



ASPIRING COMMUNITIES

North Ayrshire Council **Performance Management Framework**

Performance Measure	Baseline 2017/2018 Value (or most available)	2024 Target
Percentage of population who are involved in local decision-making	51%	60%
Percentage of Council budget directed via participatory methods	0.62%	2%
Percentage of residents who agree they have access to opportunities to participate in their local community	30%	50%
Percentage of children achieving their developmental milestones at the time the child starts primary school	77%	85%
Average total tariff score of pupils living in SIMD most deprived areas	660	745
Average total tariff score of pupils	875	890
Percentage of school leavers entering positive destinations	93.4%	97%
Percentage of children living in poverty (after housing costs)	29.26%	25%
Percentage of working age population in employment	68.2%	73%
Percentage of procurement spent on local enterprises	19.75%	26%
NEW Percentage of those earning less than the Living Wage	24.3%	20%



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Percentage of learning disability service users accessing employment support	24.25%	30%
Percentage of children with BMI >91st percentile at 27 month review	11%	9%
Percentage of households in Fuel Poverty	30.0%	27.0%
Number of attendances at indoor sports & leisure facilities (excluding pools)	1,848,777	1,950,000
Percentage of people aged 65 and over with long-term care needs who receiving personal care at home	65.8%	65.0%
Number of emergency admissions to hospital	20,629	20,000
Percentage of new tenancies to applicants who were assessed as homeless sustained for more than a year	78.28%	82.00%



INSPIRING PLACE

North Ayrshire Council **Performance Management Framework**

Performance Measure	Baseline 2017/2018 Value (or most available)	2024 Target
Proportion of Council operational buildings that are suitable for their current use	89.9%	93.0%
Overall percentage of road network that should be considered for maintenance treatment	39.1%	38.1%
Proportion of properties receiving superfast broadband	92.35%	100%
Number of electric vehicle charging points publicly available	25	60
Number of new build Council housing units completed	232	1,375
Number of empty homes brought back into use	302	600
Percentage of Council dwellings that meet the Scottish Housing Quality Standard	99.18%	99.60%
Tourism visitor number	1,506,210	1,650,000
Street Cleanliness Index - Percentage clean	92.2%	94.0%
Hectares of vacant and derelict land in North Ayrshire	1,294ha	1,094ha
Overall carbon emissions (tonnes)	43,756	35,000
Total installed capacity of low carbon heat and electricity generation across the Council's estate (kW)	9,029	12,000
Percentage of total household waste that is recycled (calendar year as per SEPA)	55.8%	62%

A COUNCIL FOR THE FUTURE

North Ayrshire Council Performance Management Framework

Performance Measure

Percentage of Customers delighted with the overall Customer Service

**Baseline
2017/2018 Value
(or most available)**

**2024
Target**

84%

85%

Percentage of Self Service Transactions

36.7%

50%

Employee engagement level

71.2%

72%



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath