APPENDIX 1

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE 30 JANUARY 2018 COUNCIL PLAN 2018/19 REFRESH SUMMARY OF PROPOSED CHANGES



Title

1 Priority: Medway: A place to be proud of

Title

1.1 Outcome. A clean and green environment

Title

1.1.1 Programme. Public Realm & Street Scene

Code	Short Name	Success is	2016/17	Q1 2017/18		(Q2 2017/18	3		2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	
GH6 CP	Satisfaction with parks and open spaces - Citizens Panel result	•	68.5%	67.6%	N/A	70%	N/A	N/A	N/A	70%		PROPOSALS FOR 2018/19 NO CHANGE The current trend is downward so no justification to increase target. Reducing the target would be a negative message to local communities. Greenspace

Code	Short Name	Success is	2016/17	Q1 2017/18		(Q2 2017/18	3		2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(
												development to consider better promotion of site enhancement.
NI 195a NEW	Improved street and environmental cleanliness: Litter	•	97.25%	97%	97%	96%	S	•	0	96%	96%	PROPOSALS FOR 2018/19 NO CHANGE This target is already exceptionally high; with our current resources and pressures, this will be a challenge to remain at this level but we will aim to ensure the contractor continues to delivery a high quality service.
W6 CP	Satisfaction with refuse collection - Citizens Panel result		N/A	91.3%	N/A	85%	N/A	N/A	N/A	85%	85%	RCET PROPOSALS FOR 2018/19 NO CHANGE This is already an exceptionally high target. There are no plans to change service in 18/19

2 Priority. Maximising regeneration and economic growth

Title

2.1 Outcome. A strong diversified economy

Title

2.1.1 Programme. Business Investment

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.000)
	% of units let in Council owned business units	•	N/A	88%	88%	90%		•	•	90%	TBA	RCET PROPOSALS FOR 2018/19 CHANGE Change the way performance is measured. For parity with Innovation Centre Medway ICM, this should be a square footage measure and not percentage of number of units.
	% of square footage let at Innovation Centre Medway (ICM)	•	N/A	95%	96%	90%	②	•	•	90%	90%	RCET PROPOSALS FOR 2018/19 NO CHANGE 90% is set as per national examples of other Innovation Centres in order to achieve "churn" and the ability for new start-ups and migration to larger spaces elsewhere in the borough.
	Medway's economy as a whole compared with rest of England									N/A	TBA	RCET PROPOSALS FOR 2018/19 CHANGE Insert new measure:

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(
												This proposed new measure is 'the growth rate of Medway's economy as a whole compared to the rest of England'. An alternative measure Annual Gross Value Added - AGVA will not be proposed as this measure can be influenced by population growth eg: commuters living in Medway but working elsewhere. Our target will be set once Office of National Statistics data is released in Dec 2017 (we will then be able to complete our forecast analysis based on these figures)

2.2 Outcome. Residents with jobs and skills

Title

2.2.1 Programme. Jobs, skills and employability

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.1.1.02.1.00.1.1.1.1.1.1.1.1.1.1.1.1.1.
,	The percentage of 16-17 year olds who are not in education, employment or training (NEET)		N/A	3.8%	3.8%	6%			0	6%		C&A PROPOSALS FOR 2018/19 NO CHANGE Bringing the work in house may take time to bed in and may create an artificial drop in the short term in NEETS- but a corresponding rise in the 'Not Knowns'. This could give the impression of a success in this

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.0.27.1.0.0.10.0.27
												measure that we struggle to maintain in following years.
LRCC4a	Number of jobs created and safeguarded (cumulative)	•	391	79	215	150		•	•	300	300	PROPOSALS FOR 2018/19 NO CHANGE The 300 target should be retained, following the justification for the original reduction presented to cabinet in February 2016, largely based on the reduction in commercial premises available due to permitted development rights, but especially since Rochester Airport Technology Park is not yet on stream.
MAE 2	% Retention rate	•	93% 2015/16	94.06% Q3 of academi c year 2016/17	94% Q4 of academi c year 2016/17	94%	Q4 of academi c year 2016/17	Q4 of academi c year 2016/17	Q4 of academi c year 2016/17	94%	94%	RCET PROPOSALS FOR 2018/19 NO CHANGE This challenging and historically high target was set last year and has been carried forward to 2018/19 as the best realistically achievable retention rate, accepting that there will always be a small percentage of learners who will fail to complete their course for personal reasons outside the services influence or control, e.g., bereavement, ill health etc.
MAE 3	Achievement rate (pass rate)	•	96.49% 2015/16		97.36% Q4 of academi c year 2016/17	96%	Q4 of academi c year 2016/17	Q4 of academi c year 2016/17	Q4 of academi c year 2016/17	96%	96%	RCET PROPOSALS FOR 2018/19 NO CHANGE This challenging and historically high target was set last year and has been carried forward to 2018/19 as the best realistically achievable achievement rate, accepting that there will always be a small percentage of learners who will fail to achieve, for reasons outside the services control, despite the provision of Additional

(Code	Short Name	Success is		Q1 2017/18	Q2 2017/	18			2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
				Value	Value	Value	Target		Short Trend	Target	Target	
												Learner Support

2.3 Outcome. Preventing homelessness

Title

2.3.1 Programme. Preventing homelessness

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.000, 1.0.0000, 1.0.0000, 1.0.0000, 1.0.0000, 1.0.000, 1.0.000, 1.0.000, 1.0.000, 1.0.000, 1.0.000, 1.0.00
NI 156	Number of households living in temporary accommodation		351	327	354	350		•	•	350		PROPOSALS FOR 2018/19 CHANGE Change target from 350 to 400 Since 2013/14 the amount of people in temporary accommodation has risen by an average of 48.25 households per year. As at the end of October 2017 there were 376 Households in Temporary accommodation. Demand for services continues to be high with between 1,800 and 2,000 people approaching for assistance per year. The number of households in temporary accommodation has increased on a national level. In other areas with similar demographics to Medway, the issue has risen significantly more sharply than we have seen in Medway so far."

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	
HC3	No. of households with dependent children in B&B who have resided there for 6+ weeks at the end of the quarter		0	0	0	0		-	•	0	0	RCET PROPOSALS FOR 2018/19 NO CHANGE It is a legal requirement to not have households with dependent children in bed and breakfast accommodation for longer than 6 weeks. Therefore no change is proposed to this target.
HC4	Number of private sector properties improved as a result of the Council's intervention	+	571	N/A	312	100	•	•	N/A	600	600	RCET PROPOSALS FOR 2018/19 NO CHANGE We are not proposing any changes to this target as the resources and number of properties in the private sector have not changed.

2.4 Outcome. Delivering new homes to meet the needs of Medway's residents

Title

2.4.1 Programme. Delivering new homes to meet the needs of Medway's residents

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.
_	Net additional homes provided	•	N/A	Not measur ed for Quarter		Not mea	sured for	Quarters		TBA		RCET PROPOSALS FOR 2018/19 NO CHANGE

Code	Short Name	Success is		Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.000)
				S								This measure is already monitored by the Council and reported through the Annual Monitoring Report. In June 2014 the Council adopted a Housing Position Statement that the Council have a target of delivering 1000 dwellings per year. This figure remains the adopted figure but as part of the AMR due to be published in December we will be reporting against the 1000 adopted figure and an additional figure of 1281 will be included based on work flowing from the Local Plan and the Strategic Housing Market Assessment The Council is also a signatory to the Planning Protocol which secures greater partnership working between LPA's and the development industry to work together to increase housing delivery. Note while this is the Council's target based on housing need, the Council only has control over delivery of planning permission and that actual delivery of the homes is down to the development industry.

1.2 Outcome. Getting around Medway

Γitle

1.2.1 Programme. Tackle congestion hotspots by transport and public realm improvements

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.00.00.00.00.00.00.00.00.00.00.00.
New	Average journey time along 5 routes across Medway		N/A	N/A	N/A	4 mins	N/A	N/A	N/A	4 mins		RCET PROPOSALS FOR 2018/ 19 NO CHANGE This measure will remain the same for data continuity and comparison around the LGF Projects and ascertaining on whether the project outcomes have been achieved. Officers will be working with RCE O&S members to review data held in base map and consider proposals for alternative and additional journey time reporting.

3 Priority. Supporting Medway's people to realise their potential

Title

3.1 Outcome. Healthy and active communities

Title

3.1.1 Programme. Improving everyone's health and reducing inequalities

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk	•	77.2%	77.8%	79.1%	75%		•	•	75%	75%	PH PROPOSALS FOR 2018/19 NO CHANGE The long-term trends show that this service is operating efficiently and consistently delivering good outcomes for the people of Medway within the current capacity of the service. There is therefore no need to change this indicator.
PH14	Excess weight in 4-5 year olds		N/A	Not measur ed for Quarter s		Not mea	sured for	Quarters		21.5%	21.5%	PH PROPOSALS FOR 2018/19 NO CHANGE Rates of children classified as "overweight" and "obese" are still monitored through the National Child Measurement Programme (NCMP), which is delivered through schools. The long term trends within this indicator show that we are tracking the national average and that our services are operating efficiently and consistently delivery good outcomes for children and

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017	/18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0 0.2 / 1.0 0.0 1.0 1
												families of Medway. We are therefore proposing no changes for this indicator.
PH15	Excess weight in 10-11 year olds		N/A	Not measur ed for Quarter s		Not measured for Quarters				34%	34%	PH PROPOSALS FOR 2018/19 NO CHANGE Rates of children classified as "overweight" and "obese" are still monitored through the National Child Measurement Programme (NCMP), which is delivered through schools. The long term trends within this indicator show that we are tracking the national average and that our services are operating efficiently and consistently delivery good outcomes for children and families of Medway. We are therefore proposing no changes for this indicator.
NEW	Workplace health: The number of settings actively engaged in our "Healthy Settings Programme" -									n/a	50	PH PROPOSALS FOR 2018/19 CHANGE Add new workplace health measure. Measure: The number of settings actively engaged in our "Healthy Settings Programme" Target: 50 settings per year (cumulative target as follows: Q1 10, Q2 20, Q3 35, Q4 50) Why we are introducing this new measure: Workplace health is a significant public health issue. 'Settings' include workplaces, schools and pharmacies which are working to improve health and well-being of people in work.

3.2 Outcome. Resilient families

Title

3.2.1 Programme. Together We Can - Children's Services

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017/	'18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.000)
NI 101(E&M)	The percentage of looked after children who achieve the required standard in GCSE English and maths		20%	Not measur ed for Quarter s		Not mea	sured for	Quarters	3	20%	20%	C&A PROPOSALS FOR 2018/19 NO CHANGE This remains a challenging target for this group.
A1	The average number of days (over the last 36 months) between a child entering care and moving in with adoptive family		564	528	503	605	②	•	•	605	558	C&A PROPOSALS FOR 2018/19 CHANGE Stretch target by 47 from 605 to 558 days To bring the target inline with the out turned 16-17 performance.
CSC0004	Number of Looked After Children (LAC) per 10,000 children		61.5	61.9	62.2	67		•	•	67	67	C&A PROPOSALS FOR 2018/19 NO CHANGE 67 per 10k represents a good balance between the rigorous application of thresholds and the management of risk.
CSC0006	Number of Child Protection (CP) per 10,000 children		49.3	50.8	53.4	65.3		•	•	65.3	65.3	C&A PROPOSALS FOR 2018/19 NO CHANGE 65 per 10k represents a good balance between the rigorous application of thresholds and the management

Code	Short Name	Success is		Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	
												of risk.
	The percentage of children social care substantive posts not filled by permanent social workers		42.87%	41%	39%	33%		•	•	28%		C&A PROPOSALS FOR 2018/19 NO CHANGE 28% is very ambitious in the current climate

3.2.2 Programme. The best start in life

Code	Short Name	Success		Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status		Short Trend	Target	Target	(
FS Gap	Percentage achievement gap at Early Years Foundation Stage Profile between the lowest attaining 20 % of children and the mean		29.7%	Not measur ed for Quarter s		Not mea	sured for	Quarters		29.5%		C&A PROPOSALS FOR 2018/19 CHANGE Change target by 0.5% from 29.5% to 30%. Currently exceeding target but movement is always in small increments.
PH16	Smoking at time of delivery (SATOD)		17.08	18.60 Q4 2016/17	18.99 Q1 2017/18	17.5	Q1 2017/18	Q1 2017/18	Q1 2017/18	17.5		PH PROPOSALS FOR 2018/19 NO CHANGE The national reporting methodology has now changed for SATOD. Prior to April 2017 the denominator would include numbers for 'Women whose smoking status was not

Code	Short Name	Success is		Q1 2017/18	Q2 2017/	18			2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Short Trend	Target	Target	
											known at time of delivery'. From April 2017 this has now changed and the denominator only includes Women who are either known to be smoking or known to be not smoking. This does not affect Medway however, as for the last few years of data reporting, Medway has had 0 Women whose smoking status was not known at time of delivery'. This means that the indicator does not need to be changed.

3.3 Outcome. Older and disabled people living independently in their homes

Title

3.3.1 Programme. Improve support for vulnerable adults by working with partners and communities

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(
001	% of Long term packages that are placements			31.8%	31.6%	28%		•	•	28%		C&A PROPOSALS FOR 2018/19 NO CHANGE Performance is currently at about 32%
1C(2i)	Percentage of clients receiving a direct payment for	•	27.6%	27.1%	27.6%	27%		•	•	27%	27%	C&A PROPOSALS FOR 2018/19 NO CHANGE

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.00)
	their social care service											Performance is currently at about 27%
ASCOF 1G (n)	% of adults with learning difficulties in settled accommodation	+	N/A	48.4%	50%	75%		•		75%	75%	C&A PROPOSALS FOR 2018/19 NO CHANGE Target of 75% is aspirational. Current performance is
												about 50%
ASCOF 1H	Proportion of adults in contact with secondary mental health services in	•	N/A	67.0% Q4 2016/17	63.0% Q1 2017/18	70%	Q1 2017/18	Q1 2017/18	Q1 2017/18	70%	70%	C&A PROPOSALS FOR 2018/19 NO CHANGE
	settled accommodation											Latest published data – May – is at 64%
ASCOF 2A(1)	Permanent admissions to care homes per 100,000 pop – 18-64		9.3	4.1	1.2	2.75		•		11	11	C&A PROPOSALS FOR 2018/19 NO CHANGE
												Current target of 11per 100k is a challenge. This represents 19 admissions. So far this year there have been 8 admissions.
ASCOF 2A(2)	Permanent admissions to care homes, per 100,000 pop – 65+		525.7	160.7	89.5	150		•	1	600	600	C&A PROPOSALS FOR 2018/19 NO CHANGE
												Current levels of admissions suggest a change is unnecessary.
ASCOF 2Cii	Delayed transfers of care from hospital which are attributable to adult social care per		1.1	3.3 Q4 2016/17	2.0 Q1 2017/18	4	Q1 2017/18	Q1 2017/18	Q1 2017/18	4	4	C&A PROPOSALS FOR 2018/19 NO CHANGE
	Social care per											Despite our strong performance, 4 per 100k is a

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status		Short Trend	Target	Target	(0.1.1.02.1.02.1)
	100,000 population											demanding target.
ASCOF 3B	ASCOF 3B Overall satisfaction of carers with social services	•	34.7%	Not measur ed for Quarter s		Not mea	sured for	Quarters		44%		C&A PROPOSALS FOR 2018/19 NO CHANGE The next carer's survey will be in Autumn 2018.

3.4 Outcome. All children achieving their potential in schools

Title

3.4.1 Programme. Raising aspiration and ambition

Code	Short Name	Success is	2016/17	Q1 2017/18	Q2 2017/ ⁻	18				2017/18	2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	
	The percentage of children reaching the expected standard in English and Maths.	(N/A	Not measur ed for Quarter s	59.4% 17/18 annual	65%	17/18 annual	N/A	N/A	65%		C&A PROPOSALS FOR 2018/19 CHANGE Replace measure. Remove measure and replace with a new measure related to Progress 8 which is the new headline measure of secondary school performance. (SEKS4P8) Target TBA. The reason is because it is a current government measure and other authorities are now using this.

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.00)
NEW	Attainment 8 TBA		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	ТВА	C&A PROPOSAL FOR 2018/19 CHANGE Add new measure Based on Attainment 8 . (Wider focus - range of subjects, not just English and Maths) This better reflects the current government measures and brings us in line with other local authorities.
CA13	The percentage of children permanently excluded from school (upheld only)		0.15%	0.36%	0.01%	0.01%	•	•	•	0.06%	0.06%	C&A PROPOSALS FOR 2018/19 NO CHANGE As an aspiration this target is good. The reality is our performance is running at more than double this rate. National performance is at 0.08% Any change is entirely cosmetic against a background of such disparity.
CASEIKS 4 Ofsted	The percentage of secondary sector schools in Medway judged to be good or better	•	80%	82.4%	82.4%	88.2%		•		88.2%	88.2%	C&A PROPOSALS FOR 2018/19 NO CHANGE
CASEISP EC Ofsted	The percentage of special schools in Medway judged to be good or better	•	80%	80%	80%	80%				80%	80%	C&A PROPOSALS FOR 2018/19 NO CHANGE This reflects reality.
EDU3(b)	The percentage of children who were persistently absent from school		N/A	7.6%	N/A	5.5%	N/A	N/A	N/A	5.5%	10%	C&A PROPOSALS FOR 2018/19 CHANGE

Code	Short Name	Success	2016/17	Q1 2017/18	Q2 2017/	18				2017/18	PROPOSED 2018/19	SUMMARY OF PROPOSALS FOR 2018/19 (CHANGE / NO CHANGE)
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target	Target	(0.0.0.00.00.00.00.00.00.00.00.00.00.00.
SE KS2	The percentage of children who achieved the required standard or above in reading, writing and mathematics at KS2		49%	Not measur ed for Quarter s	57.3%	53%		•	•	53%	61%	change target by 4.5 percentage points from 5.5% to 10% The most recent published National figure is 10.5%, Medway was at 8%- however this is an outturn from a locally collected voluntary return(about 75% of schools take part). The most recent published Medway result is for 2015-16 and is 11.8% C&A PROPOSALS FOR 2018/19 CHANGE Stretch target 8 percentage points from 53% to 61% The percentage of children who achieved or exceeded the expected standard in reading , writing and maths at KS2 in 2016/17 – Medway pupils achieved 58% against 61% nationally.
SE2 OEPr	The percentage of primary sector schools in Medway judged to be good or better	•	82.9%	83.1%	84.9%	85%		•		85%	90%	C&A PROPOSALS FOR 2018/19 CHANGE Stretch target by 5 percentage points from 85% to 90%. This would bring us in line with the current national percentage.

	Title											
	Council Ways of working: giving value for money, digital service delive and working in partnership											
Ways of working: Deliver transformation programme												
DIGI TU 01	Digital take up	•	N/A	RCET PROPOSALS FOR 2018/19 NO CHANGE This measure will be reported for the first time in Q3 2017/18 so to date, we have no historic performance data. Digital take up is a measure that will help to track customer increasing confidence in using digital technology to access council services.								