforcement cases in 2023/24.</p>

	targeted response times depending on the type and priority of cases.				
History with this indicator					
2022/3 Baseline Data (if available) The current baseline is 300 live planning enforcement cases per annum.					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24					
2024/25	<p>Adopt a new local enforcement plan by the end of Q2 24/25</p> <p>Monitor and measure response times against the targets set out in the adopted Local Enforcement Plan and report biannually to Planning Committee in Q3 and 4 24/25</p>				
2025/26	<p>Monitor and measure response times against the targets set out in the adopted Local Enforcement Plan and report biannually to Planning Committee.</p>				

2026/27	Monitor and measure response times against the targets set out in the adopted Local Enforcement Plan and report biannually to Planning Committee.				
2027/28	24/25 - Monitor and measure response times against the targets set out in the adopted Local Enforcement Plan and report biannually to Planning Committee.				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

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	Framework document reviewed and updated annually. Achievement of milestones for projects where the council is leading delivery.	Reviewing Body	This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny
Definition	The Coalville Regeneration Framework 2023 sets out current projects that will contribute towards the regeneration of the town. It is recognised that other projects will emerge during the life of the CDP (Council Delivery Plan) 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. In 2023 there are 6 projects where the council will be directly involved in delivery. These are:	Why this is important	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.

	<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 <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.</p>					
How will we measure success?	<p>Success will be demonstrated by completion of the Coalville Regeneration Framework.</p> <p>Annual Review and progress against set project milestones.</p>	Actions we are taking to ensure success	Each Project within the Regeneration Framework that NWLDC (North West Leicestershire District Council) 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	Quarterly progress statement plus an					

	additional Annual Framework review in Q4				
2024/25	Quarterly progress statement plus an additional Annual Framework review in Q4				
2025/26	Quarterly progress statement plus an additional Annual Framework review in Q4				
2026/27	Quarterly progress statement plus an additional Annual Framework review in Q4				
2027/28	Quarterly progress statement plus an additional Annual Framework review in Q4				
Overview of Performance					

<p>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.</p>		<p>Actions needed to Improve/Sustain Performance</p>	<p>Delivery of projects in the Regeneration Framework by the council needs to be resourced.</p>
<p>Benchmarking</p>	<p>No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.</p>		

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 (Council Delivery Plan) and that the council may wish to add these to the NWL Regeneration Framework to ensure it remains a live document. To</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.

	accommodate this, it is proposed that an annual update to the Framework is published. This annual update forms part of the Outcome measure.				
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 (North West Leicestershire District Council) 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	NWL Regeneration Framework in production-Q4				
2024/25	NWL Regeneration Framework Published in Q1				

	Quarterly Progress statements plus Annual Framework Review				
2025/26	Quarterly Progress statements plus Annual Framework Review				
2026/27	Quarterly Progress statements plus Annual Framework Review				
2027/28	Quarterly Progress statements plus Annual Framework Review				
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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

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 and published by third party (NWL has no control of publication)			

	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	First data publication				
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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

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 indicator from Social Housing Regulator.		
2022/3 Baseline Data (if available) None available as this is a new indicator – baseline being collected in 23/24 and published by third party (NWL has no control of publication)			

	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	First data publication				
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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

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?	% of Landlords contacted within the specified time-period within the MEES policy for non-compliance	Actions we are taking to ensure success	MEES Policy adopted by Cabinet in June 2023, which introduces a financial penalty for non-compliance with the legislation. Non-compliant Landlords identified with proactive enforcement and enforcement procedure implemented.		
History with this indicator	This is a new indicator.				
2022/3 Baseline Data (if available) 2% non-compliance as at September 2023 (118 properties)					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	100%				
2024/25	100%				
2025/26	100%				
2026/27	100%				
2027/28	100%				

Overview of Performance		Actions needed to Improve/Sustain Performance	
	No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.		
Benchmarking			

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 Hygiene Standards and having a rating of 5 (Very Good), using the national food hygiene rating scheme.	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 (national food hygiene rating scheme).	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 hygiene rating of 5 (very good) will increase to at least 85% by 2028.	Actions we are taking to ensure success	Delivery of a food hygiene inspection programme Provision of advice to food businesses		
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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

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) Ashby site 'Very Good' in May 22 – awaiting report for Coalville					
	Annual Target	Q1 April- June	Q2 July- September	Q3 October- December	Q4 January- March
2023/24	A rating of "Good" or higher. (To be provided Annually in Q3)	N/A	N/A		N/A
2024/25	A rating of "Good" or higher. (To be provided Annually in Q3)	N/A	N/A		N/A
2025/26	A rating of "Good" or higher. (To be provided Annually in Q3)	N/A	N/A		N/A
2026/27	A rating of "Good" or higher. (To be provided Annually in Q3)	N/A	N/A		N/A

2027/28	A rating of “Good” or higher. (To be provided Annually in Q3)	N/A	N/A		N/A
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

Indicator 12:-

Priority- This indicator relates to the area of Clean, Green and Zero Carbon District

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 published by third party NWL does not control.					
	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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

Indicator 13:-

Priority- This indicator relates to the area of Clean, green and Zero Carbon district

Outcome- We will aim to be carbon neutral as a Council by 2030, and as a district by 2050

<p>Measure</p>	<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 (Hydro treated Vegetable Oil)) & Scope 2 (electric) emissions • Development of Scope 3 reporting plan (indirect, purchasing, investments) 	<p>Reviewing Body</p>	<p>This Key performance indicator will be reviewed by: - CLT\Cabinet\Corporate Scrutiny</p>
<p>Definition</p>	<p>Progress in respect of this KPI will be reported Annually</p>	<p>Why this is important</p>	<p>The Council has declared a climate emergency and made a commitment for the Council to achieve net zero carbon by 2030.</p> <p>Put simply, net zero means achieving a balance between the carbon emitted into the atmosphere, and the carbon removed from it. To reach net zero, emissions from homes, transport, agriculture and industry will need to be cut to reduce the amount of carbon they put into the atmosphere. ‘Residual’ emissions will need to be removed from the atmosphere.</p> <p>Carbon emissions contribute to climate change and if we do nothing, temperatures will rise to a level which threaten the lives and livelihoods of us all.</p>

<p>How will we measure success?</p>	<p>We will have reduced carbon emissions from all Council operations and achieved net zero emissions by 2030.</p> <p>We will have delivered our ambitious zero carbon programme, reduced our energy use, reduced our impact on the environment and reduced our carbon emissions.</p>	<p>Actions we are taking to ensure success</p>	<p>Various actions as set out in the action plan.</p>			
<p>History with this indicator</p>			<p>Will be available at the end of the year – 21/22 figure set out above.</p>			
<p>2022/3 Baseline Data (if available) 982.6 tCO2e 22/23 (1761.2 tCO2e in 21/22)</p>						
	<p>Annual Target</p>	<p>Q1 April- June</p>	<p>Q2 July- September</p>	<p>Q3 October- December</p>	<p>Q4 January- March</p>	
<p>2023/24</p>	<p>Development of assessment work and target setting</p>					
<p>2024/25</p>	<p>Targets will be set once current assessment work completed.</p>					
<p>2025/26</p>	<p>Targets will be set once current assessment work completed.</p>					
<p>2026/27</p>	<p>Targets will be set once current assessment work completed.</p>					
<p>2027/28</p>	<p>Targets will be set once current assessment work completed.</p>					
<p>Overview of Performance</p>						

		Actions needed to Improve/Sustain Performance	
Benchmarking	No Benchmarking data is currently available, but this will be added where obtainable as soon as possible..		

Indicator 14:-

Priority- This indicator relates to the area of Clean and Green and Zero Carbon District

Outcome- Increasing Biodiversity within our District

<p>Measure</p>	<p>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.</p>	<p>Reviewing Body</p>	<p>This Key performance indicator will be reviewed by: - CLT Corporate Scrutiny Planning Committee DLUHC (Department for Levelling Up, Housing & Communities)</p>
<p>Definition</p>	<p>The requirement for Biodiversity Net Gain (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 BNG of 10% on large developments (10 or more houses or greater than 1000 sq. meters of floorspace) from January 2024 and large and small developments (less than 10 houses and 1000 sq. meters of floor space) from April 2024.</p>	<p>Why this is important</p>	<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 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% BNG from November 2023. BNG will be required for small sites from April 2024. BNG will be</p>

			measured using Defra's biodiversity metric and habitats will need to be secured for at least 30 years.			
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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

Indicator 15:-

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		No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.			

Indicator 16:-

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.						
58% of Complaints in Q2 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 by end of year	68%	58%		
2024/25	80% of Complaints responded to on time by end of year				
2025/26	90% of Complaints responded to on time by end of year				
2026/27	95% of Complaints responded to on time by end of year				
2027/28	100% of Complaints responded to on time by end of year				
Overview of Performance				Actions needed to Improve/Sustain Performance	

Benchmarking	No Benchmarking data is currently available, but this will be added where obtainable as soon as possible.
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Indicator 17:-					
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 ensure 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 Value for Money (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	Unqualified Opinion				
2024/25	Unqualified Opinion				
2025/26	Unqualified Opinion				

2026/27	Unqualified Opinion				
2027/28	Unqualified Opinion				
Overview of Performance				Actions needed to Improve/Sustain Performance	
Benchmarking		Public Sector Auditor Appointments – Opinion on the Financial Statements/Value for Money Arrangements			

Indicator 18:-

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	Our developing Transformation plan will have a brief to review all current and future budget plans and spend, and a wider brief to consider efficiencies and resource allocations across the Council over the medium term.		
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	Zero funding gap.				
2027/28	Zero funding gap.				
Overview of Performance					Actions needed to Improve/Sustain Performance
Benchmarking		Core Spending Power £m Reserves Balances £m CIPFA Financial Resilience Index			