

## **Annex 1 - Performance Indicators**

This section provides information on how well the Council performed in delivering its services.

It is divided into 3 main sections, one for each of the 3 hubs that the city council's management structure is built around:

- Corporate Hub – all corporate services such as policy, finance, human resources, equalities, museums, leisure and ICT
- City Hub – all services associated with the growth and development of the city such as planning, development control, roads maintenance, car parks and open spaces
- Neighbourhood Hub – all services delivered to local communities such as housing, environmental health, streetscene, waste and recycling

In addition we have identified a range of new indicators.

For each group of services, information is provided on performance against key indicators, and targets are set for how we aim to perform over the next 3 years. Many of the performance indicators are set nationally but the council has added some local performance indicators where they help to give a better picture of performance. see Annex 1

## ANNEX 1 - Corporate Hub

### BVPIs and local performance indicators

Corporate Hub - Key PIs			2006/07 England Average	2006/07 Outturn (Audited)	2007/08 Target	2007/08 Outturn	2008/09 Target	2009/10 Target	Direction of Travel
Portfolio		<b>Efficiency and quality - General</b>							
Resources	<b>9</b>	Council Tax collected	97.22%	96.22%	96.6%	<b>95.90%</b>	97.0%	97.2%	↓
Resources	<b>10</b>	National Non-domestic Rates collected	98.78%	98.65%	99.1%	<b>98.78%</b>	99.2%	99.3%	↑
Resources	<b>12</b>	Average working days lost due to sickness per full time employee equivalent	9.44	7.02	7.9	<b>7.93</b>	7.9	7.9	↓
		<b>Housing and Council Tax Benefits</b>							
Resources	<b>78a</b>	Average days for processing new claims	30.8	24.2	25	<b>27.2</b>	24	24	↓
Resources	<b>78b</b>	Average days for processing change of circumstances	12.6	10.2	10	<b>8.8</b>	9	8	↑
		<b>Equality</b>							
Economy, Comms & Org. Culture	<b>2a</b>	Level of Equality Standard for Local Government to which Council conforms	n/a	1	2	<b>1</b>	2	3	↔

Corporate Hub - Other PIs									
		<b>Efficiency and quality - General</b>							
Resources	<b>8</b>	Undisputed invoices paid within 30 days	93.06%	86.71%	95.0%	<b>93.11%</b>	97.5%	100%	↑
Resources	NL043	Percentage of phone calls successfully received into the Customer Contact teams	-	56%	80%	<b>65%</b>	82%	86%	↑
Resources	NL044	Percentage of calls answered within 120 seconds	-	85%	85%	<b>78%</b>	87%	90%	↓
Resources	NL045	Average answer delay time	-	88secs	45secs	<b>72secs</b>	40secs	35secs	↑

Resources	ex6	Turnout for local elections	-	36%	36.7%	<b>36.7%</b>	37%	37.5%	↑
Resources	ex7	Electoral registration forms returned	-	92%	92%	<b>90%</b>	93%	93.5%	↓
Resources	<b>14</b>	Early retirements as % of workforce	0.74%	6.24%	1.5%	<b>0.90%</b>	1.5%	1.5%	↑
Resources	<b>15</b>	Ill health retirements as % of workforce	0.23%	0.12%	0.20%	<b>0.26%</b>	0.20%	0.20%	↓
		<b>Housing and Council Tax Benefits</b>							
Resources	<b>76b</b>	Fraud investigators per 1,000 caseload	n/a	0.24	0.2	<b>0.2</b>	0.24	0.24	↓
Resources	<b>76c</b>	Fraud investigations per 1,000 caseload	n/a	46.61	30	<b>63</b>	40	42	↑
Resources	<b>76d</b>	Prosecutions and sanctions per 1,000 caseload	n/a	8.22	6	<b>10</b>	8	8	↑
Resources	<b>79a</b>	Accuracy of calculation	97.73%	99.60%	99%	<b>100%</b>	99%	99%	↑
Resources	<b>79b(i)</b>	% of current year recoverable overpayments recovered (HB)	72.89%	71.25%	72%	<b>68.43%</b>	73%	74%	↓
Resources	<b>79b(ii)</b>	% of all recoverable overpayments recovered (HB)	33.21%	30.70%	31%	<b>26.70%</b>	32%	34%	↓
Resources	<b>79b(iii)</b>	% of recoverable overpayments written off (HB)	n/a	3.47%	5%	<b>3.90%</b>	5%	5%	↓
		<b>Efficiency and quality - Satisfaction and Complaints</b>							
Resources	ex5	Complaints to Ombudsman classified as maladministration	-	0	0	<b>0</b>	0	0	↔
Resources	ex5b	Complaints to Ombudsman classified as local settlement	-	11	0	<b>2</b>	0	0	↑
		<b>Equality</b>							
Economy, Comms & Org. Culture	<b>2b</b>	Score on elements of Race Equality Scheme	70%	58%	68%	<b>63%</b>	74%	79%	↑
Resources	<b>11a</b>	% of top 5% of earners that are women	33.10%	39.81%	40%	<b>36.20%</b>	40%	40%	↓
Resources	<b>11b</b>	% of top 5% of earners from ethnic minority communities	3.29%	2.56%	3.5%	<b>5.30%</b>	4.2%	5.2%	↑
Resources	<b>11c</b>	% of top 5% of earners with a disability	3.63%	2.56%	2.1%	<b>0%</b>	2.1%	2.1%	↓

Resources	<b>16a</b>	Council employees disabled	3.55%	12.83%	15.46%	<b>12.03%</b>	15.46%	15.46%	↓
Resources	<b>16b</b>	Economically active people in area disabled	n/a	15.46%	n/a	<b>15.46%</b>	n/a	n/a	-
Resources	<b>17a</b>	Council employees from ethnic minority communities	5.2%	2.0%	3.5%	<b>2.17%</b>	4.2%	5.2%	↑
		<b>Museums and libraries</b>							
Culture, Tourism & Leisure	<b>170a</b>	Visits to or use of museums per 1,000 population	1,844	1,947	1,930	<b>2,484</b>	1,822	1,946	↑
Culture, Tourism & Leisure	<b>170b</b>	Visits that were in person per 1,000 population	656	1,208	1,231	<b>1,279</b>	1,125	1,196	↑
Culture, Tourism & Leisure	<b>170c</b>	Pupils visiting museums and galleries in organised school groups	7,202	12,612	13,245	<b>13,518</b>	13,500	13,760	↑
		<b>Visitor facilities</b>							
Culture, Tourism & Leisure	NL007	Enquiries at the Tourist Information Centre	-	356,311	360,000	<b>368,366</b>	370,000	370,000	↑
		<b>general environmental health and food premises inspections</b>							
Environmental Management	<b>166a</b>	score against environmental health enforcement best practice checklist	93.8%	38.8%	70.0%	<b>100.0%</b>	100%	100%	↑
Environmental Management	ACJ5a	food premises inspections for high risk premises carried out	-	87%	100%	<b>130.00%</b>	100%	100%	↑
Environmental Management	ACJ5b	food premises inspections for other premises carried out	-	79%	100%	<b>135.62%</b>	100%	100%	↑
Environmental Management	<b>216a</b>	number of "sites of potential concern" with respect to land contamination	n/a	37	37	<b>27</b>	37	37	-
Environmental Management	<b>216b</b>	sites with sufficient information to decide whether remediation of the land is necessary, as % of all "sites of potential concern"	12%	30%	35%	<b>15%</b>	41%	46%	↓
Environmental Management	<b>217</b>	% of pollution control improvements to existing installations completed on time	92%	100%	100%	<b>95%</b>	100%	100%	↓

ANNEX 1 – City Hub

City Hub - Key Pls			2006/07 England Average	2006/07 Outturn (Audited)	2007/08 Target	2007/08 Outturn	2008/09 Target	2009/10 Target	Direction of Travel
		Development Control							
Development & Sustainability	109a	Major applications determined in 13 weeks	71.54%	50.00%	60%	35.42%	65%	68%	↓
Development & Sustainability	109b	Minor applications determined in 8 weeks	76.89%	74.89%	70%	60.54%	75%	78%	↓
Development & Sustainability	109c	Other applications determined in 8 weeks	88.15%	83.76%	82%	68.42%	85%	86%	↓

City Hub - Exceptions									
		Local plan and policies							
Development & Sustainability	200a	Local Development Scheme (LDS) submitted by 28/3/05 and 3-year rolling programme maintained	n/a	Yes	Yes	Yes	Yes	Yes	-
Development & Sustainability	200b	milestones in current LDS met?	n/a	No	Yes	Yes	Yes	Yes	-
Development & Sustainability	106	new homes built on previously developed land	78.72%	88.25%	90%	data not yet available	90%	90%	
Development & Sustainability	219b	% of conservation areas with an up-to-date character appraisal	30.09%	17.65%	47%	47.06%	64.7%	82.3%	↑
		Development Control							
Development & Sustainability	NL001	Householder applications determined in 8 weeks	-	91%	85%	74%	85%	88%	↓
Development & Sustainability	Ex108	Advertised departures from local plan approved	-	<1%	<1%	<1%	<1%	<1%	↔

Development & Sustainability	<b>204</b>	Percentage of appeals allowed against the authority's decision to refuse planning applications.	32.0%	26.5%	<30%	<b>31.3%</b>	<30%	<30%	↓
Development & Sustainability	<b>205</b>	Quality of service checklist	93.3%	88.9%	89%	<b>88.9%</b>	100%	100%	↔
		<b>road maintenance</b>							
Environmental Management	NL024	dangerous damage to roads repaired within 24 hours	-	100.0%	100%	<b>100%</b>	100%	100%	↔
Environmental Management	NL025	dangerous damage to footways repaired within 24 hours	-	100.0%	100%	<b>100%</b>	100%	100%	↔
Environmental Management	NL026	priority routes gritted within 3 hours of mobilisation	-	99.8%	100%	<b>100%</b>	100%	100%	↑
		<b>Equality</b>							
Resources	<b>156</b>	Council public buildings accessible by disabled people	n/a	10.00%	10%	<b>11.1%</b>	55%	55%	↑
		<b>car parks</b>							
Resources	NL040	Gross income from all car parks	-	£4,419,727	£4,326,599	<b>£4,569,387</b>	£4,326,599	£4,326,599	↑
Resources	NL041a	Net income per space per annum - Short Stay	-	£1,494	-	<b>not yet available</b>	-	-	
Resources	NL041b	Net income per space per annum - Medium Stay	-	£630	-	<b>not yet available</b>	-	-	
Resources	NL041c	Net income per space per annum - Long Stay	-	£328	-	<b>not yet available</b>	-	-	
Resources	NL042a	Average actual usage - Short Stay	-	62%	60%	<b>62%</b>	-	-	↔
Resources	NL042b	Average actual usage - Medium Stay	-	51%	50%	<b>52%</b>	-	-	↑
Resources	NL042c	Average actual usage - Long Stay	-	98%	90%	<b>97%</b>	-	-	↓

## ANNEX 1 – Neighbourhood Hub

Neighbourhood Hub - Key Pls			2006/07 England Average	2006/07 Outturn (Audited)	2007/08 Target	2007/08 Outturn	2008/09 Target	2009/10 Target	Direction of Travel
		<b>Street scene</b>							
Environmental Management	199a	land with litter & debris	13.0%	8.9%	10%	17.7%	15%	13%	↓
Environmental Management	84a	Kg of household waste collected per head	411.4 (District)	377.7	411.44	377.8	419.08	427.35	↓
		<b>Recycling</b>							
Environmental Management	82a(i)	percentage of household waste recycled	19.59%	18.37%	20.00%	22.30%	23%	26%	↑
Environmental Management	82b(i)	percentage of household waste composted by Council	10.91%	0.00%	0.95%	1.11%	2%	6%	↑
Environmental Management	91b	population served by kerbside collection of at least two recyclables	93.30%	88.1%	93.0%	88.9%	95.0%	100.0%	↑
		<b>Council Housing - General</b>							
Housing	212	Average time taken to re-let local authority housing (days)	39	56	35*	33	26	25	↑
Housing	HIP (ex68)	Average relet time in days	34	47	-	30	-	-	↑
Housing	63	Average energy efficiency rating for Council homes	68	70	71	71	73	75	↑
Housing	ex164	Following Commission for Racial Equality's code of practice on rented housing	n/a	No	-	No	-	-	↔
Housing	184(a)	Council homes that are non-decent at start of the year	29%	34%	22%	22%	22%	12%	↔
		<b>Council Housing - Repairs</b>							
Housing	HIP (ex72)	Percentage of urgent repairs completed in time	96%	93%	-	88%	-	-	↓
Housing	HIP (ex73)	Average time taken to complete non-urgent repairs in days	12 (05/06)	14.3	-	18.8	-	-	↓
		<b>Council Housing - Rents</b>							

Housing	<b>66a</b>	Proportion of rent collected	97.66%	96.61%	97.5%	<b>97.58%</b>	97.87%	under review	↑
		<b>Private sector housing</b>							
Housing	HIP	The percentage of private sector homes vacant for six months or more	1.72%	2.00%	-	<b>1.79%</b>	-	-	↑
		<b>Homelessness and support</b>							
Housing	ex183(a)	Average weeks in bed and breakfast	2.70	2.41	-	<b>0</b>	1.5	1.5	↑
Housing	HIP	The percentage of homelessness acceptances that are repeat applications	1.0%	0.00%	0%	<b>1.12%</b>	0%	0%	↓
<b>Neighbourhood Hub - Other Pls</b>									
		<b>community safety</b>							
Community & Community Safety	<b>126</b>	domestic burglaries per 1,000 households	10.4	10.7	10.8	<b>9.30</b>	10.7	10.6	↑
Community & Community Safety	<b>127a</b>	violent crime per 1,000 population	19.2	32.0	26.7	<b>26.65</b>	26.5	26.2	↑
Community & Community Safety	<b>127b</b>	robberies per 1,000 population	1.2	1.7	1.69	<b>1.02</b>	1.67	1.65	↑
Community & Community Safety	<b>128a</b>	vehicle crimes per 1,000 population	11.0	12.5	12.4	<b>12.39</b>	12.3	12.2	↑
Community & Community Safety	<b>174</b>	racial incidents recorded by Council per 100,000 population	n/a	16.47	17.29	<b>35.43</b>	18.15	19.06	↑
Community & Community Safety	<b>175</b>	racial incidents that resulted in further action	96.69%	100.00%	100%	<b>100%</b>	100%	100%	↔
		<b>Street scene</b>							
Environmental Management	<b>199b</b>	land and highways with unacceptable levels of graffiti	4%	3%	3%	<b>5%</b>	3%	3%	↓
Environmental Management	<b>199c</b>	land and highways with unacceptable levels of fly-posting	1%	0%	1%	<b>1%</b>	1%	1%	↓
Environmental Management	<b>199d</b>	change in number of incidents of fly-tipping and enforcement actions taken	2	2	1	<b>1</b>	1	1	↑



Environmental Management	<b>218a</b>	% of reports of abandoned vehicles investigated within 24hrs of notification	87.39%	100.00%	100%	<b>100.00%</b>	100%	100%	↔
Environmental Management	<b>218b</b>	% of abandoned vehicles removed within 24hrs from when the Authority is legally entitled to remove	82.93%	100.00%	100%	<b>100.00%</b>	100%	100%	↔
		<b>Refuse collection</b>							
Environmental Management	<b>84b</b>	% change in Kg of household waste collected per head	0.33% (District)	-6.26%	1.96%	<b>0.02%</b>	1.86%	1.97%	↓
Environmental Management	<b>86</b>	cost per household of waste collection	49.54 (District)	£44.77	£45.87	<b>£45.02</b>	£47.07	£48.28	↓
		<b>Recycling</b>							
Environmental Management	<b>82a(ii)</b>	total tonnage of household waste recycled (District)	8,218.61	8,851.80	10,500.00	<b>10907.32</b>	13,400.00	17,600.00	↑
Environmental Management	<b>82b(ii)</b>	tonnage of household waste composted by Council (District)	4,900.17	0.00	500.00	<b>544.10</b>	1000.00	1500.00	↑
Environmental Management	<b>91a</b>	population served by kerbside collection of recyclables (one recyclable)	95.9%	98.4%	100%	<b>97.8%</b>	100%	100%	↓
		<b>Council Housing - General</b>							
Housing	<b>184(b)</b>	Reduction in stock of non-decent Council homes	16.7%	38.4%	-3.4%	<b>0.0%</b>	47.5%	73.0%	↓
Housing	NL017	Number of affordable housing units enabled per year	-	293	300	<b>279</b>	400	300	↓
		<b>Council Housing - Repairs</b>							
Housing	NL037	Appointments made as a % of routine repairs	-	40%	70%	<b>63%</b>	70%	70%	↑
Housing	NL038	Appointments made as a % of possible timeslots	-	58%	70%	<b>71%</b>	75%	80%	↑
Housing	NL039	Appointments kept	-	94%	95%	<b>97%</b>	96%	97%	↑
		<b>Council Housing - Rents</b>							
Housing	<b>66b</b>	Percentage of tenants with over 7 weeks (gross) rent arrears	6.35%	5.36%	5.2%	<b>5.92%</b>	5.46%	under review	↓

Housing	<b>66c</b>	Percentage of tenants in arrears who have had Notices Seeking Possession served	26.46%	19.32%	19%	<b>25.54%</b>	18%	17%	↓
Housing	<b>66d</b>	Percentage of tenants evicted as a result of rent arrears	0.45%	0.40%	0.45%	<b>0.54%</b>	0.40%	0.35%	↓
Housing	ex66b	Rent arrears of current tenants as a percentage of the rent roll	-	2.81%	2.5%	<b>2.44%</b>	2.0%	1.5%	↑
		<b>Council Housing - Right To Buy and Leasehold</b>							
Housing	NL015	Right to Buy applications responded to within government timescales	-	92%	100%	<b>100%</b>	100%	100%	↑
Housing	NL016	Services charges to leaseholders issued by 31st December	-	100%	100%	<b>100%</b>	100%	100%	↔
		<b>Sheltered Housing and Community alarm service</b>							
Housing	NL011	Calls responded to by the Community Alarm Service within recommended timescales	-	99.9%	100%	<b>100%</b>	100%	100%	↑
		<b>Private sector housing</b>							
Housing	<b>64</b>	Number of non-local authority owned vacant dwellings re-occupied or demolished as a result of Council action	89	19	25	<b>68</b>	30	40	↑
		<b>Homelessness and support</b>							
Housing	ex67	Decisions on homelessness applications notified in 33 days	-	64%	70%	<b>53%</b>	70%	70%	↓
Housing	<b>183(b)</b>	Average weeks in hostels	9.93	6.80	2	<b>1</b>	1.7	1.5	↑
Housing	<b>202</b>	The number of people sleeping rough on a single night within the area of the local authority	3	3	0	<b>3</b>	0	0	↔
Housing	<b>213</b>	Households presenting as homeless for whom housing advice intervention resolved their situation (per 1,000 h'holds)	5	6	6	<b>10</b>	6	6	↑
		<b>Community support</b>							

Community & Community Safety	<b>225</b>	Actions against domestic violence	n/a	45.0%	55%	<b>55.0%</b>	91%	100%	↔
Community & Community Safety	<b>226a</b>	Advice & guidance services - total	n/a	£227,440	£232,605	<b>£232,605</b>	£232,605	£232,605	↑
Community & Community Safety	<b>226b</b>	Advice & guidance services – CLS Quality Mark	n/a	37%	37%	<b>37%</b>	-	-	↔
Community & Community Safety	<b>226c</b>	Advice & guidance services: direct provision	n/a	£377,198	£433,076	<b>£428,661</b>	£433,076	£433,076	↑

## ANNEX 1 - new performance indicators

Portfolio			2007/08 Outturn	2008/09 Target	2009/10 Target	2010/11 Target
	<b>Corporate</b>					
		<b>Customer Contact</b>				
Resources	NI 14	Avoidable contact: The average number of customer contacts per resolved request	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Resources	NI 140	Fair treatment by local services				
		<b>Finance</b>				
Resources	NI 179	Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	<b>?</b>	<b>?</b>	<b>?</b>	<b>?</b>
Resources	NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	<b>new</b>	<b>16,150</b>	-	-
Resources	NI 181	Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events	<b>new</b>	<b>16 days</b>	-	-
		<b>Legal and Democratic Services</b>				
Resources	NI 3	Civic participation in the local area	<b>new</b>			
Resources	NI 37	Awareness of civil protection arrangements in the local area	<b>new</b>			
Resources	NI 182	Satisfaction of businesses with local authority regulation services	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Resources	NI 184	Food establishments in the area which are broadly compliant with food hygiene law	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Resources	NI 189	Flood and coastal erosion risk management	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
		<b>Procurement</b>				

Place

targets set by service

targets set by service

Place

Place

Resources	NI 194	Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Resources	NI 185	CO2 reduction from Local Authority operations	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
		<b>Communications and Cultural Services</b>				
Culture, Tourism & Leisure	NI 8	Adult participation in sport	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Culture, Tourism & Leisure	NI 10*	Visits to museums or galleries	<b>new</b>			
		<b>Policy &amp; Equality</b>				
Economy, Comms & Org. Culture	NI 118	Take up of formal childcare by low-income working families	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Economy, Comms & Org. Culture	NI 119	Self-reported measure of people's overall health and wellbeing	<b>new</b>			
	NI 120	All-age all cause mortality rate	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
	NI 121	Mortality rate from all circulatory diseases at ages under 75	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
	NI 122	Mortality from all cancers at ages under 75	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
	NI 137	Healthy life expectancy at age 65	<b>new</b>			
	NI 138	Satisfaction of people over 65 with both home and neighbourhood	<b>new</b>			
	NI 139	The extent to which older people receive the support they need to live independently at home	<b>new</b>			
		<b>Environment</b>				

Place (if included)

Place

Place

Place

Place

Development & Sustainability	NI 186	Per capita reduction in CO2 emissions in the LA area	new	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Development & Sustainability	NI 188	Adapting to climate change	new	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
	City Development					
		Economic Development				
Economy, Comms & Org. Culture	NI 151	Overall employment rate	71.2% (06/07)	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Economy, Comms & Org. Culture	NI 152	Working age people on out of work benefits	14.8% (06/07)	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Economy, Comms & Org. Culture	NI 172	VAT registered businesses in the area showing growth	new	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Economy, Comms & Org. Culture	NI 173	People falling out of work and on to incapacity benefits	new	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
		Planning				
Development & Sustainability	NI 154	Net additional homes provided	new	885	1,200	1,300
Development & Sustainability	NI 157	Processing of planning applications:				
		Major applications	35.42%	65%	68%	70%
		Minor applications	60.54%	75%	78%	80%
		Other applications	68.42%	85%	86%	87%
Development & Sustainability	NI 159	Supply of ready to develop housing sites	new	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Development & Sustainability	NI 170	Previously developed land that has been vacant or derelict for more than 5 years	new	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		

	<b>Neighbourhood Development</b>					
		<b>Citizen Services</b>				
Environmental Management	NI 191	Residual household waste per household (Kg)	<b>607</b>	648	601	586
Environmental Management	NI 192	Household waste recycled and composted	<b>23.41%</b>	25%	32%	35%
Environmental Management	NI 193	Municipal waste landfilled	<b>76.59%</b>	-	-	67%
Environmental Management	NI 195	Improved street and environmental cleanliness:				
		Unacceptable levels of litter & detritus	<b>17.7%</b>	15%	13%	11%
		Unacceptable levels of graffiti	<b>5%</b>	3%	3%	3%
		Unacceptable levels of fly posting	<b>1%</b>	1%	1%	1%
Environmental Management	NI 196	Improved street and environmental cleanliness - fly tipping		1	1	1
		<b>Community Services</b>				
Community & Community Safety	NI 1	% of people who believe people from different backgrounds get on well together in their local area	<b>78.4% (06/07)</b>	78.4%	78.4%	78.4%
Community & Community Safety	NI 2	% of people who feel that they belong to their neighbourhood				
Community & Community Safety	NI 4	% of people who feel they can influence decisions in their locality	<b>35% (06/07)</b>			
Community & Community Safety	NI 5	Overall / general satisfaction with local area	<b>75% (06/07)</b>			
Community & Community Safety	NI 6	Participation in regular volunteering				
Community & Community Safety	NI 15	Serious violent crime				
Community & Community Safety	NI 16	Serious acquisitive crime				

Place

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APACS

APACS

Community & Community Safety	NI 17	Perceptions of anti-social behaviour					Place
Community & Community Safety	NI 20	Assault with injury crime rate					APACS
Community & Community Safety	NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police					Place
Community & Community Safety	NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area (% very/ fairly big problem)	<b>55% (06/07)</b>				Place
Community & Community Safety	NI 23	Perceptions that people in the area treat one another with respect and consideration (% very/ fairly big problem)	<b>47% (06/07)</b>				Place
Community & Community Safety	NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police					Place
Community & Community Safety	NI 29	Gun crime rate					APACS
Community & Community Safety	NI 30	Re-offending rate of prolific and priority offenders					APACS
Community & Community Safety	NI 32	Repeat incidents of domestic violence					APACS
Community & Community Safety	NI 34	Domestic violence - murder					APACS
Community & Community Safety	NI 36	Protection against terrorist attack					APACS
Community & Community Safety	NI 41	Perceptions of drunk or rowdy behaviour as a problem (% very/ fairly big problem)	<b>30% (06/07)</b>				Place



Community & Community Safety	NI 42	Perceptions of drug use or drug dealing as a problem (% very/ fairly big problem)	<b>41% (06/07)</b>			
Community & Community Safety	NI 197	Improved local biodiversity – active management of local sites	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
		<b>Landlord Services</b>				
Housing	NI 158	% decent council homes	<b>22%</b>	12%	3%	0%
Housing	NI 160	Local authority tenants' satisfaction with landlord services	<b>73% (06/07)</b>	-	85%	-
		<b>Strategic Housing</b>				
Housing	NI 155	Number of affordable homes delivered (gross)	<b>279</b>	400	300	300
Housing	NI 156	Number of households living in Temporary Accommodation		Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		
Housing	NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	<b>new</b>	Baseline data to be collected in 2008/09 which will enable targets to be set in next year's plan.		

Place

*These documents need to be formatted into last year's style.*