

2024-25 Corporate Strategy KPI's

Reference	Main Strategy Objective	Corporate Strategy Target	Target Date	Responsible Staff	Strategic Objective	Service
S01-01	High quality, value for money services	Corporate Performance Management Framework is completed and operational	Quarterly Updates Reporting from Q2	Sarah Driscoll	Our Council	Customer Service & Transformation
S01-02	High connectivity with businesses and residents	Digital Strategy Approved	Q2 2025/26	Rob Helliwell/Ben Wilson	Our Council	Customer Service & Transformation
S01-03	High quality, value for money services	Sustainability Plan delivered	Quarterly Updates Reporting from Q2	Colleen Warren	Our Council	Finance
S01-04	High quality, value for money services	At least 85% of in-year planned service reviews are completed	Q4 2024/25	Sally Moseley	Our Council	Customer Service & Transformation
S01-05	Be the local voice of residents and businesses	At least 85% of in-year targets achieved in the Customer Experience Strategy	Q4 2024/25	Trish Hatton	Our Council	Customer Service & Transformation

S01-06	Be the local voice of residents and businesses	Revised Communication Strategy is approved	Q1 2025/26	Rob Helliwell	Our Council	Customer Service & Transformation
S01-07	High quality, value for money services	Asset Management Framework is approved	Q4 2024/25	Stuart Marbrook	Our Council	Law & Democracy
S01-08	High quality, value for money services	At least 85% of in-year targets achieved in the Procurement Policy	Q4 2024/25	Ben Wilson	Our Council	Customer Service & Transformation
S01-09	High quality, value for money services	Organisational Strategy is approved	Q1 2024/25	Sal Khan	Our Council	Finance
S01-10	High quality, value for money services	New Commercialisation Strategy is approved	Q4 2024/25	Colleen Warren	Our Council	Finance
S02-01	Support activities or actions that enhance the health and well-being of the borough.	At least 85% of agreed in-year health and wellbeing activities are delivered	Annually Q4 2024/25	Tom Maccabe	Our Communities	Law & Democracy

S02-02	Support activities or actions that enhance the health and well-being of the borough.	Create action plan to maximise residents' access to benefits	Q4 2024/25	Claire Werra	Our Communities	Customer Service & Transformation
S02-03	To provide good, affordable and efficient housing for everyone	Adopt the new Local Plan	Q3 2026/27	Jamie Carr	Our Communities	Built Environment
S02-04	Support activities or actions that enhance the health and wellbeing of the borough.	Provide annual activity report on the work undertaken, working with stakeholders to support Town Centres	Q1 2025/26	Adrian Thorpe	Our Communities	Built Environment
S02-05	To provide good, affordable and efficient housing for everyone	Housing Business Plan approved	Q3 2025/26	Chris Eyre	Our Communities	Built Environment

S02-06	To provide good, affordable and efficient housing for everyone	Approve the overall strategic plan to improve conditions for private sector housing tenants	Q1 2025/26	Jon Wells	Our Communities	Law & Democracy
S02-07	Provide a clean and safe space for everyone	Approve new Community Safety Action Plan	Q2 2024/25	Tom Maccabe	Our Communities	Law & Democracy
S02-08	Provide a clean and safe space for everyone	Implement improvements from the Safer Streets Bid to our CCTV facilities	Q3 2024/25	Tom Maccabe	Our Communities	Law & Democracy
S03-01	To support economic growth that is focused on our town centres	At least 85% of the in-year Economic Regeneration Strategy is implemented	Annually Q4	Adrian Thorpe	Our Economy	Built Environment
S03-02	To support economic growth that is focused on our town centres.	Approve the Masterplans for Oadby & South Wigston	Q4 2024/25	Adrian Thorpe	Our Economy	Built Environment

S03-03	To make the borough an inviting place to visit.	At least 85% of the in-year Car Parking Strategy is implemented	Q4 2024/25	Stuart Marbrook	Our Economy	Law & Democracy
S03-04	To support economic growth that is focused on our town centres.	Produce progress and next steps report on the development of a BID within the borough	Q3 2024/25	Adrian Thorpe	Our Economy	Built Environment
S03-05	To help provide good employment opportunities.	Introduce a new Business Incentivisation Scheme	Q1 2025/26	Teresa Neal	Our Economy	Customer Service & Transformation
S03-06	To make the borough an inviting place to visit.	100% of the agreed UKSPF Programme is implemented	Q4 2024/25	Adrian Thorpe	Our Economy	Built Environment

S03-07	To make the borough an inviting place to visit.	Provide annual report on the progress made in the Leicestershire Building Control Partnership	Annually Q1 2025/26	Teresa Neal	Our Economy	Built Environment
S03-08	To help provide good employment opportunities.	Finalise the draft of the new Local Plan	Q3 2026/27	Jamie Carr	Our Economy	Built Environment
S04-01	To ensure that we are a carbon conscious borough.	At least 85% of the in-year Climate Change Strategy and Action Plan is implemented	Annually Q4	Chris Harrison	Our Environment	Built Environment
S04-02	To ensure that we are a carbon conscious borough.	Approved Engagement Strategy to help maximise recycling collection	Q3 2024/25	Dave Gill	Our Environment	Law & Democracy

S04-03	To ensure that we are a carbon conscious borough.	Introduce new alternate-weekly waste collection regime	Q3 2024/25	Ben Wilson/ Jon Wells	Our Environment	Law & Democracy
S04-04	To ensure that we are a carbon conscious borough.	Monitor progress against the Weekly Food Waste Collection Programme	Q4 2025/26	Dave Gill	Our Environment	Law & Democracy
S04-05	To be seen to be green.	Approve Parks and Green Space Strategy	Target to be set Awaiting the outcome of the Playing Pitch Strategy	Stuart Marbrook	Our Environment	Law & Democracy
S04-06	To be seen to be green.	Finalise and adopt new policies for: <ul style="list-style-type: none"> • Street cleansing • Grass cutting • Litter bin emptying 	Q3 2024/25	Stuart Marbrook/ Sally Moseley	Our Environment	Law & Democracy

S04-07	To be seen to be green.	Go live with the E-Clean & Green Website presence	Q4 2024/25	Dave Gill	Our Environment	Law & Democracy
S04-08	To ensure that we are a carbon conscious borough.	Produce annual report detailing partnership working activities to achieve net zero targets	Annually Q1 2025/26	Chris Harrison	Our Environment	Built Environment
S04-09	To be seen to be green.	Brocks Hill activity plan is developed	Q4 2024/25	Dave Gill	Our Environment	Law & Democracy
S05-01	To develop, maintain and enhance partnerships to help support delivery of our objectives	Develop and implement new Partnership Toolkit	Q4 2024/25	Teresa Neal	Our Partners	Law & Democracy

S05-02	To ensure that we are engaged and listening to all sections of our community.	Maintain Resident Forums on a quarterly basis	Quarterly Updates Reporting from Q1	Tom Maccabe	Our Partners	Law & Democracy
S05-03	To develop, maintain and enhance partnerships to help support delivery of our objectives	Monitor and report on work with the Universities Partnership	Annually Q4	Teresa Neal	Our Partners	Law & Democracy
S05-04	To ensure that we are engaged and listening to all sections of our community.	Stage a Community and Volunteering Event	Q3 2024/25	Rob Helliwell	Our Partners	Customer Service & Transformation
S05-05	To ensure that we are engaged and listening to all sections of our community.	Provide a report and plan covering the steps needed to increase volunteering	Q4 2024/25	Tom Maccabe	Our Partners	Law & Democracy

S05-06	To develop, maintain and enhance partnerships to help support delivery of our objectives	Provide annual report on the Lightbulb activities	Annually Q4	Teresa Neal	Our Partners	Built Environment
S05-07	To develop, maintain and enhance partnerships to help support delivery of our objectives	Provide annual progress report on the partnership opportunities and successes	Annually Q4	Teresa Neal	Our Partners	Law & Democracy