







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

NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
Stronger communities										
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	N/A	IHD	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The indicator will be measured over two, two week sample periods in November and January. Performance will be reported at the year end.
Local economy										
NI 154 ●	Net additional homes provided	N/A	N/A	20	29	Q2 50 YE 100		✘	High	Performance 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	12	Q2 20 YE 40		✘	High	Performance 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	2		✓	Low	We had hoped to keep this figure below 2, through early intervention and prevention of homelessness. In these cases the applicants were in temporary accommodation due to the delays in the homeless decision making process and locating accommodation for homeless applicants. Corrective Action: Advice provided to both the Housing Options Team and Cestria Community Housing around locating alternative accommodation to B&B. Also ensuring that cases of this nature are prioritised.
NI 157a	Processing of planning applications as measured against targets for 'major' application type	2007/08	66.67%	100.00%	100.00%	88.00%		✓	High	All three areas are on target to achieve year end figures. If present performance is maintained to the year end the three indicators will not only all be top quartile but (based on historic performance comparison) will return the team to the position they last held in 2006/07 of being ranked number 1 on the Government Office North East Region for all three indicators. It is also likely (based on historic performance comparison) that the figure for maior
NI 157b	Processing of planning applications as measured against targets for 'minor' application type	2007/08	75.00%	89.66%	93.02%	92.00%		✓	High	

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 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%	98.82%	96.00%		✓	High	Performance compared to the figures for major and other applications (a) and (c) will be number one nationally.
NI 159	Supply of ready to develop housing sites	Apr-08	159%	N/A	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	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	315,000	IHD	N/A	N/A	High	(£ Thousands) 2008-09 forecast cumulative gains
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	2007/08	200	N/A	68.8 (Estimated)	52.1		✓	High	This is an estimate for this PI as the actual performance will be calculated and published by the DWP later this year. An average has been used from the HBMS comparison report. The data used has only been available from May 2008. Current performance has exceeded target. Proactive work procedures are in place so that future changes are captured in a timely manner.
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)	15.7 days (Estimated)	16.0 days		✓	Low	This is an estimate for this PI as the actual performance will be calculated and published by the DWP later this year. The estimate has been calculated using data extracted from the IBS Open Revenues system statistical reports. Performance has exceeded target, weekly performance monitoring has ensured that a sustained and continual improvement is made.
NI 182i	Satisfaction of businesses with recorded non-compliance with local authority regulation services	N/A	N/A	67%	82%	IHD	N/A	N/A	High	We were unable to report performance of this indicator in the previous quarter report. First and second quarter performance is therefore reported this period. Targets have not been set as this year is being used to determine performance level.
NI 182ii	Satisfaction of businesses with no recorded non-compliance with local authority regulation services	N/A	N/A	100%	94%	IHD	N/A	N/A	High	

NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 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%	96%	90%		✓	High	Of the 341 food establishments within the District, 326 are broadly compliant with food hygiene law. We are on course to achieving our stated target, taking into consideration the planned intervention programme involving the maintenance of existing standards, improvement of those establishments assessed as not broadly compliant and the introduction of new businesses.
NI 185	CO2 reduction from Local Authority operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	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	N/A	IHD	N/A	N/A	Low	This year is being used to calculate the baseline for this indicator for future reporting. Properties are being surveyed through questionnaire during October 2008. It is expected that data will be available in November 2008.
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	N/A	IHD	N/A	N/A	Low	
NI 188 ●	Planning to Adapt to climate change	N/A	N/A	Level 0	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.
Environmental sustainability										
NI 191 ●	Residual household waste per household	2007/08	388.74	180.22kg (Estimated)	358.83kg (Estimated)	Q2 350.00 YE 700.00		✗	Low	This is an estimate for this PI. If the current level of waste and recycling collections continue, it is expected that the target will be achieved. An amendment to the first quarter estimated figure has been included in this report.






No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 192 ●	Percentage of household waste sent for reuse, recycling and composting	2007/08	21%	20.65% (Estimated)	21.40% (Estimated)	25.00%		X	High	This is an estimate for this PI. If the level of waste collected via the kerbside recycling scheme continues to increase as we anticipate, it is expected that the target will be achieved by the end of the year. There is also an amount of recycling which has been collected by Greencycle but not yet sent for reprocessing which will increase the recycling rate once it has been reprocessed. Corrective Action: Greencycle have employed a Recycling Education Officer to work specifically in Chester-le-Street District working with schools and residents groups over the coming months. An amendment to the first quarter estimated figure has been included in this report.
NI 194i	Air quality – Emissions in NOx through local authority's estate and operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	We are in the process of securing systems to record progress. Performance will be reported at the year end.
NI 194ii	Air quality – % reduction in NOx emissions through local authority's estate and operations	N/A	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	N/A	IHD	N/A	N/A	Low	
NI 194iv	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	N/A	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	4%	13%		✓	Low	Performance relates to the first survey period April - July 2008. It is anticipated that the end of year target will be achieved if the current level of performance continues throughout the rest of the year.
NI195b ●	Improved street and environmental cleanliness (levels of detritus)	2007/08	7%	N/A	11%	6.5%		X	Low	Performance relates to the first survey period April - July 2008. It is anticipated that the end of year target can be achieved.
NI195c ●	Improved street and environmental cleanliness (levels of graffiti)	2007/08	6%	N/A	8%	5%		X	Low	
NI195d ●	Improved street and environmental cleanliness (levels of fly posting)	2007/08	0%	N/A	1%	0%		X	Low	

Table 1 New NI's Performance data Quarter 2 (April - Sept 2008)

NI No.	Description	Baseline Data		Quarter 1	Quarter 2	Target	Current Perf	Achieved	Good	Explanation, Reasons & Actions
		2006/07	Good	Apr - Jun 2008	Apr - Sept 2008	2008/09	Status	Target?	Perf	
NI 196 ●	Improved street and environmental cleanliness – fly tipping	2006/07	Good	N/A	N/A	Effective (Grading 2)	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
TOTALS +										8
TOTALS -										8
TOTAL										16
TOTAL N/A										14
TOTAL OVERALL										30

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 20 indicators	
Equates to 30 separate indicators	
We:	
Achieved our targets	50%
Unfortunately we:	
Failed to meet our targets	50%

ACTUALS	
QUARTER 1	
	56%
	44%

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