

**National Indicator set
Performance for the Third Quarter 0809**

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| District Council Indicators | |
| LAA Indicators | |

| Indicator | Previous data 2007/8 unless otherwise stated (County Data ir brackets) | Target 0809 (County target brackets) | 1st Quarter 0809 | 2 nd Quarter 0809 | 3 rd Quarter 0809 |
|---|---|---|--|---|-----------------------------------|
| <p>NI14 Avoidable contact- the average number of avoidable customer contacts per received customer request</p> <p>This indicator measures, across a number of services, the number of contacts made by a customer which could have been avoided by better information/clarification /improved service standards/improved systems</p> | New Indicator | New Indicator | Data Collection to commence Oct 08 in accordance with the guidance | Data Collection has commenced, initial results in 3 rd quarter | Sample 1 – 23% CRM – 2.07% |
| <p>NI 154 Net additional homes provided</p> <p>This indicator measures the increase in the number of dwellings within the District, as a result of new build completions, minus demolitions, plus any gains or losses through change of use and conversions</p> <p><i>LAA Indicator: Physical Place</i></p> | 653 2007 (2051) | 370 (1753) | 25 | 83 <i>Cumulative - 108</i> | 43 <i>Cumulative - 182</i> |
| <p>NI 155 Number of affordable homes delivered (gross)</p> <p>the numbers of affordable housing units supplied within the District each year, including newly built, gains from conversions and acquired housing. Includes social rented and intermediate (shared equity/low cost home ownership /Intermediate rent)</p> <p><i>LAA Indicator: Physical Place</i></p> | (65) | (150) | No qualifying sites | No qualifying sites | 8 |

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|--|---|---|--|-------------------------------------|-------------------------------------|
| NI 156 Number of households living in Temporary Accommodation This indicator measures the numbers of households living in temporary accommodation provided in accordance with the homelessness legislation | (44 2007) | 4 (44) | 8 | 7 | 4 |
| NI 157 Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types This indicator measures the percentage of Planning Applications, within each of the category areas, determined within the Govt set targets of: a) Majors – 13 weeks b) Minors - 8 weeks c) Others – 8 weeks | a) 69.44% b) 78.08% c) 90.75% ((a) 70.00%) | a) 69% b) 74% c) 92% ((a) 60.00%) | a) 84.62% b) 85.45% c) 91.97% ((a) 69.23%) | a) 82.35% b) 80.81% c) 90.99% | a) 77.27% b) 80.14% c) 90.73% |
| NI 158 % non-decent council homes This indicator measures the number of non decent Council homes against the total Housing stock <i>LAA Indicator: Physical Place</i> | 89% (50%) | 90% (41%) | 90% | 90% | 90% |
| NI 159 Supply of ready to develop housing sites the total number of additional dwellings, deliverable within the district, as a percentage of the planned housing provision (as per the LDF) – includes future new build plus future gains and losses from conversions, change of use and demolitions | | 118.2% | No data available yet | 105% | 105% |

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| <p>NI 160 Local Authority tenants' satisfaction with landlord services</p> <p>This indicator measures the percentage of EDH tenants who say they are "Very satisfied" or "fairly satisfied" with the overall service provided – measured through a standard satisfaction survey</p> <p>Bi-annual</p> | 72% | 77% | Survey to be carried out end August | Awaiting results from survey | 78% |
| <p>NI 170 Previously developed land that has been vacant or derelict for more than 5 years</p> <p>This indicator monitors the success of the Council in re-using Brownfield Land – it shows the percentage of vacant developed land, vacant buildings, derelict land and buildings against the total area of developed land within the district</p> | 6.11% 2006 | 5.99% | 5.99% | 5.99% | 5.99% |
| <p>NI 179 Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year</p> <p>This indicator shows a single aggregate amount for the value for money gains achieved and sustained since the start of the financial year – service delivery costs compared to the previous year. The indicator is made up of 2 parts – in October 08 the Council will determine a forecast position at the end of the financial year and in July 09 the Council will report actual gains achieved for the year 08/09</p> | | | Collection is bi-annual, forecast - October 08 and actuals July 09 | forecast for 0809 £3.01 million | |

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| <p>NI 180 Changes in Housing Benefit/Council Tax Benefit entitlements within the year</p> <p>This indicator measures the number of changes of circumstances affecting HB/CTB entitlement that are identified and processed by the Council, per 1,000 caseload</p> <p>Data collected by the Council; DWP responsible for reporting</p> | New Indicator | No target set by DWP | 303.9 | 606.6 | Not yet available |
| <p>NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</p> <p>This indicator measures the average time taken in calendar days to process all new claims and change events in HB and CTB</p> <p>Data Collection- Council/DWP reporting – Council</p> | New Indicator | 10 days | 10 days | 10 days | 9 days |
| <p>NI 182 Satisfaction of businesses with local authority regulation services</p> <p>The satisfaction of business customers with the “regulatory” (Environmental Health and housing standards) services of the Council – including Licensing, Housing Standards, Food Safety, animal welfare, smoke free premises (Inspection programme). The data is stratified according to compliant and non compliant then standardized</p> <p>Monthly survey</p> | New Indicator | N/A | 86% | 86% | 83% |

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|--|---|---|--------------------------------|---------------------------------|--|
| <p>NI 184 Food establishments in the area which are broadly compliant with food hygiene law</p> <p>This indicator measures the percentage of food establishments within the District which score “broadly compliant” against the Food Standards Agency classification, following inspection by the Council’s Environmental Health Inspector</p> | New Indicator No previous data | 80% | 77% | 78% | 79% |
| <p>NI 185 CO₂ reduction from Local Authority operations</p> <p>This indicator measures the reduction in CO₂ emissions (Carbon Footprint), emitted as a result of energy and fuel use in the Council’s buildings and transport, including outsourced services (eg Greencycle). Excludes social housing.</p> | New Indicator | 2% per annum | Annual (Jan – Dec) | Annual (Jan – Dec) | Annual (Jan – Dec) |
| <p>NI 186 Per capita CO₂ emissions in the LA area</p> <p>This indicator measures CO₂ emissions within the District from – Business and public sector, domestic housing (all housing, including EDH) and road transport</p> <p>Data Collection and reporting – Defra</p> <p><i>LAA Indicator: Physical Place</i></p> | New Indicator (7.4 tonnes 2005) | 2% reduction per annum (7.10 tonnes) | Reported by DEFRA annually | Reported by DEFRA annually | Reported by DEFRA annually |
| <p>NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating</p> <p>This indicator measures the percentage of households on income</p> | New Indicator | 10.2% | 13.2% (SAP less than 35) | 12.2% | 12.2% (SAP less than 35) 59% (Sap over 65) |

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| <p>related benefits where the energy (SAP) rating of their home is less than 35 (low levels of insulation/inefficient heating system)</p> <p>Fuel poverty is the requirement to spend more than 10% of household income on fuel for warmth and other purposes.</p> <p><i>LAA Indicator: Physical Place</i></p> | (17.8%) | (15.8%) | | | |
| <p>NI 188 Adapting to climate change</p> <p>This indicator measures progress on assessing climate risks and opportunities and incorporating action into Council and Partners' strategic planning</p> <p>4 levels of Performance, where 0= baseline and 4= Implementation, monitoring and continuous review</p> <p>Data Collection/reporting – Defra</p> <p><i>LAA Indicator: Physical Place</i></p> | New Indicator | Level 1 (Level 1) | Level 1 | Level 1 | Level 1 |
| <p>NI 189 Flood and Coastal erosion risk management</p> <p>the percentage of agreed actions to implement long term flood and erosion risk management plans</p> <p>Data Reporting– Environment Agency</p> | New Indicator | N/A | Data supplied by the Environment Agency | No action required just monitoring | No action required just monitoring |
| <p>NI 191 Residual household waste per head</p> <p>This indicator monitors the amount of waste sent to landfill, incineration or energy</p> | 793 kg Our own data | 790kg | 198kg | 190 kg <i>(388 kg)</i> | 198kg <i>(586 kg)</i> |

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| recovery. It shows the average amounts of kgs of residual waste, per household, excluding any household waste arisings sent for re-use, recycling or composting <i>LAA Indicator: Physical Place</i> | | | | | |
| NI 192 Household waste recycled and composted This indicator measures the percentage of household waste sent by the Council for reuse, recycling, composting or anaerobic digestion <i>LAA Indicator: Physical Place</i> | 20.19% (32.00%) (2007/2008) | 30% (35.00%) | 27.40% | 28.96% | 15.38% (subject to validation by waste dataflow) |
| NI 194 Level of air quality – reduction in NO_x and primary PM₁₀ emissions through local authority's estate and operations. This indicator measures the Nox and PM10 emissions caused by the Council's buildings, structures (lighting) and direct emissions through service delivery (vehicles, use of energy). Measured by the input of data onto a DEFRA spreadsheet "toolkit" | New Indicator | N/A | N/A | Annual return | Annual return |
| NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) This indicator measures the percentage of relevant land and highways assessed as having deposits of litter, detritus, graffiti and fly posting that fall below an acceptable level. | Graffiti – 4% Fly Posting – 0% Litter – 11% Detritus – 14% | Graffiti – 0% Fly Posting – 0% Litter – 10% Detritus – 12% | No survey until 2 nd Quarter | Graffiti – 3% Fly Posting – 0% Litter – 7% Detritus – 10% | Graffiti – 2% Fly posting – 0% Litter – 7% Detritus – 9% |

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| <p>Each component part is graded, by means of a survey, and according to industry standards.</p> <p><i>LAA Indicator: Physical Place</i></p> | | | | | |
| <p>NI 196 Improved street and environmental cleanliness – fly tipping</p> <p>This indicator measures the effectiveness of the Council in dealing with incidents of illegally dumped waste by combining the year on year change in the total incidents of fly tipping dealt with compared with the year on year change in enforcement actions taken against fly tipping. Incidents and enforcement actions are input into the “Flycapture” database and Councils are graded accordingly – there are 4 gradings.</p> <p>1=Very Effective, 2= Effective, 3= Not Effective, 4 = Poor</p> <p><i>LAA Indicator: Physical Place</i></p> | 3 | 1 | 4 | 2 | 3 |