

**APPENDIX A**

Northampton Borough Council

2003/4 to 2008/9

Performance Results Summary

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Detailed Report on Performance

The tables below represent our outturn (results) for 2008/09 by service area and performance indicator

(results for 2003/04 – 2007/08 included where available)

KEY TO BOX STATUS COLOURING	
GREEN:	Achieved Target
AMBER:	No Target Set
RED:	Missed Target

KEY TO QUARTILE STATUS		Top & Upper Median Quartile	Lower Median Quartile	Bottom Quartile	No Quartile Data
1	NEW INDICATOR FOR 2008/09				CORPORATE PRIORITY INDICATORS
2	LOCAL INDICATOR [quartile data unavailable]				
3	NO QUARTILE DATA [issued by Audit Commission]				
ALL QUARTILE DATA IS BASED ON LATEST AUDIT COMMISSION INFORMATION AVAILABLE					

GOOD TO BE HIGH/ LOW	BVPI / LP/NI REFERENCE	DESCRIPTION OF INDICATOR	RESULTS 08/09	TARGET 08/09	RESULTS (Arrows show 08/09 result compared to 07/08)	NBC 03/04 RESULT & QUARTILE POSITION	NBC 04/05 RESULT & QUARTILE POSITION	NBC 05/06 RESULT & QUARTILE POSITION	NBC 06/07 RESULT & QUARTILE POSITION	NBC 07/08 RESULT & QUARTILE POSITION	NBC 08/09 RESULT & POTENTIAL QUARTILE POSITION	COMMENTS
TABLE 1 – Continuous data 2003/04 – 2008/9												
Neighbourhood and Environmental Services												
↑	BV 82ai	Percentage tonnage of household waste arisings which have been sent by the authority for recycling	21.02%	24%	21.54% ↓	BV 82a 14.78% Upper Median	BV 82a 18.67% Upper Median	19.82% Upper Median	20.41% Upper Median	21.54% Lower Median	21.02% Lower Median	
↑	BV 82bi	Percentage of the total tonnage of household waste sent for composting or treatment by anaerobic digestion	17.73%	16%	16.16% ↑	BV 82b 0.20% Lower Median	BV 82b 9.45% Upper Median	16.30% Top	16.81% Upper Median	16.16% Upper Median	17.73% Upper Median	
↓	BV 84a	Number of kilograms of household waste collected per head	383.6 kg	406 kg	395.4kg ↑	340.0 kg Top	379.0kg Top	401.7kg Upper Median	412.8 kg Lower Median	395.4 kg Upper Median	383.6 kg Upper Median	
↓	BV 86	Cost of waste collection per household	£46.88	£42.00	£46.16 ↓	£35.05	£55.73 Bottom	£51.72 Lower Median	£43.10 Upper Median	£46.16 Upper Median	£46.88 Upper Median	
↑	BV 89	The percentage of people satisfied with the cleanliness standard in their area				44% Bottom			53% Bottom	49% Bottom		Triennial Satisfaction Indicator
↑	BV 90a	The percentage of people satisfied with household waste collection				76% Bottom			69% Bottom	67% Bottom		Triennial Satisfaction Indicator
↑	BV 90b	The percentage of people satisfied with waste recycling				55% Bottom			70% Lower Median	69% Lower Median		Triennial Satisfaction Indicator
↑	BV 91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	100%	100%	98.5% ↑	BV 91 100% Top	BV 91 100% Top	100% Top	100% Top	98.5% Lower Median	100% Top	

GOOD TO BE HIGH/ LOW	BVPI / LP/NI REFERENCE	DESCRIPTION OF INDICATOR	RESULTS 08/09	TARGET 08/09	RESULTS (Arrows show 08/09 result compared to 07/08)	NBC 03/04 RESULT & QUARTILE POSITION	NBC 04/05 RESULT & QUARTILE POSITION	NBC 05/06 RESULT & QUARTILE POSITION	NBC 06/07 RESULT & QUARTILE POSITION	NBC 07/08 RESULT & QUARTILE POSITION	NBC 08/09 RESULT & POTENTIAL QUARTILE POSITION	COMMENTS
Public Protection												
↓	BV 126	Domestic burglaries per year per 1,000 households in local authority area	20.7	13.9	20.9 ↑	29.90 Bottom	26.00 Bottom	22.1 Bottom	21.4 Bottom	20.9 Bottom	20.7 Bottom	
↓	BV 127a	Violent crime per year, 1000 population	23.6	23.6	26.8 ↑	6.90 Bottom	7.50 Bottom	27 Bottom	26.0 Bottom	26.8 Bottom	23.6 Bottom	Definition significantly changed for 2005/6
↓	BV 127b	Robberies per year, 1000 population	2.5	2.8	2.7 ↑	13.90 Bottom	15.20 Bottom	3.4 Bottom	3.5 Bottom	2.7 Bottom	2.5 Bottom	
↓	BV 128	The number of vehicle crimes per year, per 1,000 population in the local authority area	13.9	15.3	16.2 ↑	30.30 Bottom	25.20 Bottom	21.6 Bottom	19.8 Bottom	16.2 Bottom	13.9 Bottom	
↑	BV 166a	Score against a checklist of enforcement best practice for environmental health	96.7%	100%	96.7% ↔	76.7% Lower Median	96.7% Upper Median	100% Top	96.7% Lower Median	96.7% Lower Median	96.7% Lower Median	
↔	BV 174	The number of racial incidents recorded by the authority per 100,000 populations.	3.45	7.89	8.99 ↓	15.97	22.00	18.48	8.20	8.99	3.45	3
↑	BV 175	The percentage of racial incidents that resulted in further action	100%	100%	100% ↔	90.00% Lower Median	100% Top	100% Top	100% Top	100% Top	100% Top	
Planning												
↑	BV 106	Percentage of new homes built on previously developed land	51.15%	65%	54.85% ↓	80% Upper Median	69.40% Lower Median	84% Upper Median	87.08% Upper Median	54.85% Bottom	51.15% Bottom	
↑	BV 111	The percentage of applicants satisfied with the service received				84% Top			57% Bottom	74% Upper Median		Triennial Satisfaction Indicator
↑	NI 157b	Percentage of minor planning applications determined within 8 weeks	92.19%	87%	87.42% ↑	BV 109b 56.00% Lower Median	BV 109b 70.70% Upper Median	BV 109b 74.55% Lower Median	BV 109b 64.98% Bottom	BV 109b 87.42% Top	92.19% Top	NI 157b replaced BV 109b 2008/9
↑	NI 157c	Percentage of other planning applications determined within 8 weeks	95.70%	95%	95.21% ↑	BV 109c 70.00% Bottom	BV 109c 80.70% Lower Median	BV 109c 85.62% Lower Median	BV 109c 75.98% Bottom	BV 109c 95.21% Top	95.70% Top	NI 157c replaced BV 109c 2008/9
↔	BV 200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes ↔	No	No	Yes	Yes	Yes	Yes	3

GOOD TO BE HIGH/ LOW	BVPI / LP/NI REFERENCE	DESCRIPTION OF INDICATOR	RESULTS 08/09	TARGET 08/09	RESULTS (Arrows show 08/09 result compared to 07/08)	NBC 03/04 RESULT & QUARTILE POSITION	NBC 04/05 RESULT & QUARTILE POSITION	NBC 05/06 RESULT & QUARTILE POSITION	NBC 06/07 RESULT & QUARTILE POSITION	NBC 07/08 RESULT & QUARTILE POSITION	NBC 08/09 RESULT & POTENTIAL QUARTILE POSITION	COMMENTS
↔	BV 200b	Has the local Planning authority met the milestones, which the current local Development scheme set out?	Yes	Yes	No ↑	No	Yes	No	Yes	No	Yes	3
↑	PLI 188	The number of decisions delegated to officers as a percentage of all decisions	96.07%	95%	94.77% ↑	BV 188 85.0% Lower Median	85% Lower Median	84.1% Lower Median	92.3% Top	94.77% Top	96.07% Top	2
Human Resources												
↑	BV 11a	The percentage of top 5% of earners that are women	34.72%	34%	34.79% ↓	24.70% Lower Median	28.40% Lower Median	32.83% Upper Median	32.43% Lower Median	34.79% Lower Median	34.72% Lower Median	
↑	BV 11b	The percentage of top 5% of earners who are from an ethnic minority				6.76% Top	6.76% Top	8.89% Top	7.07% Top	6.67% Top		Not reported for 2008/9
↓	BV 12	The number of working days/shifts lost due to sickness absence	12.86 days	9 days	11.89 days ↓	13.00 days Bottom	13.48 days Bottom	16.12 days Bottom	11.38 days Bottom	11.89 days Bottom	12.86 days Bottom	
↓	BV 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.63%	0.50%	0.36% ↓	0.53% Lower Median	2.26% Bottom	2.64% Bottom	0.70% Lower Median	0.36% Upper Median	0.63% Lower Median	
↓	BV 15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	0.36%	0.25%	0.82% ↑	0.61% Bottom	0.55% Bottom	0.41% Bottom	0.61% Bottom	0.82% Bottom	0.36% Bottom	
↑	BV 16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition				3.20% Upper Median	4.54% Top	5.55% Top	4.97% Top	3.06% Lower Median		Not reported for 2008/9
↑	BV 17a	The percentage of local authority employees from minority ethnic communities				4.8% Top	5.3% Top	4.9% Top	5.6% Top	3.7% Upper Median		Not reported for 2008/9
Finance and Assets												
↑	BV 8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	94.38%	95%	91.51% ↑	92.30% Upper Median	81.10% Bottom	86.89% Bottom	89.45% Bottom	91.51% Lower Median	94.38% Lower Median	

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↑	BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	95.45%	95%	28.06% ↑	80.00% Top	86.00% Top	90.14% Top	92.54% Top	28.06% Lower Median	95.45% Top	3
Revenues and Benefits												
↑	BV 9	Percentage of council tax received in the year	96.94%	98.50%	97.95% ↓	95.00% Bottom	95.00% Bottom	95.45% Bottom	96.63% Lower Median	97.95% Upper Median	96.94% Lower Median	
↑	BV 10	Percentage of non domestic rates due for the year which were received by the authority	99.12%	99.50%	99.79% ↓	98.50% Lower Median	99.70% Top	99.23% Upper Median	99.72% Top	99.79% Top	99.12% Upper Median	
↔	BV 76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload	0.23	0.29	0.30 ↓	0.26	0.24	0.28	0.24	0.30	0.23	3
↔	BV 76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	55.69	65	50.97 ↑	30.50 Bottom	38.51 Upper Median	51.08 Upper Median	61.32 Top	50.97 Upper Median	55.69 Top	3
↔	BV 76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload	5.34	4.70	4.45 ↑	2.11 Lower Median	2.48 Lower Median	4.64 Upper Median	3.91 Upper Median	4.45 Upper Median	5.34 Top	3
↓	BV 78a	Speed of Processing: Average time for processing new claims for housing and council tax benefits	16.1 days	20 days	23.8 days ↑	81.8 days Bottom	63.4 Bottom	57.6 day Bottom	36.5 days Bottom	23.8 days Upper Median	16.1 days Top	
↓	BV 78b	Speed of Processing: Average time for processing notifications of change in circumstances	8.0 days	8.0 days	10.9 days ↑	28.0 days Bottom	20.9 Bottom	24.4 days Bottom	16.4 days Bottom	10.9 days Lower Median	8.0 days Upper Median	
↑	BV 79a	Accuracy of processing (a) percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	97.80%	99%	97% ↑	91.65% Bottom	91.80% Bottom	78.60% Bottom	94.20% Bottom	97% Bottom	97.80% Lower Median	
↑	BV 80a	Overall satisfaction with the benefits service: Overall I am satisfied with the facilities to get in touch with the benefits office				70% Bottom			66% Bottom	68% Bottom		Triennial Satisfaction Indicator

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↑	BV 80b	Overall satisfaction with the benefits service: Overall I am satisfied with the service in the actual office				72% Bottom			59% Bottom	70% Bottom		Triennial Satisfaction Indicator
↑	BV 80c	Overall satisfaction with the benefits service: Overall I am satisfied with the telephone service				55% Bottom			46% Bottom	59% Bottom		Triennial Satisfaction Indicator
↑	BV 80d	Overall satisfaction with the benefits service: Overall I am satisfied with the staff in the benefit office				75% Bottom			65% Bottom	70% Bottom		Triennial Satisfaction Indicator
↑	BV 80e	Overall satisfaction with the benefits service: Overall I am satisfied with the clarity and understandability of the forms, letters and leaflets				57% Bottom			52% Bottom	59% Bottom		Triennial Satisfaction Indicator
↑	BV 80f	Overall satisfaction with the benefits service: Overall I am satisfied with the amount of time it took for them to tell me whether my claim was successful				57% Bottom			53% Bottom	65% Bottom		Triennial Satisfaction Indicator
↑	BV 80g	Overall satisfaction with the benefits service				70% Bottom			63% Bottom	71% Bottom		Triennial Satisfaction Indicator
Landlord Services												
↑	BV 66a	Local authority rent collection and arrears – proportion of rent collected	96.26%	97.80%	96.76% ↓	95.16%	96.20% Bottom	96.03% Bottom	95.93% Bottom	96.76% Bottom	96.26% Bottom	
↑	NI 160	Satisfaction of tenants of council housing with the overall service provided by their landlord	67.40%	74%	64% ↑	BV 74a 73% Lower Median			BV 74a 64% Bottom	MORI 64% Spring 2008 Bottom	67.40% Bottom	Status survey
↑	BV 74b	Satisfaction of tenants of council housing with the overall service provided by their landlord with results further broken down by ethnic minority tenants	67%	67%	64% ↑	69% Lower Median			57% Bottom	64% Spring 2008 Lower Median	67% Lower Median	Triennial Satisfaction Indicator
↑	BV 74c	Satisfaction of tenants of council housing with the overall service provided by their landlord with results further broken down by non ethnic minority tenants	68%	75%	66% ↑	74% Lower Median			65% Bottom	66% Spring 2008 Bottom	68% Bottom	Triennial Satisfaction Indicator

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↑	BV 75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord				59% Lower Median			49% Bottom	59% Spring 2008 Bottom		Triennial Satisfaction Indicator
↑	BV 75b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by ethnic minority tenants				58% Lower Median			45% Bottom	47% Spring 2008 Bottom		Triennial Satisfaction Indicator
↑	BV 75c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by non ethnic minority tenants				60% Lower Median			48% Bottom	59% Spring 2008 Bottom		Triennial Satisfaction Indicator
↔	LHPI 164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment Code of Practice in Social Landlords?	Yes	Yes	Yes ↔	BV 164 Yes	BV 164 Yes	BV 164 Yes	Yes	Yes	Yes	2
Housing Needs and Support												
↑	BV 63	Energy efficiency - the average SAP (standard assessment procedure) rating of local authority owned dwellings	70.3%	71%	70% ↑	59% Lower Median	66% Upper Median	67% Upper Median	68% Upper Median	70% Upper Median	70.3% Upper Median	
↑	BV 64	Number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority	225	110	55 ↑	67 No quartile data from A/C	55 Upper Median	59 Upper Median	161 Top	55 Upper Median	225 Top	

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↓	LHPI 183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	1.68 weeks	0.87 weeks	1 week ↓	BVPI 183a 11.06 Bottom	BVPI 183a 4.0 Lower Median	BVPI 183a 3.25 weeks Lower Median	2.25 weeks Upper Median	1 week Top	1.68 weeks Upper Median	2
Culture and Leisure Services												
↑	BV 119a	The percentage of residents satisfied with the local authority cultural services; sports and leisure facilities				59% Upper Median			57% Lower Median	57% Spring 2008 Lower Median		Triennial Satisfaction Indicator
↑	BV 119c	The percentage of residents satisfied with the local authority cultural services; museums				57% Top			58% Top	52% Spring 2008 Top		Triennial Satisfaction Indicator
↑	BV 119d	The percentage of residents satisfied with the local authority cultural services; arts activates and venues				72% Top			67% Top	67% Spring 2008 Top		Triennial Satisfaction Indicator
↑	BV 119e	Percentage of residents satisfied with the Local Authority Cultural Services: Parks and Open Spaces				79% Top			79% Top	72% Spring 2008 Lower Median		Triennial Satisfaction Indicator
↑	BV 170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population	804	880	886 ↓	2,684 Top	2,126 Top	1,287 Top	863 Upper Median	886 Upper Median	804 Upper Median	
↑	BV 170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	714	850	786 ↓	999 Top	1,055 Top	800 Top	845 Top	786 Top	714 Top	
↑	BV 170c	The number of pupils visiting museums and galleries in organised school groups	7,876	10,500	6,929 ↑	12,927 Top	13,917 Top	14,067 Top	10,016 Top	6,929 Upper Median	7,876 Upper Median	
Policy and Community Engagement												
↑	BV 2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	Level 2	Level 3	Level 2 ↔	0	0	Level 1	Level 1	Level 2	Level 2	An extension to September 09 has been granted for achieving Level 3

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↑	BV 2b	The quality of an authority's Race Equality Scheme and the improvements resulting from it's application	95%	53%	89% ↑	26% Bottom	26% Bottom	39% Bottom	16% Bottom	89% Top	95% Top	
↑	BV 3	The percentage of citizens satisfied with the overall service provided by the council				38% Bottom			34% Bottom	29% Spring 2008 Bottom		Triennial Satisfaction Indicator
↑	BV 4	The percentage of citizens satisfied with the handling of their complaint				30% Bottom			29% Bottom	25% Spring 2008 Bottom		Triennial Satisfaction Indicator
↔	BV 16b	The percentage of the economically active population in the local authority area who have a disability				12.25%	12.25%	12.25%	12.25%	12.25%		Not reported 2008/9
↑	NI 35a	Building resilience to violent extremism – Understanding of, and engagement with, Muslim communities	3	Baseline setting year – no target for 2008							3	1
↑	NI 35b	Building resilience to violent extremism – Knowledge and understanding of the drivers and causes of violent extremism and the Prevent objectives	2	Baseline setting year – no target for 2008							2	1
↑	NI 35c	Building resilience to violent extremism – Development of a risk-based preventing violent extremism action plan, in support of delivery of the Prevent objectives	3	Baseline setting year – no target for 2008							3	1
↑	NI 35d	Building resilience to violent extremism – Effective oversight, delivery and evaluation of projects and actions	2	Baseline setting year – no target for 2008							2	1

Table 2 – 2008/09 out turn results for those indicators without continuous reporting for the period 2003/04 – 2008/9

Neighbourhood and Environmental Services

↑	BV 82aii	Total of tonnage of household waste arisings which have been sent by the authority for recycling	16,350.68 tonnes	18,832.00 tonnes	17,046.29 tonnes ↓			15,509.95 tonnes Top	16,429.14 tonnes Top	17,046.29 tonnes Top	16,350.68 tonnes Top	
↑	BV 82bii	Total tonnage of household waste sent for composting or treatment by anaerobic digestion	13,789.32 tonnes	12,955.00 tonnes	12,787.84 tonnes ↑			12,752 tonnes Top	13,532.86 tonnes Top	12,787.84 tonnes Top	13,789.32 tonnes Top	
↓	BV 84b	Percentage change from the previous financial year in the number of Kg of household waste collected per head of population	-2.17%	-1%	-4.21% ↓			+5.96% Bottom	+2.75% Bottom	-4.21% Top	-2.17% Upper Median	
↑	BV 91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100%	100%	98.5% ↑			100% Top	100% Top	98.5% Lower Median	100% Top	
↓	BV 199a	The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level				11.0% Top	12.0% Upper Median	3.0% Top	4.0% Top	4.8% Top	No longer reported	
↓	BV 199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible						10% Bottom	14% Bottom	8% Bottom	No longer reported	
↓	BV 199c	The proportion of relevant land and highways from which unacceptable levels of fly posting are visible						1% Upper Median	1% Bottom	2% Bottom	No longer reported	
↓	BV 199d	The year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly tipping	NI 196 Level 2	Level 2	Level 4 ↑					Level 4 Bottom	NI 196 Level 2 Upper Median	Replaced by NI 196 for 2008/9
↑	BV 218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	98.91%	95%	97.36% ↑			No result reported	87.25% Lower Median	97.36% Upper Median	98.91% Upper Median	
↑	BV 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	95.95%	90%	78.80% ↑			No result reported	79.16% Lower Median	78.80% Bottom	95.95% Upper Median	
↑	ELPI 5	Percentage of fly tips removed within two working days	99.82%	95%	99.83% ↓			99.37%	99.6%	99.83%	99.82%	2
↓	ELPI 6	Number of missed refuse collections	2,699	1,200	1,659 ↓				11,302	1,659	2,699	2
↑	ELPI 10	The percentage of missed collections put right within 24 hours	100%	97%	98.92% ↑				92.99%	98.92%	100%	2
↓	NI 191	Residual household waste per household	525kg	543kg					N/A	N/A	525kg	1

↑	NI 192	Percentage of household waste sent for reuse, recycling and composting	38.74%	40%							38.74%	1
↓	NI 195a	Improved street and environmental cleanliness – levels of litter	11%	Baseline setting year – no target for 2008-09							11%	1
↓	NI 195b	Improved street and environmental cleanliness – levels of detritus	22%	Baseline setting year – no target for 2008-09							22%	1
↓	NI 195c	Improved street and environmental cleanliness – levels of graffiti	8%	Baseline setting year – no target for 2008-09							8%	1
↓	NI 195d	Improved street and environmental cleanliness – levels of fly-posting	2%	Baseline setting year – no target for 2008-09							2%	1
Public Protection												
↔	BV 216a	Number of sites of potential concern within the local authority area with respect to land contamination	742	N/A				975	966	793	742	Feeder indicator for BVPI 216b.
↑	BV 216b	Number of sites for which detailed information is available to decide whether remediation of the land is necessary, as a percentage of all "sites of potential concern"	5%	13%	9% ↓			6% Upper Median	8% Upper Median	9% Upper Median	5% Upper Median	
↑	BV 217	Percentage of pollution control improvements to existing installations completed on time	100%	95%	95% ↑			97% Upper Median	100% Top	95% Lower Median	100% Top	
↑	BV 225	Domestic violence checklist- The percentage of questions answered 'yes'	90.9%	100%	90.9% ↔			63.6%	81.8%	90.9%	90.9%	3
	NI 15	Serious violent crime	283								283	1 Data supplied via CDRP
	NI 16	Serious acquisitive crime	5,204								5,204	1 Data supplied via CDRP
	NI 20	Assault with injury crime rate	1,654	Baseline setting year – no target for 2008							1,654	1 Data supplied via CDRP
	NI 32	Repeat incidents of domestic abuse	27.5% Base data for 2008/09	Baseline setting year – no target for 2008							27.5% Base data for 2008/09	1 Data supplied by CDRP

↑	NI 182	Satisfaction of businesses with local authority regulation services									National reporting timetable	1
↑	NI 184	The percentage of food establishments within the local authority which are broadly compliant with food law	81%	82%							87%	1
↓	NI 185	CO2 reduction from LA operations									National reporting timetable	1
↑	NI 188	Adapting to climate change	Level 1	Level 1							Level 1	1
↓	NI 194	Level of air quality - % reduction in Nox & PM10 emissions through LA estates and operations									National reporting timetable	1
Planning												
↑	BV 109a	Percentage of planning applications determined: 60% of major applications in 13 weeks				32.00% Bottom	64.50% Upper Median	64.18% Lower Median	66.67% Lower Median	65% Lower Median		Replaced by NI 157A for 2008/9
↓	BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications	37.5%	25%	39.5% ↑		41% Bottom	34.8% Lower Median	21.1% Top	39.5% Bottom	37.5% Lower Median	
↑	BV 205	Quality of Service checklist for Planning	66.7%	90%	77.8% ↓		89% Top	77.7% Bottom	77.8% Bottom	77.8% Bottom	66.7% Bottom	
↔	BV219b	Percentage of conservation areas in the local authority area with an up to date character appraisal (and management plan from 2008/9)	63.16%	60%	42.11 ↑			16.67% Upper Median	33.33% Upper Median	42.11% Upper Median	63.16% Top	Replaced by LPI 219 2008/9
↑	NI 154	Net additional homes provided	707	1529							707	1
↑	NI 157a LM	Percentage of large scale major planning applications determined within 13 weeks	100%	0%							100%	1
↑	NI 157a SM	Percentage of small scale major planning applications determined within 13 weeks	54.55%	74%							54.55%	1
↑	NI 159	Supply of ready to develop housing sites	96.8%	100% within 5 years							96.8%	1
↓	NI 170	The proportion of the area of developed land that is vacant or derelict for more than 5 years	0.78%	0.78%							0.78%	1
↔	REG LPI 200c	Did the Planning authority publish an annual monitoring report by December of the last year						Yes	Yes	Yes		Not reported for 2008/9

↔	REG LPI 219a	The total number of conservation areas in the local authority area						BV 219a 18	BV 219a 18	19		Replaced by LPI 219
↔	REG LPI 219c	Percentage of conservation areas with published management proposals						BV 219 c 0% Bottom	BV 219c 33.33% Top	42% Top		Replaced by LPI 219
Human Resources												
↑	BV 11c	The percentage of top 5% of earners who have a disability						4.38% Upper Median	3.80% Upper Median	6.67% Top		Not reported for 2008/9
Finance and Assets												
↔	BV 226c	Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	£189,973	£118,874	£245,068 ↓				£116, 532	£245,068	£189,973	3
↑	NI 179	The total value of ongoing cash releasing value for money gains that have impacted since the start of the 2008 – 09 Financial Year	£2,825,000	Baseline setting year – no target for 2008							£2,825,000	Biannual – October 2008 & July 2009
Revenues and Benefits												
↔	BV 76 a	Housing Benefit Security: the number of claimants visited per 1,000 caseload					42.3	53.35	149.37			Replaced by CFLI 1 for 2007/8
↑	BV 79bi	The amount of housing benefit overpayments recovered during the period being reported on as a percentage of hb deemed recoverable overpayments during that period	67.54%	75%	70.44% ↓			106.20% Top	58.35% Bottom	70.44% Lower Median	67.54% Lower Median	
↑	BV 79bii	Housing benefit overpayments recovered during the period as a percentage of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of hb overpayments identified during the period	27.29%	40%	29.59% ↓			62.51% Top	31.60% Lower Median	29.59% Lower Median	27.29% Lower Median	

↔	BV 79biii	Housing benefit overpayments written off during the period as a percentage of the total amount of hb overpayment debt outstanding at the start of the period plus amount of hb overpayments identified during the period	4.43%	7%	4.04% ↑			12.14%	4.35%	4.04%	4.43%	3
↑	NI 180	The number of changes of circumstances affecting HB/CTB entitlement processed within the year	971.1 10 month's data only	950							971.1 10 month's data only	1
↓	NI 181	Time taken to process Housing Benefit/Council Tax new claims/changes	6.3 8 month's data only	15							6.3 8 month's data only	1
↑	BENLPI 1	Percentage of cases from complete to determined within 14 days	96.82%	91%	86.74% ↑				85.51%	86.74%	96.82%	2
↔	CFLI 1	Housing benefit Security: the number of housing benefit claimants visited	3,705	3,504	4,013 ↓					4,013	3,705	2
Landlord Services												
↓	BV 66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	7.37%	7.50%	10.03% ↑			12.43% Bottom	11.92% Bottom	10.03% Bottom	7.37% Bottom	
↓	BV 66c	The percentage of local authority tenants in arrears who have had Notice Seeking Possession served	37.71%	25%	31.41% ↓			44.58% Bottom	26.66% Lower Median	31.41% Lower Median	37.71% Bottom	
↓	BV 66d	The percentage of local authority tenants evicted as a result of rent arrears	0.46%	0.20%	0.22% ↓			0.83% Bottom	0.46% Lower Median	0.22% Upper Median	0.46% Bottom	
↑	HLPI 9	Night time repairs completed on target	99%	99%	99% ↔			98%	99%	99%	99%	2
Housing Needs and Support												
↓	BV 184a	The proportion of local authority homes which were non-decent at 1st April	46.1	Baseline setting year – no target for 2008		30% Upper Median	29% Upper Median	25% Upper Median	27% Lower Median	33% Lower Median	NI 158 46.1% Bottom	Replaced by NI 158 for 2008/9
↓	BV 202	The number of people sleeping rough on a single night within the area of the local authority	2	0	1 ↓		7	8 Bottom	4 Bottom	1 Upper Median	2 Lower Median	
↓	BV 212	Average time taken to re-let local authority homes	29 days	23 days	34 days ↑			72 days Bottom	71 days Bottom	34 days Lower Median	29 days Upper Median	

↑	BV 213	Number of household who considered themselves homeless who approached the local authority housing advice service and for whom advice casework intervention solved their situation	8	8	7 ↑			5 Top	7 Top	7 Top	8 Top	
↓	NI 156	Number of households living in Temporary Accommodation	33%	70%							33%	1
↓	NI 187a	Tackling fuel poverty-percentage of people receiving income based benefits living in homes with a low energy efficiency rating –SAP below 35	3.53%	Baseline setting year – no target for 2008							3.53%	1
↑	NI 187b	Tackling fuel poverty-percentage of people receiving income based benefits living in homes with a low energy efficiency rating – SAP of 65 or greater	48.24%	Baseline setting year – no target for 2008							48.24%	1
↓	LHPI 203	The percentage change in the number of families which include dependent children or pregnant women, placed in temporary accommodation under the homelessness legislation compared with the average in the previous year	-9.46%	-14%	-43.22% ↓		BVPI 203 37.00% Bottom	BVPI 203 -9.86% Upper Median	BV 203 -27.73% Top	-43.22% Top	-9.46% Lower Median	2
↓	LHPI 214	Proportion of households accepted as statutorily homeless by the same authority within the last 2 years	0%	0%	0% ↔			0.54% Upper Median	1.41% Lower Median	0% Top	0% Top	2
Policy and Community Engagement												
↑	NI 189	Flood and coastal erosion risk management	100%	Baseline setting year – no target for 2008							100%	1
↔	BV 226a	Total amount spent by the Local Authority on Advice and Guidance Services provided by external organisations	£474,383	£380,761	£541,321 ↓			£368, 860	£368, 860	£541,321	£474,383	3
↑	BV 226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at general help level and above	73.14%	79.08%	81.39% ↓			92.18%	92.18%	81.39%	73.14%	3

Customer Services												
↓	NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer.	28.4%	Baseline setting year – no target for 2008							28.4%	1
Housing Strategy, Investment & Performance												
↑	NI 155	Number of affordable homes delivered (gross)	288	400							288	1