

Appendix 3: Corporate Performance Measures

Corporate Priority	Performance Measure	Scrutiny Committee
1 - A city that is proud and prosperous	Southend-on-Sea businesses start ups and closures	Place
	Number of businesses supported through engagement with the Economic Inclusion Service	Place
	Average processing time for Essential Living Fund applications	People
	Amount of council's spend with local businesses	Place
	Total footfall for all identified council-run cultural assets (museums, galleries, arts, libraries and the pier) and council-owned/affiliated sports and leisure centres and events	Place
2 - A city that is safe, clean and green	The number of anti-social behaviour (ASB) incidents reported to the Community Safety Unit	Place
	Monitor air quality level in air quality management areas in line with Local Air Quality Management statutory guidance	Place
	Percentage of carriageway potholes repairs, inspected and meeting required investigatory levels, are repaired within 28 days	Place
	Percentage of safety inspections completed on time (footways and carriageways)	Place
	Percentage of waste collections carried out on schedule	Place
	Percentage of waste recycled	Place
	Tree net gain in the city	Place
3 - A city that is caring with a good quality of life for all	Take up of the NHS Health Check programme	People
	MMR (measles, mumps and rubella) immunisation - one dose at five years old	People
	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	People
	Proportion of adults with a learning disability in paid employment	People
	Rate of children in care per 10,000 population under 18 years old	People
	Percentage of council homes meeting Decent Home Standard	Place
	Total number of households in temporary accommodation	Place
4 - A city that is led by a transformative, responsive council	Delivering the approved capital budget for 2024/25	Policy & Resources
	Percentage of complaints responded to in time	Policy & Resources
	Percentage of Freedom of Information (FOI) requests responded to in time	Policy & Resources
	Percentage of MySouthend cases responded to in the prescribed timescale	Policy & Resources