

EXAMPLE: Performance Planning Template for Services															
Service:															
Lead Officer:															
INTERVENTION OR ACTIVITY	STAGE 1			STAGE 2			STAGE 3								
	CORPORATE PRIORITY & THEME (People, Place, Agile Council)	STAKEHOLDERS	The Story of Change (INTENTIONAL AND UNINTENTIONAL)	INPUTS		OUTPUTS	OUTCOMES	IDENTIFYING THE INDICATORS							
	Description	Description	Who will this have an effect on/who do we have an effect on? Who has an effect on us?	Description	Value £	Summary of activities (preferably in number form)	How would you describe the change?	How would you measure it? Is there an ability to establish the indicator against a regional/national benchmark?	Type of Indicator	Frequency	Duration	Target	Financial Proxy	Value £	Source of Proxy
1	Fostering Economic Growth	Place - Place promoting a vibrant and sustainable economy focussed on growth and prosperity. Helping to provide homes and environments that meet local needs	Benefit and impact upon all residents and visitors	Better employment prospects and improved environment. Improved quality of life and independence.	Investment in training and regulatory service teams	1. Progress of the Local Plan, 2. engagement with developers; 3. LDO/FEZ project 4; supporting business through regulatory requirements	Better employment prospects and improved environment. Improved quality of life and independence.	Data on job creation, salary levels, benefit take up and training	Baseline of food sector productivity to be developed from LDO/FEZ project; Unemployment (JSA claimants);	annually	5 years				
2	Healthy and vibrant town centre	Providing a healthy Melton Mowbray Town centre that is at the heart of the Borough.	Benefit and impact upon all residents and visitors	Improved retail and service offer and enhanced environment	Development of the Local Plan and policies for the town centre. Support for businesses in the TC	As above	Improved retail and service offer and enhanced environment	Data on vacancy rates, footfall, mix of uses and satisfaction surveys	Town Centre Management statistics: footfall and shop vacancy rates; develop new indicator regarding 5 of shopping frontage occupied by	annually	5 years				
	Delivering the growth the Borough needs	Place :promoting a vibrant and sustainable economy focussed on growth and prosperity. Helping to provide homes and environments that meet local needs	Benefit and impact upon all residents and visitors	Improved Housing and employment choice. Adequate facilities and onstructure, reduced needs to travel, healthier lifestyles.	Delivery of the local pan and development of LDO/FEZ project.	As above	Improved Housing and employment choice. Adequate facilities and onstructure, reduced needs to travel, healthier lifestyles.	House completion rates; affordable housing completions; housing mix statistics (new); employment floorspace provision (new)	AMR and new	annually	25 years				
3	Environmental Quality	Helping to provide homes and environments that meet local needs	Benefit and impact upon all residents and visitors	Cleaner and Greener environments in which to live, visit and travel. Access to green space.	A quality waste and cleansing service; well designed new development; high environmental health and licensing standards	1. procurement of a new waste service; 2. well designed new developments; 3 new approach to licensing is embedded	New developments are an improvement on examples from previous decades and make adequate provision for infrastructure and open space. The new waste contract provides new and positive conrnet for recycling ; environmental health and licensing standards are upheld.	Customer satisfaction exercises based on evaluation of outcome quality (new); Planning Committee review of completed schemes.	new surveys	annually	5 years				
4	Delivering Quality neighbourhoods	Helping to provide homes and environments that meet local needs	Benefit and impact upon future residents and visitors	Cleaner and Greener environments in which to live, visit and travel. Access to green space.	Planning Policy and development management interventions;	1. develop local plan to include policies for major new sites and DM policies for wider development standards 2. negotiation on planning applications for specific sites.	The design and layout of new developments are an improvement on examples from previous decades and make adequate provision for infrastructure and open space.	Customer satisfaction exercises based on evaluation of outcome quality; Case studies							
5	Developments that avoid the need to travel.	Place: a well connected borough	Benefit and impact upon future residents and visitors	homes with easy access to employemnt, leisure and shopping facilities; quality broad band connections	Planning Policy and development management interventions;	1. develop local plan to include policies for major new sites including contributions for infrastructure 2. negotiation on planning applications for specific sites.	homes with easy access to employemnt, leisure and shopping facilities; quality broad band connections	Transport studies, TTW data on journey lengths, times and destinatos from census.		annually	25 years				
6	Access to services and housing	Supporting the most vulnerable	vulnerable residents in need of affordable or other forms of specialist housing	Better access to the type of housing and services they need	planning policy and DM interventions to secure affordable and other accessible housing; DFG's and other interventions to adapt housing for individual needs; interventions to secure improvement to inadequate rented housing	1 develop planning policy to require affordable and other specialist hosing as part of new developments 2 DM negotiations to secure delivery as part of new developments; 3 DFG's and other improvement grants; 4 business support and enforcement to improve the conditions of properties in private rented sector.	Better access to the type of housing and services they need	No of affordable houses delivered; no of DFG improvements carried out; valur of DFG expenditure; no of interventions against private rented housing	existing data sources	annually	10 yrs				
7	Training opportunities associated with development	Supporting the most vulnerable	Residents disadvantaged in the jobs market through educational attainment or travel constraints	Improved training opportunities	Ensure apprenticeships and other training facilities are secured associated with new development	DM interventions and negotiations to secure training opportunities	Improved training opportunities	no of new training places (apprentioships and others) established through S106	Statistics collected with Reg Services (S106 database)	annually	5 years				
8	site layout and building design; economic growth	Tackle the root causes of offending to create safer communities	Benefit and impact upon future residents and visitors	safer communities and environments	Development of licing activity; safer building designs and layouts; safety measures (eg CCTV) via s106 and contributions ot Police infrastructure	1 business engagement with taxi drivers and the licenced trade to improve personal safety; 2 planning policies and decisions to secure safer desogns and layouts; 3 planning obligations for ctv and police infrastructure.	safer communities and environments	incidence of crime and calls for assistance (police); s106 funds secured for police and other safer community initiatives.	Police and community safety team						
9	maximise efficiency benefits, customer experience and staff satisfaction from ongoing advancements in technology	agile council	Direct customers and staff	Better user experience, fewer demands and interruptions for staff, cashable savings	Investment in technical architecture and roll out to wider services areas. Maximise the opportunities for the use of existing technical architecture.	1 roll out use of EDM; 2 improve website offer; 3 enable digital applications in more areas; 4 review processes related to 1 APP and other innovations; 5 consider new initiatives such as live chat and electronic weekly lists	Better user experience, fewer demands and interruptions for staff, cashable savings	% of planning applications submitted through on line portal; % submitted through integrated system ("1 APP"); % representations received through portal; web page usage statistics	data held by MBC	annually	5 years				
10															

Not to be completed at this stage

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