Corporate Benefits Maps and Indicator Set – Officer Feedback

Stronger Communities

Aim 1 – People live longer, healthier and independent lives

• The Health and Wellbeing Strategy has replaced the draft indicators

Aim 2 – Adults and children are supported in times of need

• Retain existing indicator RES005 'On average, how many days did it take us to process new benefit claims?'

Aim 3 – People and communities achieve their potential

 Drivers D1.6 'Retaining the character of the district' and D2.13 'Pride in our history' are similar

Stronger places

Aim 4 – Delivering effective core services that people want

• Consider performance indicators on environmental protection activities – like waste and recycling, tree protection or Green Flags for open spaces

Aim 5 – A district with planned development

- Objective 2.4.1 on Waltham Abbey leisure centre construction consider moving to Aim 3 under health and wellbeing
- Review and include existing Development Management indicators (Cllr Philip)

Aim 6 – An environment where new and existing business thrive

- Objective 2.5.2 St John's Road development consider adding indicators around job creation and Council income
- Consider referencing Tourism and Visitor Economy Strategy and Economic Development Strategy in place of draft indicators

Stronger Council

Aim 7 – Customer satisfaction

Aim 8 – Democratic engagement

• Consider adding an indicator for the Youth Council

Aim 9 – A culture of innovation

- Consider a financial savings indicator for the Transformation Programme (M3.4.3)
- Consider adding an indicator on the performance of the Audit plan

Aim 10 – Financial independence with low Council Tax

- Consider adding an indicator for the development / delivery of a commercial (estates) strategy
- Retain existing indicator RES003 'What percentage of the district's annual Council Tax was collected?'

Other comments

- 1. Renumber elements on the maps to match the Aim number, making it easier to refer to performance indicators
- 2. Approximately 21 indicators have quarterly collection and 20 annual. However, annual indicators can report at different times of year, i.e. calendar, financial, etc
- 3. Are Legal, Audit, Development Management and Technical services represented?