












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


NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 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	11.8%	IHD	N/A	N/A	Low	This indicator is measured over two sample periods. The first sample period run between 17-30 November showed that of the 2376 customer contacts recorded, 280 (11.8%) were recorded as avoidable. The second sample period will run 19-31 January, the results of which will form the overall level of avoidable contacts recorded for the council.
Local economy											
NI 154 ●	Net additional homes provided	N/A	N/A	20	56 (amended)	73	Q3 75 YE 100		x	High	Performance is below predicted target this quarter, however, it is possible that the end of year target of 100 could be met despite the national house building recession. The council is not going to be able to make any intervention which may guarantee this.
NI 155 ●	Number of affordable homes delivered (gross)	2007/08	39	8	20 (amended)	20	Q3 30 YE 40		x	High	The target has not been achieved this quarter due to the current national house building recession and it is unlikely that the end of year target of 40 will be met. The council is not going to be able to make any intervention which may guarantee this.





No.	Description	Baseline Data	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions	
NI 156 ●	Number of households living in Temporary Accommodation	2007/08	2	0	2	2	2		✓	Low	We had hoped 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. 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%	80.00%	88.00%		✗	High	Performance has slipped 8% below local stretch target. This occurred due to Member decision to defer consideration of 2 planning applications submitted for 'West Farm' site. However performance is still 20% above CLG target and also represents top quartile performance based on 07/08 figures. Performance should improve during last quarter as 4 major applications are due to be reported to February Planning Committee and this will ensure performance gets back on target.
NI 157b	Processing of planning applications as measured against targets for 'minor' application type	2007/08	75.00%	89.66%	93.02%	94.20%	92.00%		✓	High	Performance is exceptional and should represent highest returns in North East region for year end.
NI 157c	Processing of planning applications as measured against targets for 'other' application type	2007/08	85.67%	100.00%	98.82%	99.14%	96.00%		✓	High	
NI 159	Supply of ready to develop housing sites	Apr-08	159%	N/A	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 No.	Description	Baseline Data		Quarter 1	Quarter 2	Quarter 3	Target	Current	Achieved	Good	Explanation, Reasons & Actions
		2005	0.03%	Apr - Jun 2008	Apr - Sept 2008	Apr - Dec 2008	2008/09	Perf Status	Target?	Perf	
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	2005	0.03%	N/A	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	N/A	IHD	N/A	N/A	High	2008-09 forecast cumulative gains were reported in October 2008.
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)	71.7 (Estimated)	52.1		✓	High	This is an estimate for this indicator as the actual performance will be calculated and published by the DWP later this year. Performance is only measured from May 2008 as this is when data became available. Performance has exceeded target, proactive work procedures are in place so that future changes are captured in a timely manner. It is expected that the year end target of 52.1 will be achieved due to the current climate and the number of new claims and changes increasing.
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)	16.2 days (Estimated)	16.0 days		✗	Low	This is an estimate for this indicator 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 dropped slightly below target due to resource issues, however, we expect this to improve in the last quarter. Corrective Action: We have engaged an external processing company to help with the increased workload. We are expecting our caseload to increase due to the current climate.
NI 182i	Satisfaction of businesses with recorded non-compliance with local authority regulation services	N/A	N/A	67%	82%	83%	IHD	N/A	N/A	High	2008/09 is the baseline year for this indicator so no target has been set. Performance has been consistently high for the indicator. Surveys which are returned with 'customer does not strongly agree with the statement' are investigated to see

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 182ii	Satisfaction of businesses with no recorded non-compliance with local authority regulation services	N/A	N/A	100%	94%	85%	IHD	N/A	N/A	High	if improvements can be made and comments are passed on to officers.
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	N/A	N/A	93%	96%	97%	90%		✓	High	Of the 343 food establishments trading within the District, 331 are broadly compliant with food hygiene law. We are on course to achieving our stated target of 90%, 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	N/A	IHD	N/A	N/A	Low	Year 2008/09 is the baseline year so no target has been set for this indicator. Data is still being collected to complete the spreadsheet so this indicator can be reported on accurately. It will be completed before March 2009 allowing the results to be reported in the final quarter. It is expected 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	3.6%	IHD	N/A	N/A	Low	Year 2008/09 is the baseline year so no targets have been set for this indicator. The figures provided are taken from surveys carried out by the Energy Saving Trust. Of the 5142 surveys sent out responses were received from 1097 households, a return of 21% which makes the figures acceptable.
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	34.3%	IHD	N/A	N/A	Low	
NI 188 ●	Planning to Adapt to climate change	N/A	N/A	Level 0	Level 0	Level 1	Level 1		✓	High	The target set for 2008/09 of level 1 has been met as the audit trail is in place identifying that the necessary policies, plans and procedures to meet the requirement are in place.
Environmental sustainability											

NI No.	Description	Baseline Data		Quarter 1	Quarter 2	Quarter 3	Target	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
		2007/08	388.74	Apr - Jun 2008	Apr - Sept 2008	Apr - Dec 2008	2008/09				
NI 191 ●	Residual household waste per household	2007/08	388.74	180.22kg	358.83kg	544.03kg	Q3 525.00 YE 700.00		X	Low	<p>There is currently a total of 546.7 tonnes which have been collected for recycling but have not yet been sent for reprocessing. This means that the amount of residual waste is higher than would have been expected. If the 546.7 tonnes had been sent to be reprocessed, there would have been an equivalent of 521.84 kg collected per household. Provided that Greencycle are able to secure a purchaser for the recyclable goods, it is anticipated that the end of year target of below 700 kg can be achieved, and that the LPSA target will be achieved. Corrective Action:</p> <p>Greencycle have informed us that once they have secured purchasers for the recycling that this will be sent for reprocessing as soon as possible. There has already been an increase in the amount of goods which have left storage over the last few weeks, so it is expected that the tonnage of waste being stored will reduce significantly by the end of the year, however this is out of our control as it is dependent upon Greencycle securing a market for the recyclables.</p>

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 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%	21.40%	17.90%	25.00%		x	High	There is currently a total of 546.7 tonnes which have been collected for recycling but have not yet been sent for reprocessing. This means that the amount of residual waste is higher than would have been expected. If the 546.7 tonnes had been sent to be reprocessed, there would have been an equivalent recycling rate of 21.26%. It is possible that the end of year target of 25% can be achieved, but the LPSA target of 35% recycling rate won't be achieved. Corrective Action: Greencycle have informed us that once they have secured purchasers for the recycling that this will be sent for reprocessing as soon as possible. There has already been an increase in the amount of goods which have left storage over the last few weeks, so it is expected that the tonnage of waste being stored will reduce significantly by the end of the year, however this is out of our control as it is dependent upon Greencycle securing a market for the recyclables.
NI 194i	Air quality – Emissions in NOx through local authority's estate and operations	N/A	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	Year 2008/09 is the baseline year so no targets have been set for this indicator. Data is still being collected to complete the spreadsheet so this indicator can be reported on accurately. It will be completed before March 2009 allowing the results to be reported in the final quarter.
NI 194ii	Air quality – % reduction in NOx emissions through local authority's estate and operations	N/A	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	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	N/A	IHD	N/A	N/A	Low	

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NI195a ●	Improved street and environmental cleanliness (levels of litter)	2007/08	14%	N/A	4%	3%	13%		✓	Low	The target has been exceeded for both of the first two survey periods, and it is expected that the end of year target will be achieved. Performance has improved over the two survey periods.
NI195b ●	Improved street and environmental cleanliness (levels of detritus)	2007/08	7%	N/A	11%	9%	6.5%		✗	Low	The target has not been achieved for the period April – November, however performance has improved over the year. It is possible that the end of year target of below 6.5% can be achieved, and cleanliness levels will be closely monitored, particularly with regard to street sweeping. Corrective Action: Whilst the next round of surveys are being carried out, if any sites are identified as a grade C, the Operations Manager will be notified immediately so that the cause can be identified and standards will be rectified as soon as possible. Sweeper routes will be monitored to ensure effective use of resources.
NI195c ●	Improved street and environmental cleanliness (levels of graffiti)	2007/08	6%	N/A	8%	5%	5%		✓	Low	The target has been achieved for the period April – November, and the amount of graffiti which has been found has reduced from the first survey period. It is anticipated that the end of year target of below 5% will be achieved.
NI195d ●	Improved street and environmental cleanliness (levels of fly posting)	2007/08	0%	N/A	1%	0%	0%		✓	Low	The target has been achieved for the period April – November, and the amount of fly-posting which has been found has reduced from the first survey period. It is anticipated that the end of year target of 0% will be achieved.

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 196 ●	Improved street and environmental cleanliness – fly tipping	2006/07	Good	N/A	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. Based on comparative figures for April – December this year and last year, we have dealt with 150 less incidents of fly-tipping. We have issued 8 more fixed penalty notices for fly-tipping but have carried out 43 fewer investigations into incidents of fly-tipping. It is estimated that taking into account the reduced instances that overall we should achieve the same level of performance as last year.
TOTALS +										9	
TOTALS -										7	
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.

NI No.	Description	Baseline Data	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
	Required to produce a total of 20 indicators					ACTUALS QUARTER 2				
	Equates to 30 separate indicators									
	We:									
	Achieved our targets	56%				50%	56%			
	Unfortunately we:									
	Failed to meet our targets	44%				50%	44%			

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