

Appendix D - Measures removed from the strategic measure set following the review

Directorate	Service	Measure reference/name	Reason for removal
CX	Work Based Learning	WBL 8 - Number of early leavers	Reduction of WBL measures in the strategic set to help ensure there is a more even spread of measures across services. Both measures are continuing to be collected and monitored by the WBL team at an operational level.
CX	Work Based Learning	WBL 9 - Employers/supervisors rating the WBL team as good or very good	
CX	Customer Services	CS 5 - Number of telephone enquiries answered	Additional measure built into the new measure set, which is focused on the number of telephone enquiries answered in channel shift areas. This is a more suitable measure moving forward with the focus being on encouraging residents to move online specifically in these areas. CC5 is continuing to be collected in the operational measure set for Customer Services.
CX	Human Resources	HU 4 - Number of grievances	Human Resources have very little influence over these measures, therefore these measures will continue to be collected in the Corporate Measure set alongside sickness and complaints performance.
CX	Human Resources	HU 5 - Number of disciplinary sanctions	
DCE	Recreation Services	RES 17 - Total number of users of our Health & Recreation facilities per quarter	Measures replaced with 'Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres' & 'Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre'. Data on active participation in physical activity will continue to be collected and monitored as part of the operational measure set.
DCE	Recreation Services	RES 18 - Percentage of people over 16 actively participating in physical activity for 3 or more 30 minute sessions per week	
DCE	Public Protection and Anti-Social Behaviour	AB 4 - Number of service requests for Public Protection and ASB	Measure replaced with four new more suitable/detailed measures: <ul style="list-style-type: none"> - No. of cases received in the quarter - No. of cases closed in the quarter - Number of live cases open at the end of the quarter - Satisfaction of complainants relating to how the complaint was handled
DCE	Development Management	DM 20 - Number of planning appeals allowed	More suitable measure included in the new set - 'Percentage of decisions on planning applications that are subsequently overturned on appeal'. DM20 is continuing to be collected in the operational measure set.
DCE	Affordable Housing	AH 8 - The number of eligible sites where the full Affordable Housing requirement was renegotiated at or above the current target	Measure removed from the strategic set as it was felt that this does not provide members with a useful measure on how well we are performing in terms of Affordable Housing delivery. More useful measure 'AH4 - Cumulative number of affordable homes delivered to date this year' has been retained in the strategic measure set.
DCE	Sport & Leisure	SP 10 - The standard of service provided by Yarborough Leisure Centre (Collected via Citizens' Panel)	New satisfaction measure for Yarborough & Birchwood Leisure Centres included in the new strategic measure set. New measure is focused on actual user satisfaction rather than satisfaction of Citizens' Panel members. A proportion of Citizens' Panel members will not have used one or both of the leisure centres so are unable to respond.
DCE	Sport & Leisure	SP11 - The standard of service provided by Birchwood Leisure Centre (Collected via Citizens' Panel)	
DHI	Housing Solutions	HS 4 - The number of Homelessness applications progressed within the Housing Team	Measure replaced with 'Successful preventions against total number of homelessness approaches' which is a more suitable measure for the strategic measure set. HS 4 will continue to be collected in the operational measure set.