

OUTCOMES FRAMEWORK: DRAFT PERFORMANCE FRAMEWORK

KEY	<ul style="list-style-type: none"> • Bold indicators are those for which LCC has primary responsibility • Grey indicators are proposed areas for monitoring which may need further development
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1. Strong Economy: Leicestershire's economy is growing and resilient so that people and businesses can fulfil their potential

Supporting Outcome	The suggested measures that we will develop to monitor progress
Leicestershire has a highly skilled and employable workforce	<ul style="list-style-type: none"> • % of working age population qualified to Level 2+ / Level 3+ / Level 4+ • % achieving a level 2 qualification by the age of 19 • % 16-17 year olds who are not in Education Employment or Training (NEET) • Unemployment rate • Out of work claimant rate • Take up and completion of apprenticeships • % businesses experiencing recruitment difficulties due to skills issues • Median wage levels
Leicestershire has the right infrastructure for sustainable growth	<ul style="list-style-type: none"> • % of the classified road network where structural maintenance should be considered • Overall satisfaction with the condition of highways • Average vehicle speeds during the weekday morning peak on locally managed 'A' roads • % businesses citing concerns about traffic congestion • Local bus passenger journeys • % premises with access to high speed broadband (check wording) • % take up of new high speed broadband (check wording) • Private funding secured to deliver infrastructure e.g. Section 106 and section 278 funds
Leicestershire is an attractive place where businesses are supported to flourish	<ul style="list-style-type: none"> • 3 year business survival rate • Number of new enterprises per 10,000 population • Gross Value Added (GVA) per head • Business confidence • Inward investment (source: Place Marketing Organisation) • Availability / occupancy of commercial space • Economic impact value of LLEP priority sectors

2. Wellbeing and Opportunity: The people of Leicestershire have the opportunities and support they need to take control of their health and wellbeing

Supporting Outcome	The suggested measures that we will develop to monitor progress
Every child gets the best start in life	<ul style="list-style-type: none"> • Smoking at time of delivery • Breastfeeding prevalence • % of all childcare providers rated good or outstanding. • % of eligible 2 year olds taking up free early education (FEEE) • % of eligible 3 and 4 year olds taking up FEEE • % of reception pupils reaching a 'Good' level of development' • Attainment gaps for vulnerable groups at early years stage
Every child has access to good quality education	<ul style="list-style-type: none"> • % of pupils offered choice of primary / secondary school • % of schools rated Good or Outstanding • % of pupils in Good or Outstanding schools • Secondary school persistent absence rate • Measures covering children missing education
Leicestershire has a healthy population with increased healthy life expectancy and reduced health inequalities	<p>Child Health</p> <ul style="list-style-type: none"> • % of five year old children free from dental decay • % with excess weight at age 4-5 years and 10-11 years • Under 18 conceptions • Chlamydia detection rate (15-24 year olds) • % of patients that received treatment in CAMHS within 4 weeks (urgent) / 13 weeks (routine) <p>Adult Health</p> <ul style="list-style-type: none"> • Life expectancy and healthy life expectancy • Age standardised mortality for preventative causes for age 75 and under • Excess weight in adults • % of physically active / inactive adults • Smoking Prevalence in adults - current smokers • Substance misuse metrics • Self-reported wellbeing metrics • Excess under 75 mortality rate in adults with serious mental illness
Everyone is able to aim high and reach their full potential	<ul style="list-style-type: none"> • % of pupils achieving expected standard in Reading, Writing and Mathematics at Key Stage 1 • % of pupils achieving expected standard in Reading, Writing and Mathematics at Key Stage 2 • Attainment 8 score (Key Stage 4) • Progress 8 score (Key Stage 4) • 'A' Level average points score (per entry) • Measures to track vulnerable children and those with special educational needs having their needs identified, assessed and met • Attainment gaps for vulnerable groups at all key stages • % of adults with a learning disability in paid employment

Supporting Outcome	The suggested measures that we will develop to monitor progress
	<ul style="list-style-type: none"> • % of adults in contact with secondary mental health services in paid employment
<p>People are cared for at home, in their own community, whenever possible, and for as long as possible</p>	<ul style="list-style-type: none"> • Permanent admissions to residential and nursing care homes of those aged 65+ - BCF • % of people aged 65+ still at home 91 days after discharge from hospital into reablement / rehabilitation services – BCF • Delayed transfers of care from hospital - BCF • Non-elective admissions to hospital – BCF • Admissions to hospital from injuries due to falls • Dementia diagnosis rate • Permanent admissions to residential and nursing care homes aged 18-64 • Social care-related quality of life score • Carer reported quality of life • % of people who use services who have control over their daily life • % of service users and carers who find it easy to find information about support • Measures relating to STP workstreams when available

3. Keeping People Safe: People in Leicestershire are safe and protected from harm

Supporting Outcome	The suggested measures that we will develop to monitor progress
People at the most risk or in crisis, are protected and supported to keep them safe	<ul style="list-style-type: none"> • Number of safeguarding adults alerts raised • % of safeguarding adults substantiated or partly substantiated • % service users say services have made them feel safe (ASCOF 4B) • Uptake of crisis services e.g. ASC 24/7 support service • % re-referrals to children's social care within 12 months • % of children becoming subject to a child protection plan for second or subsequent time • % child protection cases which were reviewed within required timescales
All children in Leicestershire are living in stable environments and have secure attachments	<ul style="list-style-type: none"> • Looked after children's placement stability • Looked after children's educational attainment • Physical / emotional health of looked after children metrics • Number of Looked after children seen by CAMHS • % of care leavers in suitable accommodation • % of care leavers in education, employment and training (EET) • % children who wait less than 14 months for adoption
Families are self-sufficient and able to cope	<ul style="list-style-type: none"> • Number of individuals open to Early Help services • Number of cases stepped up from Early Help to Social Care services • Family Star positive progress • SLF families claimed for as a % of overall payment by results target • Carers reported quality of life
People in Leicestershire are safe in their daily lives	<ul style="list-style-type: none"> • Total crime rate • % of people that agree ASB has decreased or stayed the same • Domestic abuse incident rate (aim to improve reporting) • % MARAC re-referrals • Number of first time entrants to the criminal justice system aged 10-17 • Rate of re-offending by young offenders • Number of casualties on our roads • Number of people killed or seriously injured on our roads

4. Great Communities: Leicestershire communities are thriving and integrated places where people help and support each other and take pride in their local area

Supporting Outcome	The suggested measures that we will develop to monitor progress
Diversity is celebrated in our communities	<ul style="list-style-type: none"> • % of respondents agreeing that their local area is a place where people from different backgrounds get on well • % of respondents who had experienced or witnessed a hate incident or crime • Reported hate incident rate (aim to improve reporting)
People feel welcome and are included in their communities	<ul style="list-style-type: none"> • % of people who use services who reported that they had as much social contact as they would like • % of carers who reported that they had as much social contact as they would like
Communities participate in the design and delivery of initiatives and plans for the future	<ul style="list-style-type: none"> • % of respondents willing to work together with others on something to improve their neighbourhood • % of respondents agreeing that they can influence County Council decisions affecting their local area • % of respondents stating that they were satisfied with their local area as a place to live • % of respondents who had given some unpaid help in the last 12 months • Local election turnout (county & district) • Volunteer conversion rate (from enquiry to volunteering) for enquiries supported by VAL • Number of Neighbourhood Plans adopted
Cultural and historical heritage and the natural environment are enjoyed and conserved	<ul style="list-style-type: none"> • Library total visits, issues, e-downloads and community use • Number of communities running their own library • Number of visits to heritage sites • Natural Heritage metrics • % satisfied with access to parks and open spaces • % of municipal waste sent to landfill • % of household waste sent by local authorities for reuse, recycling, composting • Total household waste per household • CO2 emissions per capita in the local area
Leicestershire Communities are resilient	<ul style="list-style-type: none"> • % of high flood risk areas with flood wardens • Number of good neighbour schemes • % emergency management plans in place / tested

5. Affordable and Quality Homes: Leicestershire has a choice of quality homes that people can afford

Supporting Outcome	The suggested measures that we will develop to monitor progress
Leicestershire has the right number and type of homes in the right places to meet needs and support economic growth	<ul style="list-style-type: none"> • 5 Year Supply of Deliverable Sites - housing units • Number of new dwellings completed / number of net additional homes • Number of affordable homes delivered • Housing affordability - ratio of lower quartile house price to lower quartile earnings • Number of households living in temporary accommodation • % agreeing that local housing meets local needs • Land released by LCC for housing development
There is enough suitable housing to support independence for those with social care needs	<ul style="list-style-type: none"> • Number of units of supported accommodation for working age adults (PD/LD/MH) • Number of units of specialist accommodation / extra care housing per 1000 popn aged 75+ • % of adults with a learning disability who live in their own home or with their family • % of adults in contact with secondary mental health services living independently, with or without support • Measures relating to the Lightbulb Service
Development does not have a negative impact on the environment or health and wellbeing of existing communities	<ul style="list-style-type: none"> • Number of Local Plans adopted within the last 5 years • Number of Local Plans adopted with conservation policies • % of new residential addresses created on greenfield sites (non-previously developed land) • Highways Development Management indicators

Corporate Enablers

Theme / Service	The suggested measures that we will develop to monitor progress
Customers	<ul style="list-style-type: none"> • Customer satisfaction monitoring • Complaints & commendations
Communications & Digital	<ul style="list-style-type: none"> • Resident perceptions survey • Web usage and performance – google analytics • Media monitoring • Information security monitoring • Telephone call analysis
People	<ul style="list-style-type: none"> • Staff levels & turnover • Sickness absence • Mandatory training compliance • Equality & Diversity monitoring • Health & Safety monitoring • Staff perception / satisfaction survey
Finance	<ul style="list-style-type: none"> • Revenue budget: projected outturn vs. annual budget • Savings: projected annual savings vs. planned savings • Capital programme: capital receipts, delivery
Commissioning	<ul style="list-style-type: none"> • Savings / efficiencies achieved • Contract exceptions
Transformation	<ul style="list-style-type: none"> • Programme & project monitoring
Commercial	<ul style="list-style-type: none"> • New income streams
Environmental Impact	<ul style="list-style-type: none"> • Total CO2 emissions from LCC operations (excluding schools) • Waste produced from LCC sites • % waste recycled from LCC sites

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