

Change to PI New / Existing / Definition Change / Remove	Ref no	Performance indicator	TARGET	PI Measure P=Performance; D/O=Demand/Output; H/B=Health of Bgh	Frequency	Service Lead owner	Service Area	Lead Councillor		THEME
Remove	ENV7	Nitrogen dioxide concentration at monitoring site(s) at risk of exceeding limits	<40mg per cubic metre	D/O	Annual	Justine Fuller	Environment & Regulatory	James Steel	It is proposed to remove this indicator and continue scrutinising and monitoring air quality outcomes through other means which are: - Submission of Annual Status Report to Defra which is formally approved with recommendations (available on the Council website) - Annual Air Quality update to Overview and Scrutiny Committee - Regular briefings with Lead Councillor.	Environment
Definition Change	H&J19	Domestic abuse victims prioritised for housing Successful Prevention or Relief for homeless cases, where the applicant has either: domestic abuse recorded as 'reason for loss of last settled address' or 'at risk of / has experienced domestic abuse' recorded as a support need.	Data Only	D/O	Quarterly	Matt Gough	Housing	Julia McShane		Homes and jobs
Target Revision	COM1	Number of customers taking part in day care activities	Data Only	D/O	Quarterly	Samantha Hutchison	Community	Julia McShane	From 2022/23 this PI will be recorded as 'data only' as it is more a measure of demand, rather than a target.	Empowering communities
Target Revision	COM3	Number of community hot meals delivered	Data Only	D/O	Quarterly	Samantha Hutchison	Community	Julia McShane	From 2022/23 this PI will be recorded as 'data only' as it is more a measure of demand, rather than a target.	Empowering communities
Target Revision	COM13	Total visits to sports and leisure venues (Spectrum, Lido, Ash Manor)	Spectrum - 1.7m visits per year; Lido and Ash Manor – 80,000 visits per year per venue	D/O	Quarterly	Jonathan Sewell	Culture, Heritage and Leisure	James Steel	Same targets as 2021/22, but instead of a cumulative total, plan to split attendance figures for each venue.	Empowering communities
Definition Change an Target Revision	COM14	Total visits to heritage venues (Guildford Castle, Guildford House Gallery, Guildford Museum and Guildhall) Total visits to our heritage attractions	148,000 p/y 50,000 in first year (to be reviewed in 2023/ 24)	D/O	Quarterly	Jonathan Sewell	Culture, Heritage and Leisure	John Redpath	Door counters, total number is halved- Need to bear in mind seasonality of service- Total visits to heritage attractions including the Castle, Guildford House, the Museum and the Undercroft. Data is collected through manual visitor counts and/ or door counters. Includes school/ group visits to each attraction.	Empowering communities

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Definition Change	COM15	Total number of attendances at events, engagement and outreach sessions delivered by Heritage Services Number of people participating in events, activities and outreach sessions facilitated by Heritage Services	2,000 p/y	D/O	Quarterly	Jonathan Sewell	Culture, Heritage and Leisure	John Redpath	Participants are recorded by facilitators and through bookings. Participation in online/ virtual sessions and the Victorian School Room sessions are included.	Empowering communities
Definition Change and Target Revision	COM17	Total visitor numbers to key parks and countryside sites	945000 650,000	D/O	Quarterly	Jonathan Sewell	Culture, Heritage and Leisure	James Steel	This is a revised target to more accurately reflect visitor numbers, as previously it showed counts in and out of the sites. Definition changed to include 'key' parks and countryside sites, as only includes Chantry Wood, Castle Grounds, Riverside Nature Reserve, Stoke Park Gardens and Westnye Gardens and is also mentioned description.	Empowering communities
Target Revision	COU1	Staff sickness absence - all sickness	Revise target from less than /equal to 8 days to less than or equal to 9 days from Q1 22/23	P	Quarterly	Francesca Chapman	HR	Julia McShane	With the instability and uncertainty that the collaboration brings we will see employee engagement decline which will impact on sickness absence so we will focus on employee wellbeing and resilience in the next year.	Better council
Target Revision	COU2	Staff turnover	15% [target revised Q2 from <= 10%] [Revise target to 17% from Q1 22/23]	P	Quarterly	Francesca Chapman	HR	Julia McShane	Looking at increasing target to 17% (currently 15%) from April 2022 due to Gfd/Waverley collaboration, will include redundancies and uncertainty about employment security.	Better council
Remove	COU15	Number of web page views Will be included in COU21 - % of contact that is digital 1. Direct contact that is digital 2. Overall contact that is digital	Increasing	D/O	Quarterly	Nicola Haymes (interim)	Customer & Case	John Redpath	This PI has been removed and website/digital content will be incorporated within COU21 as it gives a clearer breakdown of the customer journey to better reflect and measure success.	Better council
Definition Change	COU16	Total number of social media followers (all platforms) Total number of followers on our corporate communications digital channels, including Facebook, Twitter, Instagram, LinkedIn, Nextdoor and our digital newsletter.	Increasing	P	Quarterly	Steve Benbough	Strategy & Communications	Tim Anderson		Better council
Definition Change	COU19	Number of Local Government & Social Care Ombudsman and Housing Ombudsman complaints upheld	Decreasing	P	Quarterly	Steve Benbough	Strategy & Communications	John Redpath	This will now include complaints for the Local Government & Social Care Ombudsman and also the Housing Ombudsman services. We will include the no. of complaints received for each qtr for comparison purposes.	Better council
Remove	COU20	Enquiries resolved at first contact Will be replaced by new PI (% of contact via the phone into CSC)	50%	P	Quarterly	Nicola Haymes (interim)	Customer & Case	John Redpath	It is very hard to accurately monitor the enquiries resolved PI, so we are replacing it with ones we know we can accurately measure	Better council

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Definition Change	COU21	Transactions through digital channels % of contact that is digital 1. Direct contact that is digital 2. Overall contact that is digital	75%	D/O	Quarterly	Nicola Haymes (interim)	Customer & Case	John Redpath	1 Is contact that comes through to us; 2.Contact including the website that may not result in direct contact	Better council
Definition Change	COU22	Number of online customer accounts % of contacts received with a Guildford address that have a MyGuildford account	10,000 within one year 80%	D/O	Quarterly	Nicola Haymes (interim)	Customer & Case	John Redpath		Better council
Remove	COU23	Satisfaction with online services Not able to accurately measure this PI	70%	P	Quarterly	Nicola Haymes (interim)	Customer & Case	John Redpath	The way we monitor is not accurate or realistic so we have removed this PI. We are looking at new ways to measure so could come back in the future.	Better council
NEW		% of contact via the phone into the Customer Services Centre	20%	P	Quarterly	Nicola Haymes	Customer & Case	John Redpath		Better council
NEW		Average phone wait times	20 seconds	P	Quarterly	Nicola Haymes	Customer & Case	John Redpath	This will be linked to the Customer Services Strategy and Charter - 2 minutes is the new industry standard	Better council
NEW		Average response times for online contact through forms	3 WORKING DAYS	p	Quarterly	Nicola Haymes	Customer & Case	John Redpath		Better council