

Appendix 11(d) - Headline KPIs 2018/19

Priority One – Strong Economy

Outcome	Headline Outcome Indicator(s)	Frequency
Blackpool will be the number 1 tourist destination in the UK	Visitor numbers	Annual
	Overall value of the visitor economy	Annual
	Tram ridership	Quarterly
	Combined attraction based indicator	TBC
People in Blackpool will have access to a range of employment options	Economically active	Annual
	Number of people supported into employment across all schemes delivered by Positive Steps	Quarterly
	New jobs created on the Enterprise Zone	Quarterly
	Enterprise Zone – jobs attracted	TBC
	Growth in rateable value per annum in the Enterprise Zone	Annual
The Council will support businesses to prosper and expand	Total number of new businesses assisted by the Council	Quarterly
	Jobs secured by Council projects	Quarterly
The town centre in Blackpool will be strong and vibrant	New bookings / events in the conference centre	
	Footfall	Quarterly
	Satisfaction of residents and visitors with the town centre offer (shopping)	TBC
Good quality and affordable housing which meets the needs of a varied population across the rental and privately owned sector in Blackpool	Number of new homes built	Annual
	Number of new, quality affordable rented units created by My Blackpool Home	Quarterly
	Satisfaction of BCH tenants with the quality of their home	TBC

Priority Two – Resilient Communities

Outcome	Headline Outcome Indicator(s)	Frequency
Families are supported to provide stable home lives where children and young people can flourish	Number of Children who are “Looked After”	Quarterly
Good quality education provision in Blackpool supporting all children and young people to develop skills and obtain qualifications which set them up for a range of employment options	The proportion of schools in Blackpool that are rated as “good” or better by OFSTED	Annual
	GSCE results data	Annual
	Percentage of young people who are not in education, employment or training	Annual
Improving health outcomes for people who live in Blackpool, with fewer people developing preventable long term health conditions	Mortality rate from conditions considered preventable	Annual
	Healthy life expectancy at birth	Annual
Communities in which people feel safe and secure in their immediate environment	Percentage of people consulted who say that they feel safe and secure in their community	TBC
When people in Blackpool are well enough to be discharged from hospital, there will be no delay as a result of the availability of support for their social care needs	Delayed Transfers of Care – Social Care Delays	Quarterly
People who need social care in Blackpool will receive an assessment in good time, have access to support from a range of good quality providers and they will have a regular review of their needs	Proportion of providers registered with CQC in Blackpool rated “Good” or better	Annual
	Average waiting time for assessment	TBC
	Percentage of long-term service users with an annual review	Quarterly

Organisational Resilience

Outcome	Headline Outcome Indicator(s)	Frequency
Budget Management	Council tax collected in year	Quarterly
	Business Rates collected in year	Quarterly
	% undisputed invoices paid within 30 days	Quarterly

	Value of budget cuts achieved	Quarterly
	Forecast level of year end General Fund Working Balances	Monthly
	Level of earmarked reserves	TBC
Workforce	Average number of working days lost due to sickness absence per FTE (Council – current staff only)	Quarterly
	Staff satisfaction	Annual
	Gender pay gap	Annual
	Staff turnover	Quarterly
Residents are satisfied with Council services	Satisfaction with the way the Council runs things	TBC
	Channel Shift - % of online transactions versus traditional methods	TBC