

Ref	What we want to achieve	KPI Definition	Cabinet Member	Lead Strategic Director	Lead CHoS	Frequency of reporting	Polarity	Existing indicator	Target 2020/21	Target 2021/22	Target 2022/23
	Tackling the Climate emergency and creating a greener district										
TCE01	Winchester City Council to be carbon neutral	WCC carbon emissions	Leader	Place	Engagement	Annual	Lower = better	N	trend data		
TCE02	Reduced levels of waste and increased recycling	Percentage of household waste sent for reuse, recycling and composting	Service Quality & Transformation	Services	Regulatory	Monthly	Higher = better	Y	improving SE ranking	improving SE ranking	top half ranking of 54 south east collection authorities
TCE03	Reduced levels of waste and increased recycling	Kg of domestic residual waste collected per household	Service Quality & Transformation	Services	Regulatory	Monthly	Lower = better	Y	improving SE ranking	improving SE ranking	top half ranking of 54 south east collection authorities
TCE04	Reduced levels of waste and increased recycling	Percentage of recycling waste contaminated	Service Quality & Transformation	Services	Regulatory	Quarterly	Lower = better	N	top quartile in Hampshire authorities	top quartile in Hampshire authorities	top quartile in Hampshire authorities
TCE05	An increase in the proportion of journeys taken by walking, cycling and public transport	No. Bus users	Service Quality & Transformation	Place	Head of Programme	Annual	Higher = better	N			
TCE06	An increase in the proportion of journeys taken by walking, cycling and public transport	Proportion of visitors using parking sessions in each of three main areas of parking, central, inner, and outer	Service Quality & Transformation	Services	Regulatory	Quarterly	Higher = better	N	To be developed this is a new indicator and measure.		
TCE07	An increase in the proportion of journeys taken by walking, cycling and public transport	Traffic movement into Winchester	Service Quality & Transformation	Services	Head of Programme	Annual	Higher = better	N	To be developed this is a new indicator and measure.		
TCE08	The Winchester district to be carbon neutral by 2030	District carbon emissions - annual report - year on year reduction	Leader	Services	Engagement	Annual	Lower = better	N	trend data		
TCE09	The Winchester district to be carbon neutral by 2030	Produce Local Plan - plan adoption	Built Environment & Wellbeing	Services	Regulatory	6 monthly	n/a	N	Prospectus	R18	R19 adopt
TCE10	Safeguard our district's extensive natural habitats and precious ecosystems by delivering the actions in our Biodiversity Action Plan	Deliver the actions in the approved plan - percentage completed	Leader	Services	Regulatory	Annual	Higher = better	N		60%	80%
TCE11	Safeguard our district's extensive natural habitats and precious ecosystems by delivering the actions in our Biodiversity Action Plan	Number of trees planted per year	Leader	Services	Regulatory	Annual	Higher = better	N	100	100	100
TCE12	Take a lead with partners and residents to deliver the Carbon Neutrality Action Plan throughout the district	Number and percentage of all parish councils (inc. Town Forum) that have local carbon reduction action groups / campaigns	Leader	Place	Engagement	Annual	Higher = better	N	Baseline to be set		
TCE13	Take a lead with partners and residents to deliver the Carbon Neutrality Action Plan throughout the district	Number of people participating in carbon reduction event per year	Leader	Place	Engagement	Annual	Higher = better	N	Baseline to be set		
TCE14	Improve Air Quality within the Air Quality Management Area	Improvement trends in Nitrogen Dioxide and Particulates, with the intent of complying with national mandatory standards	Built Environment & Wellbeing	Services	Regulatory	Annual	Lower = better	Y		To review and revise the size of the AQMA in accordance with national standards	To review and revise the size of the AQMA in accordance with national standards
	Living Well										
LW01	Reduced health inequalities	Inequality in Life expectancy at birth (male)	Sport, Leisure & Communities	Place	Engagement	Annual	Lower = better	N			
LW02	Reduced health inequalities	Inequality in Life expectancy at birth (female)	Sport, Leisure & Communities	Place	Engagement	Annual	Lower = better	N			
LW03	Increase in physical & cultural activities	Number of users of the Winchester Sport & Leisure Park	Sport, Leisure & Communities	Place	Engagement	Annual	Higher = better	N			
LW04	Increase in physical & cultural activities	Percentage of adults participating in sport or physical activity per week within the Winchester district	Sport, Leisure & Communities	Place	Engagement	Annual	Higher = better		64.90%	70.40%	71.40%
LW05	Increase in physical & cultural activities	Number of adults with long-term health conditions engaged with physical activity (Winchester City Council - Active Lifestyles Scheme data)	Sport, Leisure & Communities	Place	Engagement	Annual	Higher = better	N	320	330	340

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LW06	Increase in physical & cultural activities	Increase participation in the Cultural Network in order to strengthen engagement with and support of the Arts and Cultural Sector working collaboratively to strategically develop the offer	Sport, Leisure & Communities	Place	Engagement	Annual	Higher = better	N	10%	10%	10%
	Homes for All										
HA01	All homes are energy efficient and affordable to run	% of all WCC homes achieving energy efficiency rating of C or above	Housing & Asset Management	Services	Housing	Annual	Higher = better	N	62%	66%	70%
HA02	All homes are energy efficient and affordable to run	% all new homes achieving suitable energy standard	Housing & Asset Management	Services	Housing	Annual	Higher = better	5	100%	100%	100%
HA03	Creating communities not just homes	No of households in district	Housing & Asset Management	Services	Housing	Annual	Higher = better	N	Trend data only	Trend data only	Trend data only
HA04	No-one sleeping rough except by choice	No of roughsleepers	Housing & Asset Management	Services	Housing	Annual	Lower = better	Y	Trend data only	Trend data only	Trend data only
HA05	Creating communities not just homes	No of new homes planned (5 year supply)	Housing & Asset Management	Services	Regulatory	Annual	Higher = better	N	30	100	60
HA06	Creating communities not just homes	No of new homes started / completed	Housing & Asset Management	Services	Housing	Monthly	Higher = better	N	95	50	120
HA07	Creating communities not just homes	WCC housing stock, directly owned, housing company	Housing & Asset Management	Services	Housing	Annual	Higher = better	N	10	25	50
	Vibrant local economy										
VLE01	Grow opportunities for high-quality, well paid employment across the district	No of business enterprises in professional/ technical sectors	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE02	Grow opportunities for high-quality, well paid employment across the district	Close the gap between workplace earnings and residents earnings	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE03	Grow opportunities for high-quality, well paid employment across the district	Productivity measure - GVA per head	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE04	New offices and workspace are located in areas with sustainable transport links or where they reduce the need to travel to	Amount of floor space developed in market towns (planning approvals)	Local Economy	Services	Regulatory	Annual	Higher = better	N			
VLE05	More younger people choose to live and work here	Percentage of residents aged 25-35 years old	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE06	Businesses grasp opportunities for green growth	No of businesses engaged on carbon reduction measures/ projects	Local Economy	Place	Engagement	Annual	Higher = better	N			
VLE07	Businesses grasp opportunities for green growth	Crowd funder grants offered for green projects	Local Economy	Place	Engagement	Annual	Higher = better	N	10	20	30
VLE08	The city, market towns and rural communities across our district have a compelling and competitive visitor offer (inc festivals)	Visitor stay length increasing	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE09	The city, market towns and rural communities across our district have a compelling and competitive visitor offer (inc festivals)	Visitor spend increases	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE10	The city, market towns and rural communities across our district have a compelling and competitive visitor offer (inc festivals)	Value of tourism to the economy increases	Local Economy	Place	Engagement	Annual	Higher = better	N	trend data		
VLE11	The city, market towns and rural communities across our district have a compelling and competitive visitor offer (inc festivals)	Deliver tourism marketing activities alongside sector and key stakeholder engagement to influence Winchester's competitive position comparative with the South East and All England, strengthening the number of trips to Winchester	Local Economy	Place	Engagement	Annual	Higher = better	N	2.50%	2.50%	2.50%
VLE12	Grow opportunities for high-quality, well paid employment across the district	Business Support service - percentage of businesses using the service seeing an increased turnover, improved efficiency or progression to a more sustainable business module. Service currently contracted to June 2021.	Local Economy	Place	Engagement	Annual	Higher = better	N	50%	50%	50%
VLE13	Grow opportunities for high-quality, well paid employment across the district	% of procurement spend with Local suppliers	Finance and Risk	Resources	Strategic Support	Quarterly	Higher = better	N	Baseline year		

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	Your Services. Your Voice										
YSYV01	Improving satisfaction for our services	Residents Survey	Service Quality & Transformation	Resources	Strategic Support	Biennial	Higher = better	Y	≥79%	N/A	
YSYV02	Improving satisfaction for our services	Tenants survey	Housing & Asset Management	Services	Housing	Biennial	Higher = better	Y	≥87%	N/A	
YSYV03	Good value compared to other similar authorities	Residents Survey	Service Quality & Transformation	Resources	Strategic Support	Biennial	Higher = better	Y	≥65%	N/A	
YSYV04	Improving satisfaction for our services	No. of upheld complaints	Service Quality & Transformation	Resources	Strategic Support	Monthly	Lower = better	N	Awaiting 19/20 baseline		
YSYV05		No of valid Ombudsman complaints	Service Quality & Transformation	Resources	Strategic Support	Annual	Lower = better	N	Awaiting 19/20 baseline		
YSYV06	Improving satisfaction for our services	Availability of WCC Critical Infrastructure Services excluding planned downtime -Email -Storage -Telephony -Document Management System(s)	Service Quality & Transformation	Resources	IT	Monthly	Higher = better		99.95%		
YSYV07	Improving satisfaction for our services	Efficient - waste collection services - missed bin collection report	Service Quality & Transformation	Services	Regulatory	Monthly	Lower = better	N	Contract compliance	Contract compliance	Contract compliance