

Executive Report Appendix 3b: 2019/20 Measures (New Measures, Baseline Only)

These measures will be baseline for 2019/20 so that accurate targets can be set for 2020/21

	Corporate Theme	Planning Pattern
Co-operative Neighbourhood Management: CNM1: % agreeing that their neighbourhood has improved as a consequence of CNM programme	Future Town, Future Council	Annual
Co-operative Neighbourhood Management: CNM3: Number of opportunities created to co-produce improvements	Future Town, Future Council	Quarterly
Cooperative Neighbourhood Management : CNM4: Number of volunteering hours supporting council services	Future Town, Future Council	Quarterly
Cooperative Neighbourhood Management : CNM5: Additional social value secured as part of CNM programme	Future Town, Future Council	Quarterly
Cooperative Neighbourhood Management : CNM6: Targeted increase in number of community led social action projects supported	Future Town, Future Council	Quarterly
Cooperative Neighbourhood Management : CNM7: Number of individual residents directly engaging in SBC led community engagement activities	Future Town, Future Council	Quarterly
Corporate Projects, Customer Services & Technology : CSC1: CSC cost per contact	Future Town, Future Council	Monthly