

Contents

1. About the Corporate Performance Framework
2. Executive Summary
3. Corporate Performance Dashboard overview (May 2026)
4. Summary of Strategic Priorities, Highlights and Exceptions, Actions and Mitigations
 - Priority 1 - Local Economy
 - Priority 2 – People
 - Priority 3 – Homes
 - Priority 4 – Environment
 - Priority 5 – A Well-Run Council
5. Continuous Performance Improvement

About the Corporate Performance Framework

This report provides a quarterly overview of the Corporate Performance Framework.

The purpose is to

- keep Strategic Management Board and Executive Members informed about the Council's performance against the priorities and objectives set out in the Corporate Plan 2025-2028
- keep the measures under regular review
- enable a proactive approach and assurances to deliver the Corporate Priorities.

- [Corporate Performance Framework - Power BI](#) dashboard is accessed via the intranet
- [CPF User Guide 2.pptx](#) for guidance on exploring the dashboard
- The framework consists of **83** individual measures and metrics linked to the Corporate Plan objectives
- The data behind each measure comes from a range of trusted and reliable sources including Exeter City Council, LG Inform+ and Devon & Cornwall Police
- Data refreshes at different times and frequencies ranging from every day to once per annum – each quarterly report will give the latest snapshot*
- **61** measures are RAG rated to show:

Improving
In line
Worsening
- Some measures in the dashboard are presented without a RAG rating. These qualitative reports provide valuable context and deeper insight into the Council's overall performance.

Executive Summary

Overall, the Council's performance this quarter* is strong with over 85% of the measures either in line or improving against targets. There are a number of standout results, with several measures significantly exceeding target.

Local Economy - street trading and markets growth was particularly strong alongside consistently high service standards in food hygiene compliance and street cleansing, graffiti and litter reduction.

People - Exeter Leisure memberships increased, while perceptions of Exeter as a safe place to live also exceeded target.

Homes - delivered some of the strongest headline results, with new homes completed up (480 built in 2024/25) , social rent share outperforming the region at 53.1%, and social housing units also up year on year by 23.0%.

Sustainable Environment - reveals excellent progress on carbon reduction with a 15.4% reduction in the City Council carbon footprint, supported by strong gains in renewable energy generation.

A Well-Run Council - performs strongest in financial management and service efficiency, including 99.1% of invoices paid within 30 days, a reduction in sundry debt arrears, and significant growth in online self-service transactions, all of which demonstrate strong operational delivery.

Executive Summary

There are some areas which are currently below target or may be moving in the wrong direction. Areas for focus are:

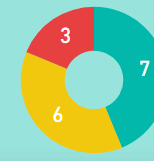
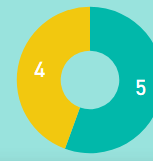
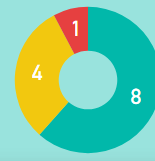
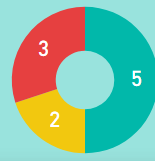
Local Economy – shopping centre footfall and business creation are below desired thresholds

People – the perception of Exeter as a welcoming and inclusive city, applications for Ward Grants and inactivity levels amongst residents in our priority neighbourhoods (2.8% increase vs a -2.0% decrease target) are areas for potential improvement

Homes - access to disabled facilities and warm home grants (-19.4% vs 5.0% increase target), affordable homes completed overall (1.1% vs 5.0%) and HMO registrations and monitoring where higher than normal volumes are expected in 2026

Sustainable Environment - no current red metrics but EV strategy adoption is not at desired levels (-1.2% vs 5.0% target increase) and recycling performance shows little change (-0.1 against a 1.0 improvement target)

A Well-Run Council - complaints processing in 2024/25 is below target, recovery of overpaid Housing Benefit (-5.7% vs 2.0% increase) and internal health and safety training/compliance (66.4% vs 90.0%).



Priority 1: Local Economy

We will build on Exeter’s thriving economy by attracting new businesses and continued investment in our city by collaborating with national, regional and local businesses and partners. We will work together on regeneration and growth activities designed to attract new businesses and continued investment in our public spaces, culture, heritage and tourism industries.



Priority 2: People

We will encourage residents and community groups, to be healthier and more active, promote inclusion and community cohesion and efforts to ensure people feel safe and welcome.



Priority 3: Homes

We will expand our own council housing; do all we can to fight homelessness, and we will engage communities, the city’s key partners and developers in delivering the homes which Exeter needs, whilst protecting our valuable green spaces.



Priority 4: Sustainable Environment

We will reduce our own carbon emissions and work with the city’s key partners, businesses, communities and residents to take action to mitigate and adapt to the impacts of climate change.



Priority 5: A Well-Run Council

A well-run council Despite 14 years of reduced government funding and the increasing cost of living, we are committed to maintaining a strong and resilient council and delivering quality services and a balanced budget.

Local Economy

Priority 1





Priority 1 | Local Economy

Summary








Local Economy. We will build on Exeter’s thriving economy by attracting new businesses and continued investment in our city by collaborating with national, regional and local businesses and partners. We will work together on regeneration and growth activities designed to attract new businesses and continued investment in our public spaces, culture, heritage and tourism industries.

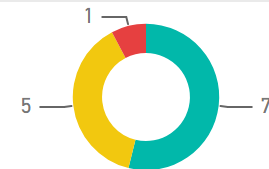
Intended Outcomes. The outcomes we want are a thriving diverse and resilient city centre which can adapt to changing conditions, an increase in independent shops and fewer empty shops than there are today, and businesses will be reporting increases in footfall and business success within a vibrant cultural and tourism offer.

Strategic Partnerships. To achieve this our strategic efforts will focus on partnership work to deliver a City Centre Strategy and support regeneration and investment in our Liveable Exeter sites. We will focus on building capacity and capability to work at national and regional levels to encourage growth, regeneration and inward investment.



Strategic Outcome Metrics



-  Shopping Centre footfall
-  City Centre vacant shops Vacant Shops rate.
-  Business creation and closures per 10,000 population
-  Average weekly workplace earnings
-  Gross value added per hour
-  Total spend on Culture and Heritage
-  Publication of City Centre Strategy



Service Delivery Metrics

-  Improvements in street cleansing, reducing litter and removing graffiti
-  Percentage of compliant food hygiene establishments
-  Number of premises licence with late night refreshment
-  Well-regulated and successful street trading and markets
-  Ensuring events and celebrations in the city are well run and safe through our work on the Safety Advisory Group
-  Safe, accessible and sustainable licenced taxi services across the city

Directorate Business Plan Metrics

-  Operations Business Plan Dashboard (opens in new window)
-  Place Business Plan Dashboard (opens in new window)

Local Economy

Performing well

Food hygiene compliance is a standout strength at 98.9% vs 90% target and graffiti/cleansing performance (93.4% vs 90%) is also strong.

Street trading/markets regulation is well above target (35.3% vs 5.0%) and the number of vacant shops is decreasing.

Taxi licensing density (based on number of taxis per 1000 residents) is above target at 3.6% vs 2.0%.

Total spend on Culture and Heritage has exceeded the target by more than double, and Exeter was second in the South-West region for investment in cultural and heritage.

The Draft City Centre Strategy 2026-2031 consultation has been launched.

Performing in line with target

Average weekly workplace earnings continue to increase but remain behind the national average, and Exeter was ranked 4th in the region (2025).

Gross Value Added per hour continues to grow at 2.27% but remains slightly below the 5% target.

Shopping Centre footfall is currently in line but showing a slight fall in numbers year to date, compared to 2025 (decrease of 110k).

The total number of premises with a license for late night refreshments has grown slightly and surpasses the regional average.

The Exeter Safety Advisory Group reviewed over 72% of city centre events in 2025 although this falls slightly short of the 80% target.

Performance not meeting target

Exeter shows moderate business creations and closures but has the second-lowest enterprise density in the region and is behind target at -2.46% vs a 2% year on year increase.

Actions and priorities

- Comparing 2026 Q1 with Q1 2025 / 2024 / 2023 business creation and closures, there is a slight reduction in business births (-10). Continued **engagement with InExeter and Devon Chamber** in how we support businesses and individuals to set up and grow a business across Exeter.
- **City Centre Strategy** currently out for public consultation, which closed 28 June 2026. Final version will be reported back to Executive Autumn 2026 for adoption.

People

Priority 2





Priority 2 | People

Summary

People. We will encourage residents and community groups, to be healthier and more active, promote inclusion and community cohesion and efforts to ensure people feel safe and welcome.






Intended Outcomes. The outcomes we want are that health inequalities will reduce, communities will be more resilient and more residents, including those from our priority neighbourhoods and communities, will be participating in leisure and cultural events and activities. There will be a thriving and safe night-time economy with great things to see and do for everyone.





Strategic Partnerships. To achieve this our strategic efforts will focus on partnership work alongside our priority neighbourhoods and communities working to ensure the provision of sustainable cultural, leisure and enrichment opportunities; securing and expanding the work of the Sport England Place Partnership, Wellbeing Exeter partnership; and, through the Community Safety Partnership, address anti-social behaviour.






Strategic Outcome Metrics








-  Index of Multiple Deprivation
-  Age distribution
-  Age-standardised mortality rates
-  Causes of death
-  Residents in bad or very bad health

-  Life expectancy: local authorities
-  Life expectancy: Exeter wards
-  Exeter as a safe place to live
-  Exeter as a welcoming, inclusive city




Strategic Partnership Metrics

-  Annual report on outputs from the Sport England Place partnership
-  Performance reports from Wellbeing Exeter
-  Annual report on the delivery of the Community Safety Partnership Action plan

Service Delivery Metrics

-  Number of City Centre ASB incidents
-  Year on year increase in residents taking up Exeter Leisure membership and use of leisure centres
-  More inactive people in our priority neighbourhoods becoming active
-  Increase in use of the Green Circle for leisure and active travel
-  Greater understanding about the impacts of ward grants on inclusion and community cohesion

Directorate Business Plan Metrics

-  Operations Business Plan Dashboard (opens in new window)
-  People and Communities Business Plan Dashboard (opens in new window)
-  Place Business Plan Dashboard (opens in new window)

People

Performing well

Exeter is largely considered a safe place to live during the day according to the Annual LGA Resident Survey (30.6% vs 26%). However, a higher than the national average number of residents report feeling fairly or very unsafe at night.

Reports from the Sport England Place Partnership, Wellbeing Exeter, and the Community Safety Partnership Action Plan are received on time and used to inform decision making.

The number of residents taking up Exeter Leisure memberships and using our leisure centres continues to rise year on year with numbers growing by 31% in 2024/25.

Performing in line with target

Use of the Green Circle for leisure and active travel by people in priority neighbourhoods is in line with target at 2.1% vs 5% year on year increase.

The number of City Centre ASB incidents in 2024 (10861) and 2025 (11021) were high putting Exeter over the regional average. However, there are signs of improvement with 2730 incidents recorded so far in 2026.

Performance not meeting target

The number of residents reporting Exeter as a welcoming and inclusive city is below target 63% vs 72%. This reflects a perception-based measure influenced by a range of factors, including wider economic conditions, community cohesion and the city experience.

Inactivity amongst people in our priority neighbourhoods has increased by 2.8% vs a target reduction of -2.00%. There are small fluctuations yearly in the active lives data and this is not a significant increase. However, this is a national trend with a number of factors including complex lives, cost of living and structural inequalities.

There has been an approximate drop of £900 in Ward Grant spend (2.5%) for 2025/26 which is due to a drop in applications. 2026/27 data is not yet available.

Actions and priorities

- Strengthen engagement & insight through consultation & engagement strategy
- Focus Wellbeing Exeter activity on under-represented groups through the enhanced programme
- Actively convene VCSE sector to explore approaches to improving social connection and inclusion
- Greater promotion of ward grants through Councillors and Community Builders

Homes

Priority 3





Priority 3 | Homes

Summary

People. We will expand our own council housing; do all we can to fight homelessness, and we will engage communities, the city's key partners and developers in delivering the homes which Exeter needs, whilst protecting our valuable green spaces.

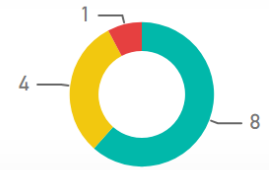
Intended Outcomes. The outcomes we want are better quality, energy efficient and more affordable homes to buy or rent, with new housing developments well integrated into existing communities. Fewer people will be homeless or in temporary housing and the number of people on the social housing waiting list will reduce.

Strategic Partnerships. To achieve this our strategic efforts will focus on working in partnership to deliver the Exeter Plan; secure investment for building more social housing and in reducing rough sleeping and the number of people in temporary accommodation; enabling more people to find sustainable housing.



Strategic Outcome Metrics

- Total new homes completed per financial year
- Affordable homes completed per financial year
- Total increase in social housing units
- Reductions in number of people living in fuel poverty
- Percentage of affordable completions that are social rent per financial year



Service Delivery Metrics

- % of building control application processed within target timeframes to ensure timely and efficient service
- % of planning applications processed within target timeframes to ensure timely and efficient service
- Households in Temporary Accommodation
- Total households on the housing waiting list
- HMO registrations and a programme of effective monitoring to improve quality of homes
- Improvements in social housing tenant satisfaction rates
- Number council houses retrofitted to reduce carbon emissions and energy bills
- Improving access to disabled facilities and warm home grants to those in greatest need

Directorate Business Plan Metrics

- Operations Business Plan Dashboard (opens in new window)
- People and Communities Business Plan Dashboard (opens in new window)
- Place Business Plan Dashboard (opens in new window)
- Statutory Homelessness Dashboard (opens in new window)

Performing well

Total new homes built in 2025 was 480, exceeding the long-term average of 455 and above our target 5% year on year increase. This sustained level of delivery supports the city's growth ambitions and helps to meet ongoing housing demand.

The number of social housing units has increased year on year by 22.96%. The percentage of affordable completions that are social rent has declined slightly but Exeter remains well ahead of others in the region at 53.1% higher than average. This reflects the tenure mix of schemes coming forward and delivered through Section 106 agreements, where outcomes are influenced by site-specific viability and market conditions. Future performance will be dependent on the tenure mix within the existing pipeline of permitted schemes.

In Building Control, performance has improved significantly, with 100% of applications now being processed within target timescales for 2026/27, compared to 87.5% in the previous year. This reflects improved workflow management and prioritisation within the service, alongside a reduction in application volumes. Continued monitoring will be required to ensure performance is sustained, particularly given the higher proportion of applications agreed with extensions.

Similarly in planning, performance has improved, with the proportion of planning applications determined within target timescales increasing from 80.6% to 90.3% in 2024/25 and remaining stable at 90.39% in 2025/26. This reflects sustained service performance despite an increase in application volumes during the current year. Continued monitoring will be required to maintain this position as demand remains high.

The number of households on the housing waiting list has reduced significantly by -10.6% compared to a target reduction of -5% each year. As of the 31st March 2026, there were 2010 applicants registered on Devon Home Choice for Exeter City Council

Social housing tenant satisfaction rates are improving at 5.6% vs the target of 5%. In 2023/24 the overall satisfaction of the service provided by ECC Housing following perception surveys undertaken during that year stood at 70% and for 2024/25 this measure had increased to 76%. This positive result was not received with complacency, but with a desire to drive continuous improvement across the service.

The number of council houses retrofitted to reduce carbon emissions and reduce energy bills (685) is significantly above the 5% improvement threshold at 13.4%.

Homes

Performance in line with target

The number of affordable homes completed overall are modest at 1.1% vs 5.0% target for 2024/25. 178 homes were delivered in 2023/24 following higher levels in 2021/22 and 2022/23. The variation between years mainly reflects scheme phasing and the timing of large developments coming forward. We will continue to monitor delivery against the programme to ensure the pipeline of schemes is maintained.

The number of people reported as living in fuel poverty is slightly behind at -0.5% reduction vs a target of -1.0%.

Households in temporary accommodation reduced in 2024-2025 to 501. A reduction of 4.39%, this is just below the target of a -5%. Overall numbers of households in TA remain static and as of the 14th of May 2026 there are currently 98 households in TA. The use of spot purchase hotels is down. No 16/17 year olds have been placed in TA and there are no families in B&B for longer than 6 weeks.

HMO registrations and monitoring for quality are under performance thresholds currently at 82.1% vs 90.0%. In the nominated time period, the PSH Team approved 39 HMO Licenses under Part 2 of the Housing Act 2004, of the 39 applications submitted. The average time to approve was 73 days, this is well within the current 112 days target time. It should also be noted that 2026 is an “anniversary year” exactly 20 years since HMO licensing was introduced and it is predicted there will be a very large volume of license renewals this year. 22 inspections of licensed HMOs were carried out during the nominated time period, with 12 of those signed off as fully completed works.

Performance not meeting target

Improving access for disabled facilities and warm homes grants is currently -19.39% against a targeted improvement of 5% year on year.

Actions and priorities

- Affordable Homes - we will continue to monitor delivery against the programme to ensure the pipeline of schemes is maintained.
- Building control applications will continue to be monitored to ensure performance is sustained, particularly given the higher proportion of applications agreed with extensions.
- Planning applications will continue to be monitored to maintain this position as demand remains high.

Sustainable Environment

Priority 4





Priority 4 | Sustainable Environment

Summary



Sustainable Environment. We will reduce our own carbon emissions and work with the city’s key partners, businesses, communities and residents to take action to mitigate and adapt to the impacts of climate change.

Intended Outcomes. The outcomes we want are a city taking action to mitigate and adapt to the impacts of climate change resulting in a net zero carbon city with well-maintained parks and open spaces and biodiversity across the city.

Strategic Partnerships. To achieve this our strategic efforts will focus on working in partnership to reduce carbon emissions, by supporting the delivery of District Heat Networks, securing affordable clean and secure energy for the city and bringing forward an electric vehicle strategy for the city.





Strategic Outcome Metrics






-  Annual renewable energy generated from City Council owned solar
-  City Council annual carbon footprint





Strategic Partnership Metrics

-  Milestones towards the delivery of new District Heat Network in the City
-  Adoption of an electric vehicle strategy for the city

Service Delivery Metrics

-  Energy efficient council homes
-  Renewable energy capacity owned by the City Council
-  Annual carbon emissions from City Council Leisure facilities
-  Increases in recycling rates
-  Roll out of food waste collection city wide

Directorate Business Plan Metrics

-  [Operations Business Plan Dashboard \(opens in new window\)](#)
-  [Place Business Plan Dashboard \(opens in new window\)](#)

Sustainable Environment

Performing well

Annual renewable energy generated from council sites is up 9.2% vs 5.0% for the year 2024.

The City Council annual carbon footprint was reduced by - 7,168 tCO₂e (-15.42%) in 2023/24, exceeding the target of -5.0%.

Renewable energy capacity owned by the City Council is growing well at 7.6% vs 5.0% target.

Leisure decarbonisation is ahead of plan with emissions down - 10.8% vs -5.0% target.

The roll-out of food waste collection to all 60,810 properties in the city was completed on time for the March 2026 deadline.

Performance in line with target

Milestones towards the delivery of a new District Heat Network in the City remain largely on track with just one milestone outstanding.

The City-wide EV strategy adoption is under target, with progress at -1.2% vs 5.0% target increase however Exeter remains ahead of many peer authorities with 159 non-rapid and 101 rapid public electric vehicle charge points.

Energy efficiency in council homes is only 0.7% improvement vs a targeted -5.0% decrease, indicating insufficient progress against desired direction.

Recycling performance is virtually unchanged at -0.1% reduction vs 1.0 target increase.

Actions and priorities

- No measures are currently RAG rated as not meeting target

A Well-Run Council

Priority 5





Priority 5 | A Well-Run Council

Summary







A Well-Run Council. Despite 14 years of reduced government funding and the increasing cost of living, we are committed to maintaining a strong and resilient council and delivering quality services and a balanced budget.

Intended Outcomes. The outcomes we want are to meet the challenges of ongoing reductions in funding, by reducing costs, generating additional income and prioritising spend whilst maintaining good quality statutory services that meet resident needs.




Strategic Partnerships. To achieve this we will conduct our business in accordance with the Delivering Good Governance in Local Government (CIPFA) Framework; engaging residents and businesses in priority setting and service developments whilst transforming services to make it as easy as possible for people to help themselves by providing high-quality information and advice, first time, through digital and self-help services and a single point of contact; and managing our built assets to improve value for money, income potential and to maximise their longevity.






Service Delivery Metrics

-  Business and council tax collection rates
-  Invoices paid within 30 days
-  Sundry debt collection; arrears as a % of total debt
-  Levels of non-ringfenced reserves
-  Speed of processing housing benefit claims
-  Recovery of overpaid Housing Benefits
-  Healthy and Safety compliance Built Assets
-  Health and Safety Compliance Workforce
-  Number of elections and committee meetings held










Strategic Metrics




-  Draft Local Government Outcomes Framework for Exeter
-  Value for Money reports from LG Inform
-  Corporate risk register

Directorate Business Plan Metrics

-  Corporate Resources Dashboard (opens in new window)
-  Executive Office Dashboard (opens in new window)
-  HR Dashboard (opens in new window)



-  MyExeter accounts and tenants portal
-  Increase in citizens self-serving online
-  Telephony answer rate for call centre
-  Freedom of Information responses
-  Complaints processing
-  Total web page hits
-  External audit of financial statements
-  Partnership register
-  Strata business plan dashboard

-  Operations Dashboard (opens in new window)
-  People and Communities Dashboard (open in new...)
-  Place Dashboard (open in new window) 25

Performing well

Payment performance is excellent with 99.1% of invoices paid within 30 days vs 90.0% target and showing improving on previous years (96.02% for 2025/26 and 95.24% for 2024/25.)

Sundry Debt arrears reduced -20.5% vs -10.0% target. Targeted work underway to reduce level of historic sundry debts.

Housing Benefit claims are being processed 2 days faster than the national average. However, performance may vary due to fluctuations in caseload. Exeter has a higher proportion of temporary and supported accommodation claimants which drives up processing times compared to our rural neighbours.

Health and Safety Compliance Built Assets is strong at 96.55% vs a target of 95.0%.

My Exeter accounts and tenants' portal uptake at 13.85% vs 5.0% and online self-service transactions up 12.6% vs a target of 5.0%. New integrations including one with the Council Tax portal will take place in June 2026, a marketing campaign is planned for My Exeter this summer.

FOI responses within the 20-day SLA for 2026 are above target at 93.5% vs 90.0%. A new automation to the service will be introduced in June 2026 which will help improve the service.

Performance in line with target

In-year collection rates for Council Tax (95.3%) and NDR (98.2%) are slightly below targeted levels at 96.5% and 98.5% respectively but remain an improved position. Both teams have faced challenges with a service wide restructure and introduction of additional NDR multipliers.

Non-ringfenced reserves (GF 18.6%, HRA 15.6%) above 15% thresholds, and sundry debt arrears reduced -20.5% vs -10.0% target.

The telephony answer rate is trending slightly below the average year to date at -0.23% vs a target improvement of 5.0%.

Total web hits down -2.8% compared to a target increase of 5.0%. Web content is being updated and overhauled with an updated template suite going live in July 2026.

Strata Business Plan status is "Stable". Strata working with our Digital and Data team and services in the council continue to make good progress on completing projects within the agreed business plan.

Performance not meeting target

Recovery of overpaid Housing Benefit down -5.7% vs 2.0% increase, Permanent staff resources for the recovery of overpaid Housing Benefits has enabled a housekeeping exercise of historic debts to be performed and driven up write-offs during 25/26 compared to 24/25

Internal health and safety training/compliance for workforce is low at 66.4% vs 90.0% target.

Complaints processing is currently below the target to provide a satisfactory remedy for 50% of cases before reaching the Local Government Ombudsman (LGO). There was a drop in the number of complaints in 2024/25 (8) compared to 2023/24 (10). However, whilst 50% of cases in 2023/24 were successfully resolved locally, none of the 10 cases in 2024/25 were remedied prior to reaching the LGO.

Councillor Enquiries

Councillor enquiries are not a specific measure within the Corporate Plan but are another indicator of how well the Council is performing. An overview is therefore included as part of this report. This includes figures since the new process began in September 2025.

Total Enquiries: 804 **Closed: 726** **Open: 78**

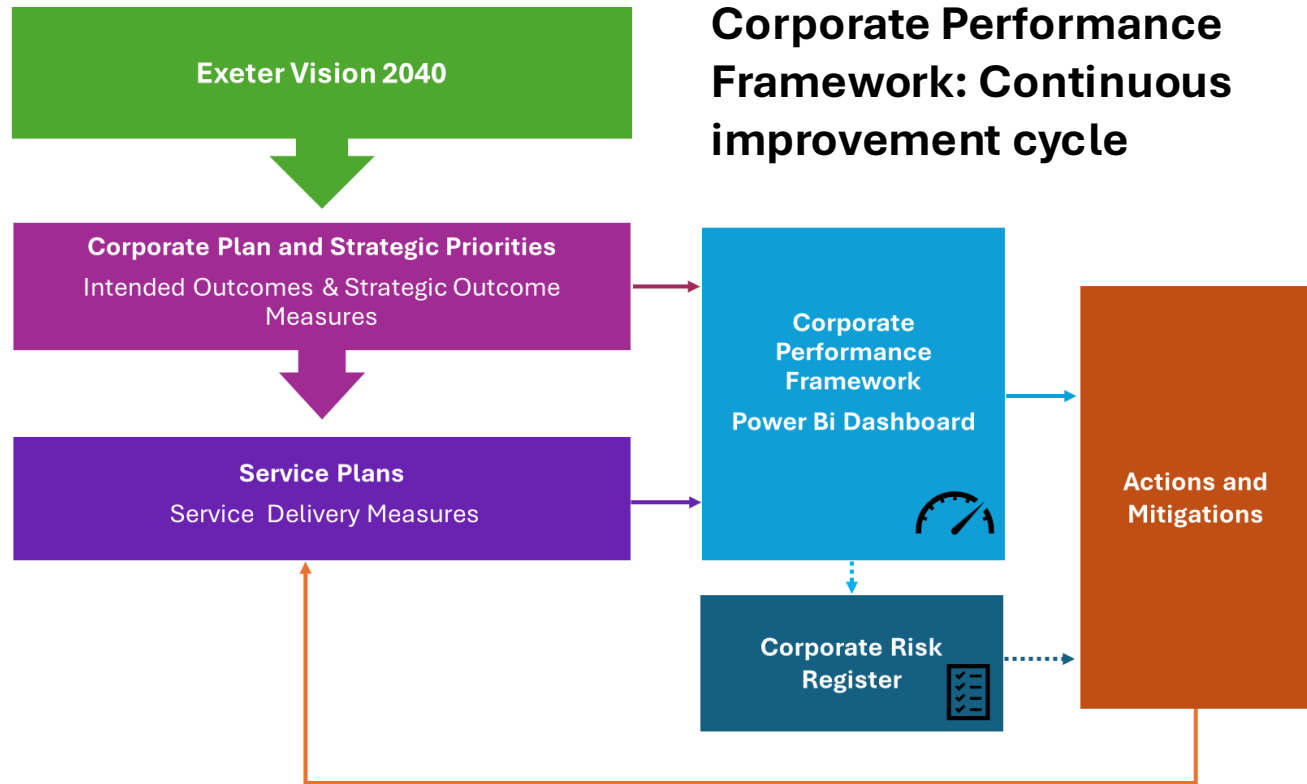
Top 10 Enquiries:

HRA Housing	130
Waste Management	103
Parks & Grounds Maintenance	99
HRA Assets	65
Incorrect procedure	46
Cleansing	38
Development Management	23
Commercial Property	22
Environmental Health	22
Finance (inc. Revenues & Benefits)	15

Actions and priorities

- **Health & Safety Compliance (Workforce)** - Action is being taken to address longstanding issues with AssessNET. HR is working with RiskEx and Digital/Data to update the council structure, improve system access through Single Sign On, explore automated data updates from iTrent, correct action-routing issues, provide staff communications and training, and strengthen reporting through BI reports to the Corporate Health and Safety Committee.
- **New Complaints Policy** with increased transparency in reporting.
- **Freedom of Information requests** - A new automation to the service will be introduced in June 2026 which will help improve the service.
- **My Exeter Accounts and Tenants' Portal** - New integrations including one with the Council Tax portal will take place in June 2026, a marketing campaign is planned for My Exeter this summer.
- **Web content** is being updated and overhauled with an updated template suite going live in July 2026.
- Targeted work underway to reduce level of **historic sundry debts**.
- **Strata Business Plan** – Strata are working with our Digital and Data team and services in the council continue to make good progress on completing projects within the agreed business plan.

Continuous Performance Improvement



- Actions and mitigations to address measures will be added to Service Plans and progress monitored and evaluated
- Any corporate risks identified through this report will be added to the Corporate Risk Register and accompanying actions and mitigations added to Service Plans
- Quarterly Performance Reports will capture highlights and exceptions alongside updates on the above
- Measures and metrics will remain under review to assure the Corporate Performance Framework is robust.

