

KPI	Agreed 2020/21 target	Proposed 2021/2022 target	Rationale
Community Safety Partnership Action Plan	Develop plan	None	From CSP Action Plan Bitesize workshops delivered
Safeguarding Standards for Drivers (Licensing)	100%	100%	H&S
Mental Health 1st Aiders trained	5	5	Increase from current 10 trained
National and Regional Promotions	5	5	Re Health & Wellbeing
Digital Connectivity Super fast Coverage	>24 Mbps	Lobby	Customer digital accessibility survey
Health Referral Initiatives Starters	15	15	Leisure centres are currently shut, aim to restart in May if open in April
Health Referral Initiatives Completers	10	10	Leisure centres are currently shut, aim to restart in May if open in April
Health Referral Initiatives Conversions	5	5	Leisure centres are currently shut, aim to restart in May if open in April
Complaints received	None	None	Responsive, actual recorded
Complaints resolved on time (stage 1)	90%	90%	May change when the complaints policy is reviewed.