

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?