

Corporate Performance Measures
APPENDIX G

Measure	Target	Result for 16/17
Net increase in number of businesses operating in the city	200	205
Number of jobs created or safeguarded in the city as a result of the City Council's investment and leadership	700	742
Amount of employment floor space permitted for development	15,000	14,659
The percentage of estimated HMOs in the City that are licenced	70%	80%
Number of new homes granted permission in the city	400	420
Limit our use of temporary accomodation at 2015 levels	120	96
The number people taking part in our youth ambition programme	5,500	6,202
Number of people using leisure centres	1,400,000	1,370,105
Resident Satisfaction with their area as a place to live	82%	84%
Satisfaction with our street cleaning services	76%	78.78%
Implementation of measures to reduce the city council's carbon footprint by 5% each year	248 tonnes	254 tonnes
The amount of non-recyclable waste produced in the city per household decreases each year	423 kgs	392.69 kgs
The % of customers satisfied at their first point of contact	82%	88.59%
Delivery of the council's cost savings and income targets	1,758,000	1,749,000
Levels of staff engagement based on best companies staff survey results	5	5

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