

**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:<br><ul style="list-style-type: none"> <li>- No. of cases received in the quarter</li> <li>- No. of cases closed in the quarter</li> <li>- Number of live cases open at the end of the quarter</li> <li>- Satisfaction of complainants relating to how the complaint was handled</li> </ul>                 |
| 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.  |