

## COMMUNITY SERVICES PERFORMANCE INDICATORS 2008/09

PI Reference	Description	Actual 2007/8	Target 2008/9	Performance					Comment/Overall Direction
				Q1	Q2	Q3	Q4	Total	
NI 16	Serious acquisitive crime rate	15.70%		14.20	15.60				CDRP Plan in place
NI 20	Assault with injury crime rate	8.00		6.00	6.40				Continued improvement
NI 32	Repeat incidents of domestic violence	883		154	218				Continued improvement
NI 33	Arson Incidents	98.0		16	40				Seasonal increase, slight improvement on last year
Local	Total crime per population	86.60		80.70	86.20				Rise in Q2 but improvement on last year
Local	Number of secondary/deliberate fires	494		73	106				Q3 is a crucial period. Progressing well
NI 182	Satisfaction of business with local authority regulation services (Joint Commercial/ Licensing and Housing Landlord Contributors)	Not measured	No target Set	86%	86%				Good performance - benchmarking with other authorities under way
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Not measured	80%	77%	78%				Slightly below target
NI 191	Residual household waste (kilograms per head)	Not measured	790 kg per household	198kg	190kg				No side waste and green waste collection impacting positively
NI 192	Household waste recycled and composted	20.00%	30.00%	27.58%	30.34%				Dry recyclates have almost doubled with new services
NI 195	Improved street and environmental cleanliness (levels of graffiti)	4%	0%	3%					Improvement on last year
NI 195	Improved street and environmental cleanliness (levels of litter)	Not measured (11% based on split)	10%	7%					Progress for 6th year. Previously level of litter and detritus measured together and failure rate was 13% in 2007/08
NI 195	Improved street and environmental cleanliness (levels of detritus)	Not measured (14% based on split)	12%	10%					
NI 195	Improved street and environmental cleanliness (levels of fly posting)	0%	0%	0%					No fly posting detected
NI 196	Improved street and environmental cleanliness - flytipping	3	1	4	2				Number of incidents have reduced enforcement action slightly behind this time last year. A number of operations ongoing to target specific areas to reverse the trend.
Local	Number of FPNs/Prosecutions for dog fouling	95	100	6	17				Work ongoing with other areas of enforcement impacting on this area, action plan to reverse the trend.
Local	Number of FPNs/ prosecutions for littering	125	135	54	10				Poor second quarter performance due to the reduced number of staff
<b>BASELINE TO BE ESTABLISHED DURING 2008/09</b>									
NI 2	% of people who feel that they belong to their neighbourhood								
NI 8	Adult participation in sport	16.80%							
NI 23	Perceptions that people in the area treat one another with respect and dignity								
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police								
NI 24	Satisfaction with the way the police and local council dealt with anti-social behaviour								
NI 25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour								
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police								
NI 41	Perceptions of drunk or rowdy behaviour as a problem	41%							
NI 42	Perceptions of drug use or drug dealing as a problem								
NI 15	Serious violent crime rate								
NI 185	CO2 reduction from Local Authority operations. Contributor	Not measured	Not applicable						Details required from ACEO
NI 194	Level of air quality - reduction in NO <sub>x</sub> and primary PM <sub>10</sub> emissions through local authority's estate and operations. Contributor	Not measured	Not applicable						Details required from ACEO
<b>ANNUAL SURVEY / DATA NOT AVAILABLE YET</b>									
NI 1	% of people who believe people from different backgrounds get on well together in their local area.	48.2% *							
NI 5	Overall/general satisfaction with local area	59.8% *							
NI 6	Participation in regular volunteering	17.3% *							
NI 17	Perceptions of anti-social behaviour	37%							Place survey
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	78% *2							
NI 30	Re-offending rate of prolific and priority offenders								
NI 40	Drug users in effective treatment								
NI 41	Perceptions of drunk or rowdy behaviour as a problem	41% *2							