

Communications, Culture & Communications 2018-19 Delivery Plan year-end PI report



Supported individuals, families and carers living independently and with dignity

Performance Indicator	2017/18 Value	2018/19					2019/20 Target	Managed By
		Status	Value	Target	Long Trend	Short Trend		
% of older (65+) residents who have access to the internet in some form (home, phone, libraries, OSS etc)	100%		46%	55%			60%	Stephen Daly
% of residents under 65 who have internet access in some form (Home, phone, libraries, OSS etc)	99%		95%	95%			95%	

Meaningful engagement with active, empowered and informed citizens who feel safe and engaged

Performance Indicator	2017/18 Value	2018/19					2019/20 Target	Managed By
		Status	Value	Target	Long Trend	Short Trend		
% of residents who feel the Council communicates well with them	69%		59%	74%			75%	Malcolm Bennie; Amanda Coulthard
CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population	89		210	tbc			203	Amanda Coulthard
CC5a: Number of Library visits per 1000 population	6,530.5		6004.6	6,659			6,659	Stephen Daly
Residents satisfaction with Council services overall	98%		80%	75%			80%	Malcolm Bennie; Amanda Coulthard

Open, accountable and accessible local government






Performance Indicator	2017/18 Value	2018/19					2019/20 Target	Managed By
		Status	Value	Target	Long Trend	Short Trend		
% of adults satisfied with libraries	85.7%		Data available late 2019	88%			88%	Stephen Daly




Performance Indicator	2017/18 Value	2018/19					2019/20 Target	Managed By
		Status	Value	Target	Long Trend	Short Trend		
% of adults satisfied with museums and galleries	74.7%		Data available late 2019	81%			81%	Amanda Coulthard
% of residents who report satisfaction with Council publications, reports and documents	49.7%		68%	55%			56%	Malcolm Bennie
Cost per library visit	£3.49		Data available late 2019	£1.91			£2.08	Stephen Daly
Cost per museum visit £	£3.27		Data available late 2019	£1.40			£3.49	Amanda Coulthard
No. of transactions undertaken online	27,713		35,251	26,577			26,943	Malcolm Bennie
Percentage of citizens who are satisfied with the Council website	99%		90.11%	90%			90%	Malcolm Bennie; Stephen Daly
Percentage of complaints received by the Council that are resolved at Stage 1	93%		83%	88%			89%	Stephen Daly




Efficient and effective frontline services that improve the everyday lives of residents

Performance Indicator	2017/18 Value	2018/19					2019/20 Target	Managed By
		Status	Value	Target	Long Trend	Short Trend		
% of Local Government Benchmarking Framework performance indicators prioritised by the council that have improved locally	100%		75%	80%			80%	Malcolm Bennie; Amanda Coulthard
Communications Culture & Communities-Total FTE Days Lost by FTE Employees	5.29		9.46	6.5			6.5	Malcolm Bennie
Percentage of CCC employees who agree or strongly agree that in general, my morale at work is good	62%		63%	70%			70%	Malcolm Bennie
Percentage of Council employees who agree or strongly agree that in general, my morale at work is good	71%		71%	80%			80%	Malcolm Bennie
Percentage of Council employees who agree or strongly agree that the Council recognises and values the work that they do	57%		57%	70%			70%	Amanda Graham

PI Status	Long Term Trends	Short Term Trends
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	Alert
	Warning
	OK
	Unknown
	Data Only

	Improving
	No Change
	Getting Worse

	Improving
	No Change
	Getting Worse