





**Table 1: New National Indicators - Report for the period April to June 2008**

BVPI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
<b>Stronger communities</b>									
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	N/A	N/A	N/A	IHD	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. We await clearer guidance from DCLG regarding collection of this indicator.
<b>Local economy</b>									
NI 154 ●	Net additional homes provided	N/A	N/A	20	Q1 25 YE 100		✘	High	Performance for this first quarter is below predicted target. This is due to the current national house building crisis.
NI 155 ●	Number of affordable homes delivered (gross)	2007/08	39	8	Q1 10 YE 40		✘	High	Performance for this first quarter is below predicted target. This is due to the current national house building crisis.
NI 156 ●	Number of households living in Temporary Accommodation	2007/08	2	0	2		✓	Low	This indicator has achieved below target performance. We hope to keep this figure below 2 through early intervention and prevention of homelessness. Cestria also help us to achieve this indicator by making decisions quickly and referring cases for prevention early.
NI 157a	Processing of planning applications as measured against targets for 'major' application type	2007/08	66.67%	100.00%	88.00%		✓	High	Performance for the first quarter is exemplary and above local stretch target. Performance is also significantly higher than national set target of 60%.
NI 157b	Processing of planning applications as measured against targets for 'minor' application type	2007/08	75.00%	89.66%	92.00%		✘	High	Performance is below stretch target, although this is above the national target of 65%. This has occurred due to the 'clearing out' of some older planning applications, which had gone over time as a result of the staffing difficulties which occurred within the team for most of 2007/08. Assuming the team remain fully staffed, there is every reason to believe the performance for this indicator will improve, and meet the local stretch target by the end of the year.

PI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 157c	Processing of planning applications as measured against targets for 'other' application type	2007/08	85.67%	100.00%	96.00%		✓	High	Performance for the first quarter is exemplary and above local stretch target. Performance is also significantly higher than national set target of 80%.
NI 159	Supply of ready to develop housing sites	Apr-08	159%	N/A	159.0%	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	2005	0.03%	N/A	<1.00%	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
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	N/A	N/A	N/A	IHD	N/A	N/A	High	THIS INDICATOR IS COLLECTED BI-ANNUALLY. The first reporting period will be at year end.
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	2007/08	200	N/A	52.1	N/A	N/A	High	We are unable to report performance on NI 180 for the first quarter. The DWP have recently issued circulars which confirmed this indicator would not begin to be measured until June 2008. Performance will therefore be reported in the next quarter period.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	2007/08	22 (HB) 9 (CT)	15.4 days (Estimated)	16.0 days		✓	Low	Performance has exceeded target, weekly performance monitoring has ensured that a sustained and continued improvement is made. This is an estimate for this PI as the actual performance will be calculated by the DWP using the data scans which are sent to them on a monthly basis. This data will then be published by the DWP and is not expected until later this year.
NI 182i	Satisfaction of businesses with recorded non-compliance with local authority regulation services	N/A	N/A	N/A	IHD	N/A	N/A	High	We are unable to report performance on NI 182 for the first quarter. This situation has arisen because of a plan to attempt to co-ordinate our customer surveys with other Durham Districts and the Trading Standards Department of DCC. This unfortunately has not proved possible but has delayed the issue of the survey forms. The system is now working correctly and we will be issuing the first three months forms in July. Performance will therefore be reported in the next quarter period.
NI 182ii	Satisfaction of businesses with no recorded non-compliance with local authority regulation services	N/A	N/A	N/A	IHD	N/A	N/A	High	We are unable to report performance on NI 182 for the first quarter. This situation has arisen because of a plan to attempt to co-ordinate our customer surveys with other Durham Districts and the Trading Standards Department of DCC. This unfortunately has not proved possible but has delayed the issue of the survey forms. The system is now working correctly and we will be issuing the first three months forms in July. Performance will therefore be reported in the next quarter period.

BVPI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	N/A	N/A	93%	90%		✓	High	Target has been achieved for the first quarter. Of the 346 food establishments within the District, 323 are broadly compliant with food hygiene law. We are on course to achieving our stated target, taking into consideration the planned intervention programme with the maintenance of existing standards: improvement of those establishments assessed as not broadly compliant and new businesses.
NI 185	CO2 reduction from Local Authority operations	N/A	N/A	N/A	IHD	N/A	N/A	Low	We are unable to report performance on NI 185 for this quarter. Currently the data is being collected to identify previous year's consumption and emissions data to create a database to allow for accurate reporting. It is expected that data will be available in November and that the 2% reduction will be achieved as energy consumption has reduced during 2008.
NI 187i ●	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating	N/A	N/A	N/A	IHD	N/A	N/A	Low	We are unable to report performance on NI 187 for this quarter. This year is being used to calculate the baseline for this indicator for future reporting.
NI 187ii ●	Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating	N/A	N/A	N/A	IHD	N/A	N/A	Low	Properties will be surveyed through questionnaire this year.
NI 188 ●	Planning to Adapt to climate change	N/A	N/A	Level 0	Level 1		✗	High	The necessary evidence base to support confirmation of level 1 is still being collected. It is expected that level 1 will be achieved at year end.
<b>Environmental sustainability</b>									
NI 191 ●	Residual household waste per household	2007/08	388.74	N/A	399.00kg	N/A	N/A	Low	We are unable to provide information for the first quarter. Figures have not been confirmed at the time of this report. Performance will therefore be reported in the next quarter period.
NI 192 ●	Percentage of household waste sent for reuse, recycling and composting	2007/08	21%	N/A	25.00%	N/A	N/A	High	
NI 194i	Air quality – Emissions in NOx through local authority's estate and operations	N/A	N/A	N/A	IHD	N/A	N/A	Low	We are unable to report performance on NI 194 for this quarter. We are in the process of securing systems to record progress. Performance will therefore be reported in the next quarter period.
NI 194ii	Air quality – % reduction in NOx emissions through local authority's estate and operations	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI 194iii	Air quality – Emissions of PM10 through local authority's estate and operations	N/A	N/A	N/A	IHD	N/A	N/A	Low	

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NI 194iv	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI195a ●	Improved street and environmental cleanliness (levels of litter)	2007/08	14%	N/A	13%	N/A	N/A	Low	We are unable to provide information for the first quarter. This indicator is based on a survey carried out over three four-month periods. The current survey is currently being undertaken and will cease at the end of July. Performance will therefore be reported in the next quarter period.
NI195b ●	Improved street and environmental cleanliness (levels of detritus)	2007/08	7%	N/A	6.5%	N/A	N/A	Low	
NI195c ●	Improved street and environmental cleanliness (levels of graffiti)	2007/08	6%	N/A	5%	N/A	N/A	Low	
NI195d ●	Improved street and environmental cleanliness (levels of fly posting)	2007/08	0%	N/A	0%	N/A	N/A	Low	
NI 196 ●	Improved street and environmental cleanliness – fly tipping	2006/07	Good	N/A	Effective (Grading 2)	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	N/A	N/A	N/A	IHD	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
<b>TOTALS +</b>								<b>5</b>	
<b>TOTALS -</b>								<b>4</b>	
<b>TOTAL</b>								<b>9</b>	
<b>TOTAL N/A</b>								<b>22</b>	
<b>TOTAL OVERALL</b>								<b>31</b>	

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KEY:	
●	LAA performance indicators
★	Better than Target Performance
●	On Target Performance
▲	Worse than Target Performance
✓	Yes
✗	No
IHD	Insufficient Historic Data - The development of targets for this indicator has been postponed until baseline information is available.

Required to produce a total of 21 indicators	
Equates to 31 separate indicators	
<b>We:</b>	
Achieved our targets	56%
<b>Unfortunately we:</b>	
Failed to meet our targets	44%

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