

STRATEGIC KEY PERFORMANCE INDICATORS

The following table presents an update against the strategic key performance indicators that were approved by cabinet on 21 May 2020 (report CAB3230 refers).

The availability of the data for each KPI is often from sources external to the council and varies from quarterly, annually and biennially. Where the data is available at annual intervals, this will usually be reported after the end of each financial year. A review of the indicators will take place over the coming months in conjunction with the refresh of the Council Plan.

For ease of reading, the KPIs with quarterly data are in a separate table followed by KPIs with less frequently available data.

A column has been added to capture helpful commentary where applicable for each of the KPIs.

RAG Parameters:

This performance indicator is on target.

This performance indicator is below target but within 5% of the target.

This performance indicator is below target by more than 5%

QUARTERLY KPI's

	REF	What we want to achieve	KPI Definitions	Cabinet Member	Polarity	Previously reported of data	Q4	Q1	Q2	Q3	Q4	RAG Status	KPI Target 2022/23	Comments
							(21/22)	(22/23)	(22/23)	(22/23)	(22/23)			
Tackling Climate Change	TCE02	Reduced levels of waste and increased recycling, exceeding national targets	Percentage of household waste sent for reuse, recycling and composting	Climate Emergency	Higher = better	21/22 audited figure 40.6% (3 rd highest in Hampshire) 20/21 audited figure 40.5 %	35.6	41.6	37.8	38.8	35.1		Increase against 2019/20 outturn (38.1%)	Lower percentage in Q2 as very dry summer significantly reduced garden waste collections Small improvement over previous year. 3 rd best in Hampshire Monthly figures are subject to a confirmation process at the end of the year but give a good indication of direction of travel.
	TCE03	Reduced levels of waste and increased recycling, exceeding national targets	Kgs of domestic residual waste collected per household	Climate Emergency	Lower = better	472kg audited figure 21/22 (3 rd best in Hampshire) 20/21 475kg	111	105	103	105	106		Reduction against 2019/20 outturn	Small improvement in audited figures for 21/22 over previous year. Unaudited figures for 22/23 show significant improvement (probably linked to macro-economic conditions)

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							(21/22)	(22/23)	(22/23)	(22/23)	(22/23)			
	TCE06	Increased opportunities for active travel	Proportion of visitors using parking sessions in each of three main areas of parking, central, inner, and outer	Climate Emergency	Higher = better	2019/2020- Centre 63.50% 2020/2021- Centre 73.50% 2021/22 centre 70%,	Centre 69%, Park and Walk 13.4%, Park and Ride 17.6%	Centre 66.9%, Park and walk 17.9%, Park and Ride 15.2%	Centre 68.2%, park and walk 16.1% park and ride 15.7%	Centre 65.4%, park and walk 17.5%, park and ride 17.2%	Centre 64.7% park and walk 17.7% park and ride 17.5%		To be developed	Parking income numbers returning to similar numbers before the outbreak of the pandemic in 2020 and are just over 20% up on 21/22 figures. Monthly figures are subject to a confirmation process at the end of the year but give a good indication of direction of travel.
Living Well	LW03	A wide range of physical and cultural activities for all ages and abilities	Number of users of the Winchester Sport & Leisure Park	Business & Culture	Higher = better	N/A – new indicator	187,182 (YTD 564,570)	186,722	189,247 (YTD 375,969)	164,272 (YTD 540,241)	203,110 (YTD 751,271)		500,000	
Homes for All	HA06	Diverse, healthy and cohesive communities - not just homes	No. of new homes started or in progress / completed	Community & Housing	Higher = better	Started 121 Completed 121	In progress 129 Completed 0	In progress 129 Completed 0	In progress 130 Completed 0	In progress 118 Completed 12	In progress 112 Completed 6		Complete 121 Start 85	Phase 1 of Whiteley completed March 23 = 18 properties Started 60
Vibrant & Economy	VLE13(a)	Increased opportunities for high quality, well-paid employment across the district	% Of procurement spend with local suppliers – Revenue spend	Business & Culture	Higher = better	21.99% (19/20) 24.50% (20/21)	26.87%	23.64%	22.73%	22.31%	21.60%		Min 25% Revenue	
	VLE13 (b)	Increased opportunities for high quality, well-paid employment across the district	% Of procurement spend with local suppliers – Capital spend	Business & Culture	Higher = better	46.60% (19/20)	81.99%	82.13%	80.64%	60.92%	63.74%		Min 25% Capital	
Your Services Your	YSYV04	Improved satisfaction for our services	Percentage of closed complaints upheld or partially upheld (Total number of complaints closed in	Service Quality	Lower = better	2019/20 - 59% 2020/21 - 51%	76%	61% (67)	49% (95)	44% (119)	58% (97)		58.75% (average for 2021/22)	

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						(21/22)	(22/23)	(22/23)	(22/23)	(22/23)			
		Qtr. shown in brackets)											
YSYV05		No. of valid Ombudsman complaints	Finance and Value	Lower = better	1 -2018/19 2 - 2019/20 0 - 2020/21	0	0	0	0	0		0	
YSYV06	High accessibility and usage of our services	Availability of WCC critical infrastructure services excluding planned downtime - Email - Storage - Telephony - DMS (document management system)	Finance and Value	Higher = better	2019/20 Email - 100% Storage - 100% Telephony - 99.5% DMS - 100% 2020/21 Email - 100% Storage - 100% Telephony - 98.18% DMS - 100%	Email - 100% Storage - 100% Telephony - 98.17 DMS - 100%	Email - 100% Storage - 100% Telephony - 98% DMS - 100%	Email – 99.9 Storage - 100% Telephony – 99.78 DMS - 100%	Email – 100% Storage - 100% Telephony – 99.9 DMS - 100%	Email – 100% Storage - 100% Telephony – 99.71 DMS - 100%		99.5%	
YSYV07	Improved satisfaction for our services	Efficient waste collection services - missed bin collection report	Finance and Value	Lower = better	AWCQ1 2019/20 68.89 per 100k bin collections AWC Q1 2020/21 57.79 per 100k bin collections	AWC 60/100k bin collections	AWC 55/100k bin collections	99.95%	99.96	99.94		99.93% (monthly)	Contractual target changed since contract started in Feb 21 – rather than having a target for missed bins it now relates to service failures (currently a contract limit of 200 service failures a month). A missed bin counts as a service failure. From Q2 the collection rate will be shown as a percentage.

ANNUAL KPI'S

AREA	REF	What we want to achieve	KPI definition	Cabinet Member	Lead CHoS	Polarity	2020/21	2021/22	2022/23	KPI Target 2022/23	Notes on data availability	Comments
TRACKING CLIMATE EMERGENCY	TCE01	Winchester City Council to be carbon neutral by 2024.	WCC carbon emissions	Climate Emergency	Economy & Community	Lower = better	2665 tCO2e (Like for like reduction of 34.2%)	4147 tCO2e (Like for like increase of 47.6%)	Not available until Q2 2024	Target for 2022/23 revised in light of 21/22 data - 3,750 tCO2e (market based)	Data for 2022-23 is expected in Q2 2024	Emissions for 20/21 were significantly lower than expected due to impact of COVID, so increase in 21/22 was unavoidable as activity returned to normal.
	TCE04	Reduced levels of waste and increased recycling, exceeding national targets	Percentage of recycling waste contaminated	Climate Emergency	Regulatory	Lower = better	16.33% from 61 samples. Fifth best in Hants, and below Hampshire average of 17.54%	15.74%	Not yet available.	Reduction against 2018/19 outturn - 13%	We are getting some data now on a monthly basis, but not enough to provide annual figures with confidence.	There is no data available on national contamination which is comparable, so we can only use Hampshire average. A once a year figure. Remains fifth best contamination of Hampshire authorities and remains below Hampshire average..
	TCE05	Everything most residents need should be in reach by foot, bike or public transport	No. bus users	Climate Emergency	Head of Programme	Higher = better	2020 patronage figs severely distorted	2.9m passenger journeys in the year 2022 in Winchester and surrounding area. Of the 2.9m, 0.6m passenger journeys were made using the P&R service. (Stagecoach figures).	Not available until January 2024	target to be considered in line with WMS and in Liaison with HCC	Data is collected at the end of each calendar year – next update January 2024.	Still on-going issues post covid with low (although rising) passenger numbers and operational issues with lack of drivers and increasing operating costs. WMS looking at potential for bus priority schemes as part of the one-way system review. LTP4 'Public Transport' policies will also look to address fares, demand responsive travel and P&R.
	TCE07	Everything most residents need should be in reach by foot, bike or public transport	Traffic movement into Winchester	Climate Emergency	Head of Programme	Lower = better	2022 traffic flows steadily rising but not at pre covid levels	Average daily traffic flows (HCC source) St Cross Rd 12,305 Stockbridge Rd 6,586 Andover Rd (N) 11,220	Not available until January 2024.	target to be considered in line with WMS and in Liaison with HCC	Data is collected at the end of each calendar year – next updated January 2024..	The WMS looks to reduce traffic levels by 10% through the implementation of all the schemes in the action plan and through the M3J9 works.
	TCE08	The Winchester district to be carbon neutral by 2030	District carbon emissions - annual report - year on year reduction	Climate Emergency	Economy & Community	Lower - better	2019 579,700 tCO2e (6.2% reduction)	2020 506,900 tCO2e (12.5% reduction)	Not available – collected 2 years in arrears.	456,210 tCO2e (2021 figures)	Data released annually 2 years in arrears	Data for 2020 influenced by COVID so 2021 figures likely to revert back to previous levels. The Carbon Roadmap will supplement this national data measure with local detail of carbon reduction from delivery of specific interventions.
	TCE09	The Winchester district to be	Produce Local Plan - plan adoption	Climate Emergency	Regulatory	N/A	Consultation on Strategic Issues and Priorities took place	Following the 6-week public consultation on the	Not available	Deliver Plan to adoption in accordance with Local	The responses are being analysed and an officer response is being	The Strategic Planning team have received over 3,400 representations. The team

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		carbon neutral by 2030					for 8 weeks and closed 12/4/21.	draft Regulation 18 Local Plan, responses are being analysed and an officer response prepared. This will need to be agreed by members.		Development Scheme which was updated on the 21 July 2021. The key target for 2023 will be to progress the Local Plan to the Regulation 19 stage.	prepared to identify changes to the Reg 18 LP. These will need to be agreed with members in due course before they are incorporated into Regulation 19 Local Plan.	are now analysing the representations, preparing an Officer response and identifying any changes to the draft Reg 18 LP. An LPAG meeting took place on the 8 March. At this meeting Officers outlined the different consultation techniques that were used, number of representations received, and they will update Members on the key issues that have been raised.
	TCE10	Our district's extensive natural habitats safeguarded and enhanced	Deliver 80% of actions in the approved annual action plan - percentage completed.	Climate Emergency	Economy & Community	Higher = better	N/A – new indicator	86%	Not available until January 2024	Deliver 80% of actions included in BAP	Data is collected at the end of each calendar year. Figures for 2023 will be reported in January 2024. We can collect data more often to monitor progress however a large proportion of these actions are ongoing throughout the year and as such will not be completed until the end of the year.	Year 2 of BAP Action Plan ended in December 2022. 91% completed; 2% progressing well; 4% progressing; and 3% not yet started.
	TCE11	Our district's extensive natural habitats safeguarded and enhanced.	Number of trees planted. per year	Climate Emergency	Economy & Community	Higher = better	398 trees planted	381 trees planted	Not available until October 2023	100 trees planted	Next update October 2023	Planting season now closed and due to reopen in October 2023
	TCE12	The Winchester district to be carbon neutral by 2030	Number and percentage of all parish councils (Inc. Town Forum) that have local carbon reduction action groups / campaigns.	Climate Emergency	Economy & Community	Higher = better	4%	69%	Not available until end of Q1 2023/24	25%	Updated annually after the end of each financial year (Q1 2023/24)	WCC is providing grant support to Winchester Action on Climate Change (WeCAN) in 2022-23 to build capacity.
	TCE13	The Winchester district to be carbon	Number of people participating in carbon	Climate Emergency	Economy & Community	Higher = better	2457	8078	Not available until end of Q1 2023/24	2703	Updated annually after the end of each financial year (Q1 2023/24).	Includes Winchester Green Week, WeCAN, Climate Open Forum

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		neutral by 2030	reduction event per year									
	TCE14	Clean air, more ambitious than national targets	Improvement trends in nitrogen dioxide and particulates, with the intent of complying with national mandatory standards.	Place and Local Plan	Regulatory	Lower = better	<u>2020 Data</u> St Georges St 26.9µg/m ³ Romsey Road 40.8 µg/m ³ (Note: 2020 data is atypical as 'Covid' Year)	<u>2021 Data</u> St Georges St 27.0 µg/m ³ Romsey Road 36.5 µg/m ³	Data not yet available until end of May 2023.	Subsequent to AECOM's report, in consultation with the Cabinet Member, it was agreed to retain the existing AQMA and seek to update the current AQAP, with a focus on improving air quality along Romsey Road. However it was also agreed that in order to inform the updated AQAP that officers would need to review the full 2022 data set in early 2023 as this would be required to inform the AQAP. Also, to consider whether to adopt more stringent AQ standards taking into account new WHO recommended limits. NB: Government required to set new national PM _{2.5} standards by Oct 2022, which still has not yet happened. Spring 2023 commence review of Air Quality Action Plan and deliver by September 2023.	Annual Status Report (ASR) to be submitted to DEFRA June 2023. Air Quality Supplemental Planning Document now adopted by Cabinet and in use.	Cabinet considering next steps on whether to review AQMA now or in late 2023 when it is expected that the 2022 data set will show compliance with air quality standards in most if not all of the AQMA. Cabinet also considering probable and aspirational targets for Winchester by 2027, which will inform local air quality policy over the next 5 years.
LIVING WELL	LW01	Reduced health inequalities	Inequality in life expectancy at birth (male)	Community & Housing	Economy & Community	Lower = better	2020 – 4.7 years	Data not yet available (checked April 2023)	Data not currently available on ONS	≤ 4.7 years	Data has not been released by ONS. Review date unknown	Relevant data not yet available from ONS.
	LW02	Reduced health inequalities	Inequality in life expectancy at birth (female)	Community & Housing	Economy & Community	Lower = better	2020 – 3.5 years	Data not yet available (checked April 2023)	Data not currently available on ONS	≤ 3.5 years	Data has not been released by ONS. Review date unknown	Relevant data not yet available from ONS.
	LW06	A wide range of physical and cultural activities for	Increase participation in the Cultural Network in	Community & Housing	Place / Economy & Community	Higher = better	23 organisations	30 organisations	Not available until end of Q1 2023/24	+10%	Data collected at the end of each financial year. (Q1 2023/24)	Engagement maintained via Arts News. Cultural network meetings paused whilst recruiting a Creative & Cultural

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		all ages and abilities	order to strengthen engagement with and support of the arts and cultural sector working collaboratively to strategically develop the offer									sector Officer. Since then virtual network reconvened. On track to meet 22/23 target
63%	HA01	All homes are energy efficient and affordable to run	% of all WCC homes achieving energy efficiency rating of C or above	Community & Housing	Services / Housing	Higher = better	48.10	50.98	Not available on ONS until November 2023	66%	ONS Data available retrospectively each November. Next update due Nov 2023	
	HA02 a	All homes are energy efficient and affordable to run	% all new homes in the district achieving energy efficiency rating of C or above	Community & Housing	Services / Housing	Higher = better	96.54%	97.41	Not available on ONS until November 2023	100%	ONS Data available retrospectively each November. Next update due Nov 2023	
	HA02 b	All homes are energy efficient and affordable to run	% ALL homes in the district achieving energy efficiency rating of C or above	Community & Housing	Services / Housing	Higher = better	Owner Occupier 34.25% Private Rented 36.82% Social 61.71% Total: 48.10%	Owner Occupier 39.45% Private Rented 41.41% Social 66.04% Total: 50.98%	Not available on ONS until November 2023	60% by 2028 Improvements should become evident as the law changes for private landlords	ONS Data available retrospectively each November. Next update due Nov 2023	
	HA03	Diverse, healthy and cohesive communities – not just homes	No. of domestic properties in the district, previously No. of households in district (all tenures)	Community & Housing	Services / Finance	Higher = better	54,584	55923	57023	Trend data for monitoring only	Data collected in March each year. Next update March 2024.	
	HA04	No one sleeping rough except by choice	No. of rough sleepers	Community & Housing	Services / Housing	Lower = better	7	3	4	Trend data for monitoring only	Rough Sleepers count was conducted on the 16 November 2022. 4 were found (3 were from out of area).	

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	HA05	Diverse, healthy and cohesive communities – not just homes	1000 new homes planned (10-year supply). No. completed each year, commencing 2021/22	Community & Housing	Services / Regulatory	Higher = better	N/A	To date 133 completed with a further 117 on site	139 homes (in total completed out of 1000 home target), a further 120 are on site under construction. Total completions in 2022/23 – 18	1000 over 10 years		Economic downturn and nutrient neutrally targets will impact housing delivery in the short to medium term
	HA07	Diverse, healthy and cohesive communities – not just homes	WCC housing stock, directly owned, housing company	Community & Housing	Services / Housing	Higher = better	0	Data not yet available	Data not yet available	Complete 5 new houses	Delay to launch of Housing Company	Housing Company agreed in principle, first completions will occur in QTR 3 2023/24
VIBRANT LOCAL ECONOMY	VLE01	Increased opportunities for high quality, well-paid employment across the district	No. of business enterprises in professional / technical sectors	Business & Culture	Place / Economy & Community	Higher = better	21%	20.6%	Not available until January 2024.	19.8%	Data collected each January	Total loss (from 2021 to 2022) of enterprise in professional, scientific and technical is 50
	VLE02	Increased opportunities for high quality, well-paid employment across the district	Close the gap between workplace earnings and residents' earnings	Business & Culture	Place / Economy & Community	Lower = better	£52.9	£63.6	Not available until January 2024.	£77.9	Data collected each January	Recent wage increase due to Cost of Living may be pushing wages back up
	VLE03	Increased opportunities for high quality, well-paid employment across the district	Productivity measure – gross value added (GVA) per head	Business & Culture	Place / Economy & Community	Higher = better	ONS has not released data	See notes	See notes	Trend data for monitoring only	Data no longer available	Data £39,714 is the latest data available on the ONS website
	VLE04	New offices and workspaces meet changing business needs and are located in areas with sustainable	Amount of floor space developed in market towns (planning approvals) –	Business & Culture	Services / Regulatory	Higher = better	Data not available	See notes	See notes	KPI to be removed – no longer valid	KPI to be removed – no longer valid	Measuring offices and workspaces is no longer a valid measure to demonstrate success as many people successfully working from home, and office down-space could mean success in reducing costs and increasing profits and salaries.

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		transport links										
	VLE05	More younger people choose to live and work in the district	Percentage of residents aged 25-35 years old	Business & Culture	Place / Economy & Community	Higher = better	ONS Data mid-2019 12.5%	ONS Data mid 2020 10.6% ONS Data mid 2021 10.4%	Data not yet available on ONS.	Trend data for monitoring only	ONS Data	May decrease if fewer job opportunities exist for young people
	VLE06	A shift to a greener, more sustainable economy	No. of businesses engaged on carbon reduction measures/projects	Business & Culture	Place / Economy & Community	Higher = better	172 businesses	78 businesses joined events live (virtual and in person) and a further 199 downloaded content at a later date	Data not yet available	Baseline to be set when data available	77 businesses engaged in carbon reduction measures and projects	In the last quarter 44 businesses accessed the Zero Carbon Service and a further 27 attended Sustainable Business Network events.
	VLE07	A shift to a greener, more sustainable economy	Crowd funder grants offered for green projects	Business & Culture	Place / Economy & Community	Higher = better	Launched 15/6/20	1 grant of £1500 paid to food recycling project.	4 Grants awarded totalling £10,600.	To be developed	Data will be updated after the end of Q1 and then annually at Year End going forward.	<p>The Crowdfunder contract ended on 31 December 2022 and has been replaced with a new project grant scheme.</p> <p>Crowdfunder grants awarded for green projects.</p> <ul style="list-style-type: none"> 2 grants awarded totalling £5,100. (one grant awarded for a solar panel project and one for an EV charging point). <p>Project grants awarded for green projects:</p> <ul style="list-style-type: none"> 2 grants awarded totalling £5,500. (One grant awarded for an energy efficient lighting project and one for a project to train volunteers in conducting heat loss surveys of residential properties).
	VLE08	Our city, market towns and rural communities recover well and have a compelling,	Visitor stay length increasing	Business & Culture	Place / Economy & Community	Higher = better	0.25m bed nights (domestic) 0.13m bed nights (international)	0.85m nights in the area as a result of overnight trips (2021)	Not available until end of QTR 2023/24.	Trend data for monitoring only	This data is derived from the Cambridge Model report which relies on local authority data. This data is still being collated by the ONS, and VB will publish in May 2023. A	Industry intel indicates that 2021 data will continue to show a downturn in activity as a result of the COVID 19 pandemic. Recovery to pre-pandemic levels, particularly in

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		competitive visitor offer									report will be received in March which will be updated with definitive figures, therefore the figures for 2021 are indicative rather than definitive and should be treated with a level of caution. The report will be updated when confirmed data is verified.	overseas markets, unlikely until at least 2022/23 reports
	VLE09	Our city, market towns and rural communities recover well and have a compelling, competitive visitor offer	Visitors spend increases	Business & Culture	Place / Economy & Community	Higher = better	£87.4m spent by tourists during their visit to the area (2020)	£229.25 million spent by tourists during their visit to the area (2021)	Not available until end of QTR3 2023/24.	Trend data for monitoring only	This data is derived from the Cambridge Model report which relies on local authority data. This data is still being collated by the ONS, and VB will publish in May 2023. A report will be received in March which will be updated with definitive figures, therefore the figures for 2021 are indicative rather than definitive and should be treated with a level of caution. The report will be updated when confirmed data is verified.	See above
	VLE10	Our city, market towns and rural communities recover well and have a compelling, competitive visitor offer)	Value of tourism to the economy increases	Business & Culture	Place / Economy & Community	Higher = better	£112.8m spent in the local area as a result of tourism (2020)	£289.41 spent in the local area as a result of tourism (2021)	Not available until end of QTR3 2023/24	Trend data for monitoring only	This data is derived from the Cambridge Model report which relies on local authority data. This data is still being collated by the ONS, and VB will publish in May 2023. A report will be received in March which will be updated with definitive figures, therefore the figures for 2021 are indicative rather than definitive and should be treated with a level of caution. The report will be updated when confirmed data is verified.	See above
	VLE11	Our city, market towns and rural communities recover well	Deliver tourism marketing activities alongside sector and key	Business & Culture	Place / Economy & Community	Higher = better	3.8m trips (2020)	6.04m trips (2021)	Not available until end of QTR3 2023/24.	Trend data for monitoring only	This data is derived from the Cambridge Model report which relies on local authority data. This data is still being collated	See above

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		and have a compelling, competitive visitor offer)	stakeholder engagement to influence Winchester's competitive position comparative with the Southeast and all of England, strengthening the number of trips to Winchester.								by the ONS, and VB will publish in May 2023. A report will be received in March which will be updated with definitive figures, therefore the figures for 2021 are indicative rather than definitive and should be treated with a level of caution. The report will be updated when confirmed data is verified.	
	VLE12	Increased 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	Business & Culture	Place / Economy & Community	Higher = better	88%	See notes	See notes	50%	88% of businesses using the service saw an increased turnover, improved efficiency or progression to a more sustainable business module over the two years of the contract.	Business support contract with Inclusive ended in June 2021 so no further data available. Meercats are now contracted to provide carbon support service. See VLE06 Therefore this KPI is no longer valid

SIX MONTHLY KPI'S

AREA	REF	What we want to achieve	KPI definition	Cabinet Member	Lead CHoS	Polarity	2020/21	2021/22	2022/23	KPI Target 2022/23	Notes on data availability	Comments
Living Well	LW04	A wide range of physical and cultural activities for all ages and abilities	Percentage of adults participating in 150+ minutes of sport or physical activity per week within the Winchester district	Community & Housing	Economy & Community	Higher = better	June 2019 - May 2020 70.5% Dec 2019 - Nov 2020 71.0%	June 2020 - May 2021 71.7% Dec 2020 - Nov 2021 73.7%	Dec 2021 – Nov 2022 73.0%	71.0%	Data comes from Sport England and has twice each year to annual reporting.	Dec 2021 – Nov 2022 73.0% Nationally, activity levels have returned to pre-lockdown levels.

BI-ANNUAL KPI'S

AREA	REF	What we want to achieve	KPI definition	Cabinet Member	Lead CHoS	Polarity	2020/21	2021/22	2022/23	KPI Target 2022/23	Notes on data availability	Comments
YOUR SERVICES, YOUR VOICE	YSYV01	Improved satisfaction for our services	Residents' Survey – satisfaction with the way the council runs things.	Service Quality	Resources / Strategic Support	Higher = better	N/A	75%	See notes	≥ 79%	Data available end of Q3 2023/24..	Council compares well to the Southeast and other councils for this metric: <ul style="list-style-type: none"> • Southeast - 62% • Stratford upon Avon District Council (residents' survey July 2022) – 61% • Royal Borough of Windsor and Maidenhead (residents survey – September 2022) – 63% • Cornwall Council (residents survey December 2021) – 63% • Bristol City Council (Quality of Life Survey June 2022) – 39%
	YSYV02		Tenants' Survey – satisfaction with the overall service provided by the council	Community & Housing	Services / Housing	Higher = better	N/A	Data not available until Spring 2023 – see notes	See notes	≥ 87%	Survey expected to be carried out in Spring 2023	
	YSYV03	Good value compared to other similar authorities	Residents' Survey – percentage of residents who agreed the council provides value for money	Finance and Value	Resources / Strategic Support	Higher = better	N/A	57%	See Notes	≥ 65%	Data available end of Q3 2023/24..	Council compares well to the Southeast and other councils for this metric: <ul style="list-style-type: none"> • Southeast – 43% • Stratford upon Avon District Council – 41% • Royal Borough of Windsor and Maidenhead – 52% • Cornwall Council – 48% • Bristol City Council – 26%