

Part 1: Corporate Priority Performance

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Corporate Plan - Performance Summary

Key

-  Exceptional or over Performance
-  On or above target
-  Within agreed target tolerance
-  Outside agreed target tolerance
-  Measured annually
-  Improved performance
-  Deterioration in performance

Overall Corporate Plan performance			
	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP NBC Corporate Plan	★	★	↘

Corporate Plan performance by priority			
Corporate Priority	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.1 Safer, Greener and Cleaner communities	★	★	↗
CP.2 Housing, Health and wellbeing	●	★	↘
CP.3 A confident, ambitious and successful Northampton	⚠	⚠	↗
CP.4 Partnerships and community engagement	★	★	↗
CP.5 A well managed organisation that puts customers at the heart of what we do	★	★	↘

NBC Corporate Plan Performance Summary

Overall, the Corporate Plan is performing well, with four of the five Corporate priorities showing GREEN performance alerts, the other AMBER.

Part 3 of this report details all of the Corporate performance measures, through which performance against our five priorities is monitored.

Please refer to Part 3 to review a full comparison against last month's performance for each measure, ordered by Corporate Priority.

The direction of travel of Corporate Priority Outcomes is included within quarterly Cabinet Reports (June, September, December and March). This will indicate improvement or deterioration of the Priority Outcome since the last quarterly period.

Safer, greener and cleaner communities

- Performance Summary

Key

-  Exceptional or over Performance
-  On or above target
-  Within agreed target tolerance
-  Outside agreed target tolerance
-  Measured annually
-  Improved performance
-  Deterioration in performance

CP.1 Safer, Greener and Cleaner Communities Overview			
Corporate Priority	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.1 Safer, Greener and Cleaner communities	★	★	↗

CP.1 Safer, Greener and Cleaner Communities outcomes overview			
Corporate Priority Outcomes	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.1.01 Reduced crime, fear of crime and anti-social behaviour	★	★	↗
CP.1.02 Increased recycling and composting	⚠	⚠	↘
CP.1.03 Reduce the Council's Carbon Footprint	●	★	↘
CP.1.04 Improved air quality	?	?	?
CP.1.05 Reliable, cost-effective refuse collection and street cleansing service	★	★	↗
CP.1.06 Less waste produced	⚠	⚠	↘
CP.1.07 Cleaner neighbourhoods	★	★	↗
CP.1.08 Good quality open spaces and parks	★	★	↗




CP.1 Safer, Greener and Cleaner Communities Performance Summary
<p>Corporate Priority 1: Safer, Greener and Cleaner communities is performing well. Five of the priority outcomes are showing GREEN and two AMBER. The overall direction of travel for the priority is improving. The final outcome CP1.04 cannot be compared at this point in time as it is measured by annual indicators.</p> <p>Year to date red performing indicators for CP1 are 'Number of domestic burglaries per 1,000 households' (BV126), 'Number of violent crimes per 1,000 population' (BV127a), 'Abandoned vehicles investigated within 24 hours' (BV128a) and 'Number of recorded assaults with less serious injury' (NI20). Please refer to the red measures report (page 12) for more detail.</p> <p>The performance of three measures against their targets in the quarter has resulted in a downward direction of travel trend resulting in a change to the performance status for CP1.02, CP1.03 (from BLUE to GREEN) and CP1.06, although no priority is RED.</p> <p>The measures impacting on performance are: NI192 'Percentage of waste sent for reuse, recycling or composting' (impacting on CP1.02) and LI784 'Number of missed refuse collections' (impacting on CP1.03) both experienced a drop in the in month performance, but remain within targets for the year to date. NI191 'The amount of residual waste per household' has impacted on CP1.02 and CP1.06.</p> <p>For details of the measures that feed Corporate Priority 1 see page 26.</p>




























Housing, Health and wellbeing

- Performance Summary

Key

-  Exceptional or over Performance
-  On or above target
-  Within agreed target tolerance
-  Outside agreed target tolerance
-  Measured annually
-  Improved performance
-  Deterioration in performance

CP2 Housing, Health and Wellbeing Overview			
Corporate Priority	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.2 Housing, Health and wellbeing			

CP.2 Housing, Health and wellbeing outcomes			
Corporate Priority Outcome	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.2.01 Achieving the Decent Homes standards			
CP.2.02 Increased affordable homes			
CP.2.03 Reduced homelessness			
CP.2.04 Meeting Housing needs			
CP.2.05 Leisure and cultural activities for young people			
CP.2.06 Improved participation and access to cultural opportunities			
CP.2.07 Healthier living for young people			
CP.2.08 Improved health of local people			
CP.2.09 Vibrant neighbourhoods and engaged communities			

CP.2 Housing, Health and Wellbeing Performance Summary

Corporate Priority 2: Housing, Health and wellbeing has a GREEN status, although the overall direction of travel for the priority is deteriorating. There are seven priority outcomes that can currently be reported. Four of these are GREEN, two AMBER and one RED. The priority outcomes CP2.01 and CP.2.07 contain only annual measures and therefore a result is unavailable.

Year to date red performing indicators for CP2 are BV126 'Number of domestic burglaries per 1,000 households' (impacting CP2.09), BV170c 'The number of pupils visiting museums and galleries' (impacting on CP2.05 and CP2.06) and HI15 'Increase in the average length of stay in B&B accommodation' (impacting on CP2.03, CP2.04 and CP2.08). Please refer to the red measures report (page 12) for more detail.

The performance of six measures against their targets in the quarter has resulted in a downward direction of travel trend resulting in a change to the performance status in CP2.03, CP2.04 (BLUE to GREEN) and CP2.08 (BLUE to AMBER), CP2.02, CP2.05 and CP 2.06 also show a downward direction of travel trend although they have remained the same in terms of overall performance status.

The measures impacting on performance are: HI15 'Increase in the average length of stay in B&B accommodation' (impacting on CP2.03, 2.04 and 2.08). NI154 'Net additional homes provided' (impacting on CP2.02 and CP2.04). BV170b 'Visits to museums in person' (impacting on CP2.06) and BV170c 'The number of pupils visiting museums and galleries' (impacting on CP2.05 and CP2.06).




For details of the measures that link to Corporate Priority 2 see page 28.

























A confident, ambitious and successful Northampton

- Performance Summary

Key

-  Exceptional or over Performance
-  On or above target
-  Within agreed target tolerance
-  Outside agreed target tolerance
-  Measured annually
-  Improved performance
-  Deterioration in performance

CP.3 A confident, ambitious and successful Northampton Overview			
Corporate Priority	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.3 A confident, ambitious and successful Northampton			

CP.3 A confident, ambitious and successful Northampton outcomes			
Corporate Priority Outcome	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.3.01 A vibrant and viable town centre			
CP.3.02 Sustainable growth in jobs and housing			
CP.3.03 Improved town centre management with partners			
CP.3.04 Support Local Businesses			
CP.3.05 Regeneration of key sites			
CP.3.06 Quality shopping, leisure and cultural activities and events			
CP.3.07 Enhanced reputation and regional influence			
CP.3.08 Sound planning policy framework			

CP.3 A confident, ambitious and successful Northampton Performance Summary

Corporate Priority 3: A confident, ambitious and successful Northampton priority has performed well recently and is AMBER with an improving direction of travel. Of its eight priority outcomes all are now showing GREEN, with excellent performance compared to last quarter. Six of the eight outcomes show improved performance.

Year to date red performing indicators for CP03 are BV126 'Number of domestic burglaries per 1,000 households', BV127a 'Number of violent crimes per 1,000 population' (both impacting CP3.01 and CP3.03), BV204 'Percentage planning appeals allowed', BV205 'Quality of service checklist' (both impacting on CP3.08) and NI020n 'Number of recorded Assaults with less serious injury' (impacting on CP3.03). Please refer to the red measures report (page 12) for more detail.

Direction of travel shows a downward trend for the quarter for only two of the eight outcomes. This has been due to deteriorating performance of two measures against their targets in the quarter, although their year to date performance remains AMBER overall, BV170b 'Visits to museums in person' (impacting CP3.06) and BV10 'NNDR collected' (impacting CP3.07).




For details of the measures linked to Corporate Priority 3 see page 31.

Strong Partnerships and community engagement

- Performance Summary

Key

-  Exceptional or over Performance
-  On or above target
-  Within agreed target tolerance
-  Outside agreed target tolerance
-  Measured annually
-  Improved performance
-  Deterioration in performance

CP.4 Partnerships and Community Engagement Overview			
Corporate Priority	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.4 Partnerships and community engagement			

CP.4 Partnerships and Community Engagement outcomes			
Corporate Priority Outcome	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.4.01 Improve education and skills attainment			
CP.4.02 Strong community leadership			
CP.4.03 Effective working with voluntary and community sectors			
CP.4.04 Understanding our customers			

CP.4 Partnerships and Community Engagement Performance Summary

Corporate Priority 4: Partnerships and Community Engagement has a GREEN status and improving direction of travel. As in last quarter, two priority outcomes are GREEN and one RED. CP.4.03 is fed by annual measures, and therefore a result is unavailable.

Year to date red performing indicators for CP04 are BV170c 'The number of pupils visiting museums and galleries' (impacting on CP4.01) and NI020n 'Number of recorded Assaults with less serious injury' (impacting on CP4.02). Please refer to the red measures report (page 12) for more detail.

Direction of travel shows a downward trend for the quarter for two of the three comparable outcomes. This has been due to deteriorating performance for two measures against their targets in the quarter: BV170c 'The number of pupils visiting museums and galleries' (impacting CP4.01) and HI18 'Homeless households for whom advice casework resolved their situation' (impacting on CP4.04).

For more details about the measures that feed Corporate Priority 4 see page 34.

An efficient, well managed organisation that puts customers at the heart of what we do

- Performance Summary

Key

-  Exceptional or over Performance
-  On or above target
-  Within agreed target tolerance
-  Outside agreed target tolerance
-  Measured annually
-  Improved performance
-  Deterioration in performance

CP.5 A well managed organisation Overview

Corporate Priority	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.5 A well managed organisation that puts customers at the heart of what we do	★	★	↘

CP.5 A well managed organisation that puts customers at the heart of what we do outcomes

Corporate Priority Outcomes	Year to date performance (Last quarter)	Year to date performance (Current quarter)	Direction of travel (Last quarter to this)
CP.5.01 Excellent customer service	★	★	↗
CP.5.02 Improved financial management	★	⚠	↘
CP.5.03 Services with a local focus	★	⚠	↘
CP.5.04 A well-regarded organisation	★	★	↗
CP.5.05 Equitable services	⚠	★	?
CP.5.06 Improved customer insight	●	●	↘
CP.5.07 Effective governance arrangements	⚠	⚠	?
CP.5.08 Value for money services	⚠	★	↗
CP.5.09 An employer of choice	⚠	⚠	↗
CP.5.10 Efficient and effective management	★	★	↗

CP.5 A well managed organisation that puts customers at the heart of what we do Performance Summary

Corporate Priority 5: A well managed organisation that puts customers at the heart of what we do is currently showing a GREEN alert, but a deteriorating direction of travel. This priority is fed by 10 priority outcomes. None are showing RED, three AMBER, five GREEN, one BLUE and a further one (CP5.07) fed only by annual measures.

Year to date red indicators for CP05 are BV9 'Percentage of council tax received within the year' (impacting on CP5.02, CP5.04 and CP5.10), BV79bii 'HB overpayments recovered as a percentage of total debt outstanding' (impacting on CP5.02 and CP5.10), BV79biii 'HB overpayments written off as a percentage of total overpayments outstanding' (impacting on CP5.02), BV204 'Percentage planning appeals allowed' (impacting CP5.01, CP5.04, CP5.08 and CP5.10), BV205 'Quality of service checklist' (impacting CP5.01, CP5.08 and CP5.10) and HI15 'Increase in the average length of stay in B&B accommodation' (impacting CP5.01, CP5.02, CP5.03, CP5.04 and CP5.10). Please refer to the red measures report (page 12) for more detail.

Direction of travel shows a downward trend for the quarter for three of the eight comparable outcomes (CP5.02, CP5.03 and CP5.06). Performance for CP5.02 and CP5.03 has deteriorated resulting in the overall year to date status changing from GREEN to AMBER. For 5.02, the alert change has been due to the deteriorating performance against target in the quarter for a number of indicators. These were; BV79bi 'Overpaid benefits recovered as % of overpayments identified since start of year', BV79biii 'HB overpayments written off as a percentage of total overpayments outstanding', HI15 'Increase in the average length of stay in B&B accommodation', BV10 'NNDR collected' and BV9 'Percentage of council tax received within the year'.

For 5.03, the main impact has been deteriorating performance in the quarter for HI15 'Increase in the average length of stay in B&B accommodation' and BV170b 'Visits to museums in person'.

For details of the measures that link to Corporate Priority 5 see page 35.

Part 2:

Monthly red measure exception report by Corporate Priority



Detailed exception reporting of all underperforming (red) measures with graphical trend analysis against profiled targets with commentary on the reasons for under performance and the corrective actions being taken

Measure

BV9: Percentage of Council Tax recieved in the year

Page 13

BV79bii: HB overpayments recovered as a percentage of total debt outstanding

Page 14

BV79biii: HB overpayments written off as a percentage of total overpayments outstanding

Page 15

BV126: Number of domestic burglaries per 1,000 households

Page 16

BV127a: Number of violent crimes per 1,000 population

Page 17

BV170c: Pupils visiting museums and galleries

Page 18

BV204: Percentage planning appeals allowed

Page 19

BV205: Quality of service checklist

Page 20

BV218a: Abandoned vehicles investigate

Page 21

HI15: Average length of stay in bed and breakfast accommodation
for households that are unintentionally homeless and in priority need

Page 22

NI20n: Number of recorded 'Assaults with less serious injury'

Page 24

Corporate Priority

CP.5.02, CP.5.04 and CP.5.10

CP.5.02 and CP.5.10

CP.5.02

CP.1.01, CP.2.09, CP.3.01 and CP3.03

CP.1.01, CP.3.01 and CP.3.03

CP.2.04, CP.2.06 and CP.4.01

CP.3.08, CP.5.01, CP.5.04, CP.5.08 and
CP.5.10

CP.3.08, CP.5.01, CP.5.08 and CP.5.10

CP.1.01

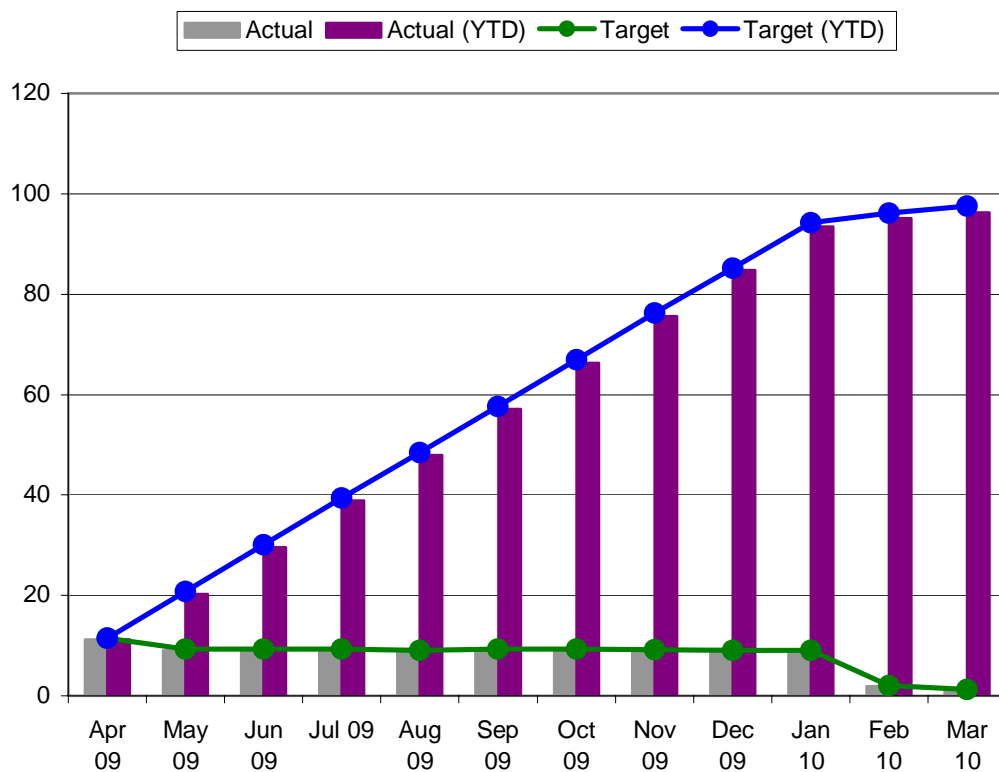
CP.2.03, CP.2.04, CP.2.08, CP.5.01, CP.5.02,
CP.5.03, CP.5.04 and CP.5.10

CP.1.01, CP.3.03 and CP.4.02

BV009 Percentage of council tax received within the year (M)(c)

Percentage of Council Tax collected.

Commentary	
March 2010	96.34% is the end of year collection rate subject to any final year-end adjustments. The collection figures have been adversely impacted upon by the cancellation of a large number of single person discounts, by around 0.6%. However, taking this into account, the out turn figure is 0.54% down on last year's figure of 96.94%. Performance overall is good in view of the current economic climate but the recession has caused a general reduction in collection rates, which is reflected in other similarly sized Local Authorities nationwide. All avenues for collection are being undertaken to ensure income is maximised.



Bigger Is Better tolerances, Red, Amber, Green, Blue: 4 bands; -0.5, -0.001, 2.0 1

	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10
Actual	11.25	9.01	9.24	9.23	8.99	9.25	9.14	9.13	9.26	8.82	1.97	1.14
Target	11.5	9.3	9.3	9.3	9	9.3	9.3	9.2	9	9	2	1.3
Performance	!	!	!	!	!	!	!	!	★	!	!	!
Actual (YTD)	11.25	20.29	29.57	38.9	47.93	57.18	66.34	75.56	84.77	93.51	95.09	96.34
Target (YTD)	11.5	20.8	30.1	39.4	48.4	57.7	67	76.2	85.2	94.2	96.2	97.5
Performance (YTD)	!	▲	▲	!	!	▲	▲	▲	!	▲	▲	▲

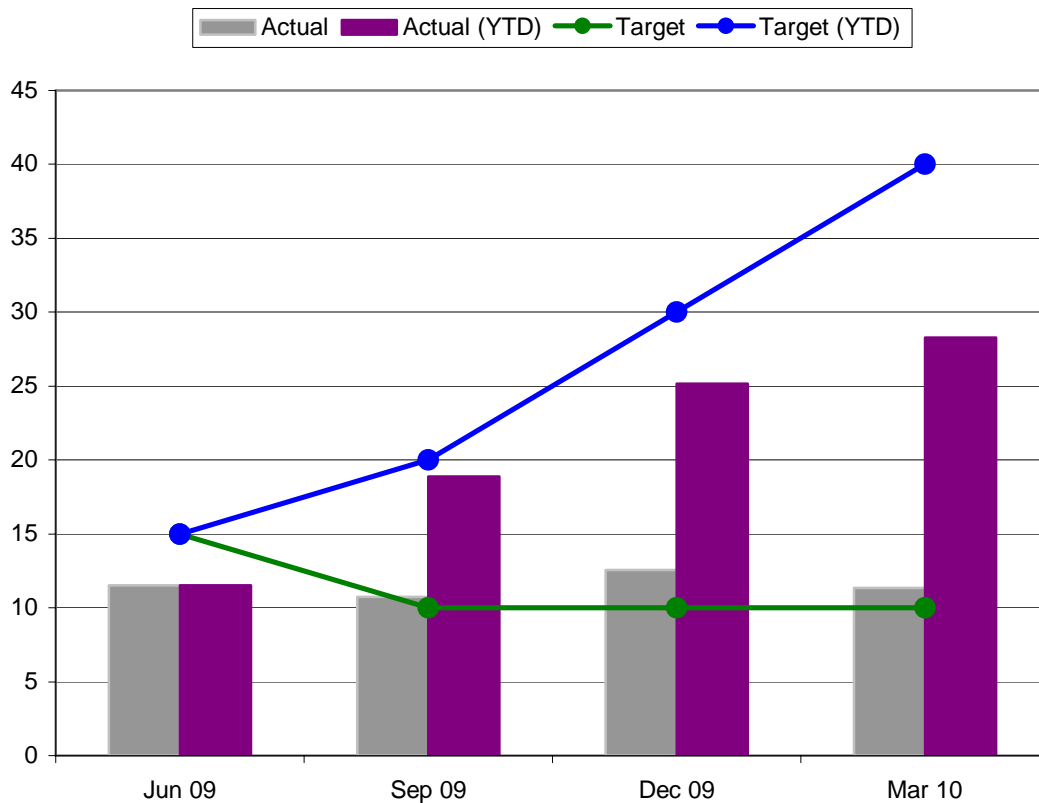
This measure is aligned to the following priority outcomes:

- CP.5.02 Improved financial management
- CP.5.04 A well regarded organisation
- CP.5.10 Efficient and effective management

BV079bii.05 HB overpayments recovered as a percentage of total debt outstanding (Q)(c)

HB overpayments recovered during the period as a % of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.

Commentary	
March 2010	28.3% of overpayments have been recovered at year-end. Performance in 2008/9 was 27.3%. During 2009/10 a total of £2,741,045 additional overpayments were created. This increase is in line the increase in benefit expenditure and does not represent reduced performance in assessing benefits. The 28.3% represents the total recovered across all years. In 2009/10 we recovered £1,502,561, this compares to £1,087,446 in 2008/9. Benefit caseloads have increased and therefore proportionately the amount of overpayments has also increased. Analysis, benchmarking and a project to tackle increased overpayment levels as a result of the financial downturn is underway.



Bigger Is Better tolerances, Red, Amber, Green, Blue: 4 bands; -5%, -0.001%, 5% 0

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	11.51	10.75	12.56	11.34
Target	15	10	10	10
Performance	▲	●	●	●
Actual (YTD)	11.51	18.9	25.18	28.3
Target (YTD)	15	20	30	40
Performance (YTD)	▲	▲	▲	▲

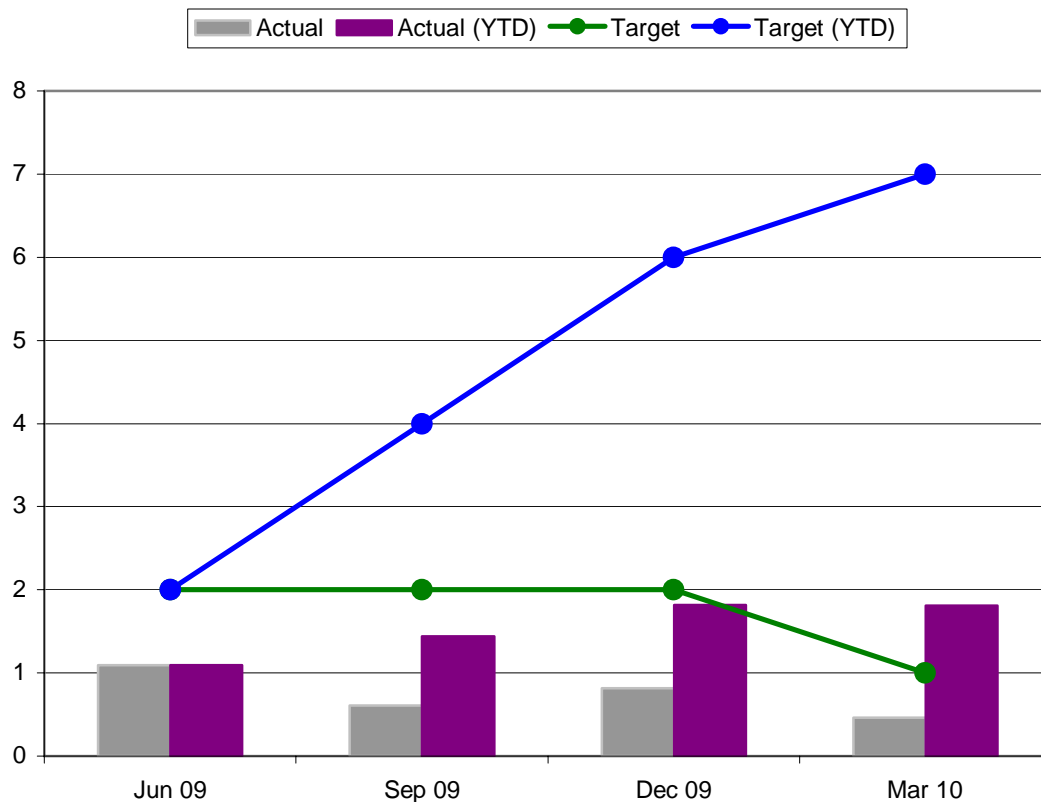
This measure is aligned to the following priority outcomes:

- CP.5.02 Improved financial management
- CP.5.10 Efficient and effective management

BV079biii.05 HB overpayments written off as a percentage of total overpayments outstanding (Q)(c)

Housing Benefit (HB) overpayments written off during the period as a % of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.

Commentary	
March 2010	1.81% of overpayments were written off as a percentage of total overpayments outstanding at year-end. Performance has been impacted upon by a change of process to review 'Final' invoices prior to write off by Recovery staff, which has reduced activity. The increase in the overall level of overpayments by £338k in the last quarter has also impacted upon achieving an effective percentage. Work completed in 2009/10 will ensure that write offs are written off promptly in 2010/11.



Bigger Is Better tolerances, Red Amber Green: 3 bands; -5%, 5% 0

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	1.09	0.61	0.82	0.46
Target	2	2	2	1
Performance	▲	▲	▲	▲
Actual (YTD)	1.09	1.44	1.82	1.81
Target (YTD)	2	4	6	7
Performance (YTD)	▲	▲	▲	▲

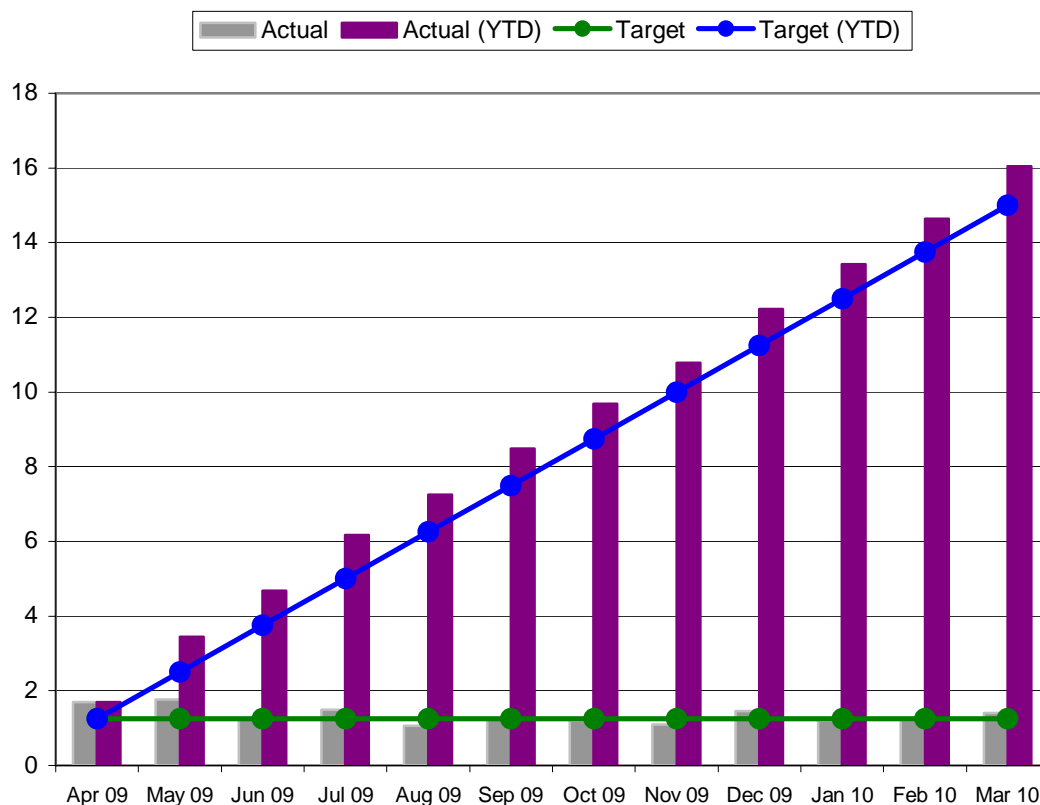
This measure is aligned to the following priority outcomes:

CP.5.02 Improved financial management

BV126 Number of domestic burglaries per 1,000 households (M)(c)

Domestic burglaries per 1000 households

Commentary	
March 2010	<p>Residential burglary figures for March 2010 show a slight increase when compared to the previous month. However, there is a reduction when compared to the same time period last year.</p> <p>Actions being taken include target-hardening properties for 377 victims of burglary and 1,223 properties within the Safer project areas as well as Smartwater. Operations to target crime are continuing and Priority Locations for residential burglary have been retained.</p>



Smaller Is Better tolerances, Red, Amber, Green, Blue: 4 bands; 5%, 0.001%, -10% 0

	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10
Actual	1.69	1.76	1.23	1.5	1.07	1.23	1.2	1.09	1.45	1.2	1.21	1.41
Target	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
Performance	▲	▲	★	▲	●	★	★	●	▲	★	★	▲
Actual (YTD)	1.69	3.45	4.68	6.18	7.25	8.48	9.68	10.78	12.23	13.43	14.64	16.05
Target (YTD)	1.25	2.5	3.75	5	6.25	7.5	8.75	10	11.25	12.5	13.75	15
Performance (YTD)	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲

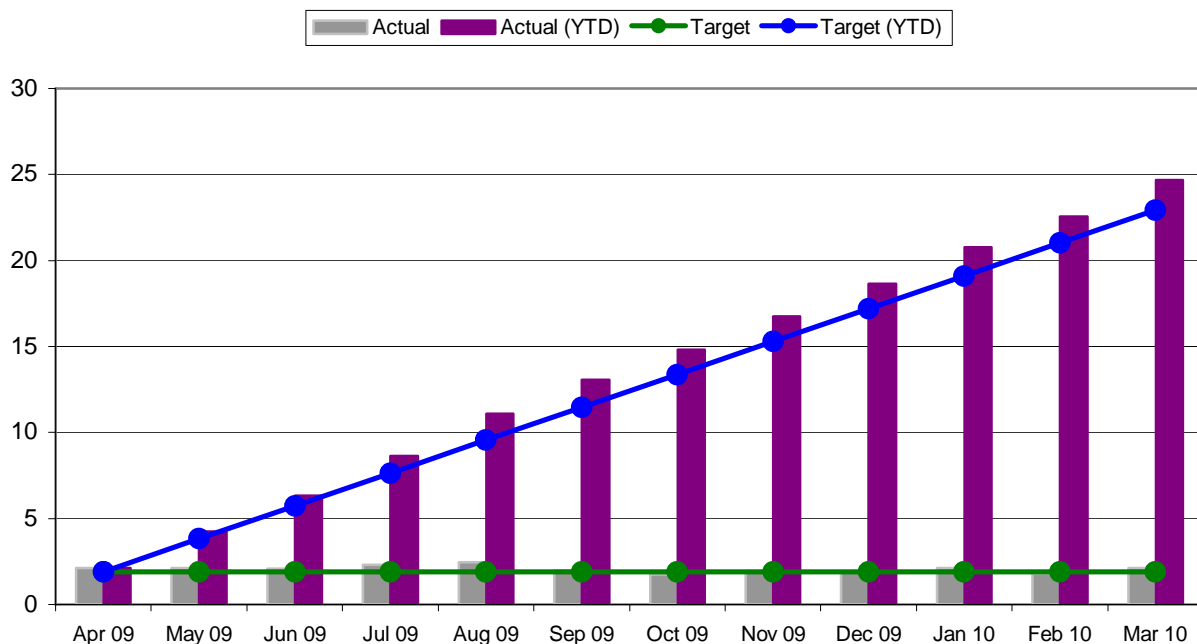
This measure is aligned to the following priority outcomes:

- CP.1.01 Reduced crime, fear of crime and anti-social behaviour
- CP.2.09 Vibrant neighbourhoods and engaged communities
- CP.3.01 Vibrant and viable town centre
- CP.3.03 Improved town centre management with partners

BV127a Number of violent crimes per 1,000 population (M)(c)

Violent crime per year, 1,000 population in the Local Authority area.

Commentary	
March 2010	<p>The number of violent crimes for March 2010 records an increase when compared to both the previous month and the same time period last year. Violent offences in the period were attributable to domestic violence, Town Centre related violence and residual violence. Close monitoring of violence offences during the current period identified 20 'school-related' crimes, an average of one crime per school day and potentially significantly higher than previously reported.</p> <p>Actions being taken include continued Domestic Abuse reassurance visits and target hardening on properties to improve security and allow victims to remain in their homes. Two sanctuaries have been installed. The Town Centre Task Group continues to meet and the Bridge St experimental road closure also continues. The Police visit identified problematic licensed premises. Plans are being put in place to effectively police school vicinities between 1530 and 1700 hours weekdays.</p>



Smaller Is Better tolerances, Red, Amber, Green, Blue: 4 bands; 5%, 0.001%, -10% 0

	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10
Actual	2.11	2.14	2.07	2.32	2.45	1.96	1.76	1.93	1.91	2.11	1.77	2.12
Target	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91
Performance	▲	▲	▲	▲	▲	!	★	!	★	▲	★	▲
Actual (YTD)	2.11	4.25	6.32	8.64	11.09	13.05	14.81	16.75	18.66	20.77	22.54	24.66
Target (YTD)	1.91	3.82	5.73	7.64	9.55	11.46	13.38	15.29	17.2	19.11	21.02	22.93
Performance (YTD)	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲

This measure is aligned to the following priority outcomes:

CP.1.01 Reduced crime, fear of crime and anti-social behaviour

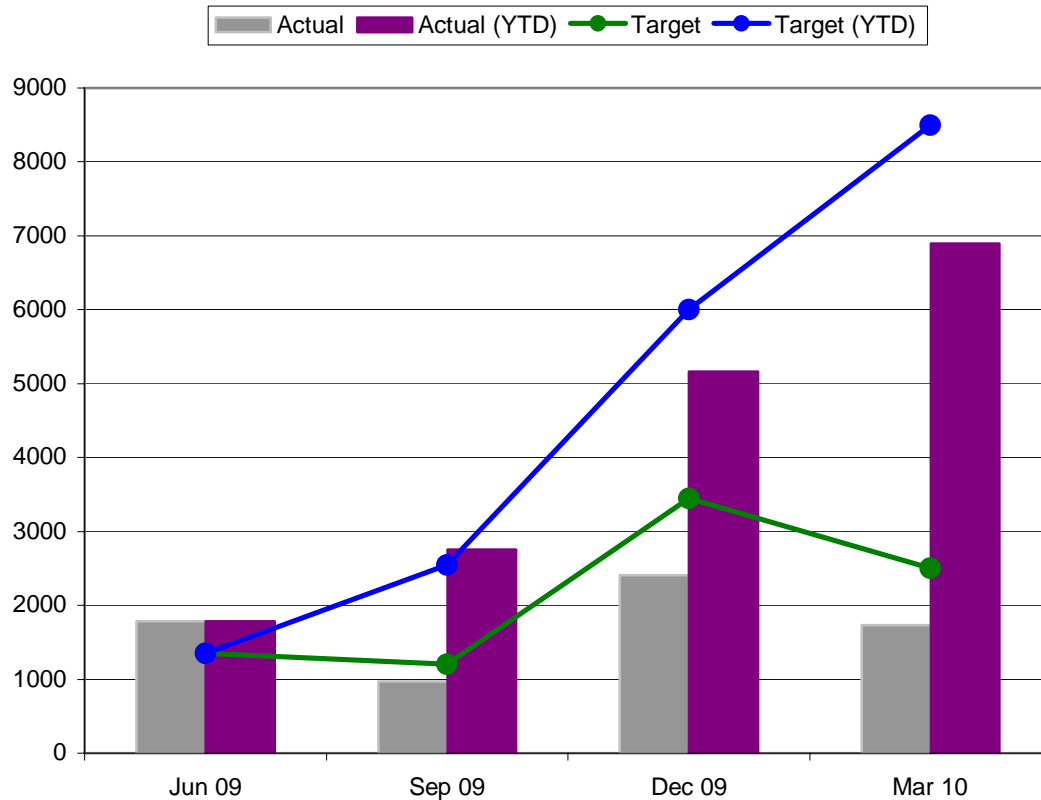
CP.3.01 Vibrant and viable town centre

CP.3.03 Improved town centre management with partners

BV170c Pupils visiting museums and galleries (Q)(c)

The number of pupils visiting museums and galleries in organised school groups (this does not include visits by sixth form colleges or adult education institutions).

Commentary	
March 2010	The recruitment of education facilitators has taken place to increase the capacity to deliver the service and to undertake large-scale promotion of education services. We are now awaiting the start of the new members of staff. Promotional work has taken place recently and the impact of this on school bookings will be seen over the next quarter.



Bigger Is Better tolerances, Red, Amber, Green, Blue: 4 bands; -5%, -0.001%, 10% 0

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	1787	968	2405	1732
Target	1350	1200	3450	2500
Performance	Blue	Red	Red	Red
Actual (YTD)	1787	2755	5160	6892
Target (YTD)	1350	2550	6000	8500
Performance (YTD)	Blue	Green	Red	Red

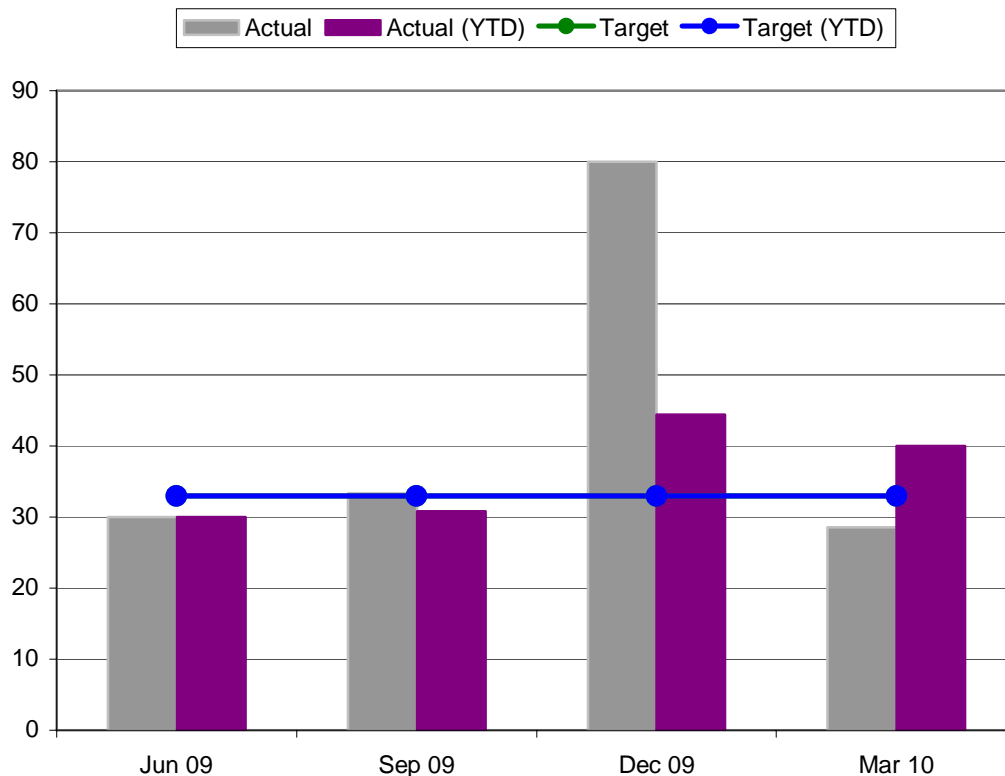
This measure is aligned to the following priority outcomes:

- CP.2.05 Leisure and cultural activities for young people
- CP.2.06 Improved participation and access to cultural opportunities
- CP.4.01 Improve education and skills attainment

BV204 % Planning appeals allowed (Q)(c)

The percentage of appeals allowed against the authority's decision to refuse on planning applications

Commentary	
March 2010	Following a disappointing series of results for the previous quarter, the final quarter of the year is back on target, albeit that the cumulative figure for the year is off target. In the response to the disappointing results for the earlier part of the year the Development Control Manager has taken particular care of householder reports (as from April 2009 these are effectively local planning authorities' appeal statements) and now reviews all appeal statements before they are sent to the Planning Inspectorate. These measures have played a part in the upturn in performance.



Smaller Is Better tolerances, Red, Amber, Green, Blue: 4 bands; 5%, 0.001%, -15% 0

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	30	33.33	80	28.57
Target	33	33	33	33
Performance	★	⚠	▲	★
Actual (YTD)	30	30.77	44.44	40
Target (YTD)	33	33	33	33
Performance (YTD)	★	★	▲	▲

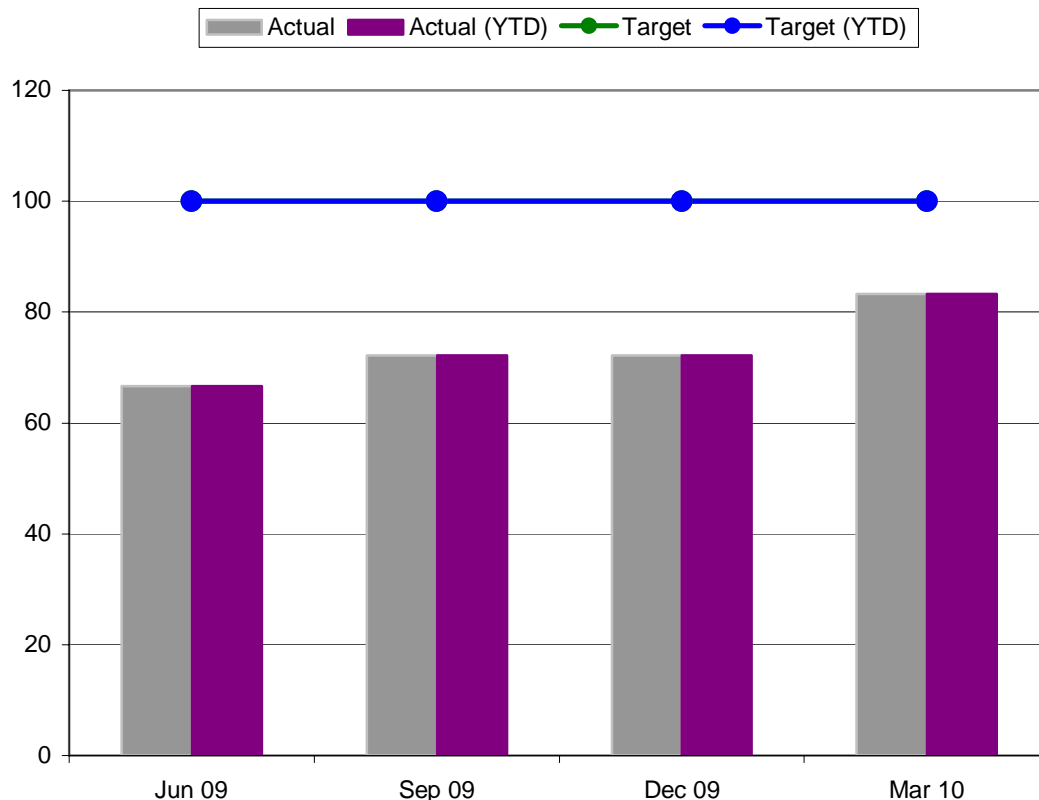
This measure is aligned to the following priority outcomes:

- CP.3.08 Sound planning policy framework
- CP.5.01 Excellent customer service
- CP.5.04 A well-regarded organisation
- CP.5.08 Value for money services
- CP.5.10 Efficient and effective management

BV205 Quality of Service checklist (Q)(c)

The score will reflect the quality of planning service it stands at 31 March

Commentary	
March 2010	Performance improved in the last quarter as two questions on the checklist changed from 'No' to 'Yes' due to the temporary recruitment of a qualified Urban Design Officer. The permanent post of Urban Design Officer will be advertised shortly and it is anticipated that an officer will be in post during the first quarter of 2010/11. System upgrades have also allowed us to improve the scoring of the quality service checklist in the last quarter.



Bigger Is Better tolerances, Red, Amber, Green, Blue: 4 bands; -2, -0.001, 1 1

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	66.67	72.22	72.22	83.33
Target	100	100	100	100
Performance	▲	▲	▲	▲
Actual (YTD)	66.67	72.22	72.22	83.33
Target (YTD)	100	100	100	100
Performance (YTD)	▲	▲	▲	▲

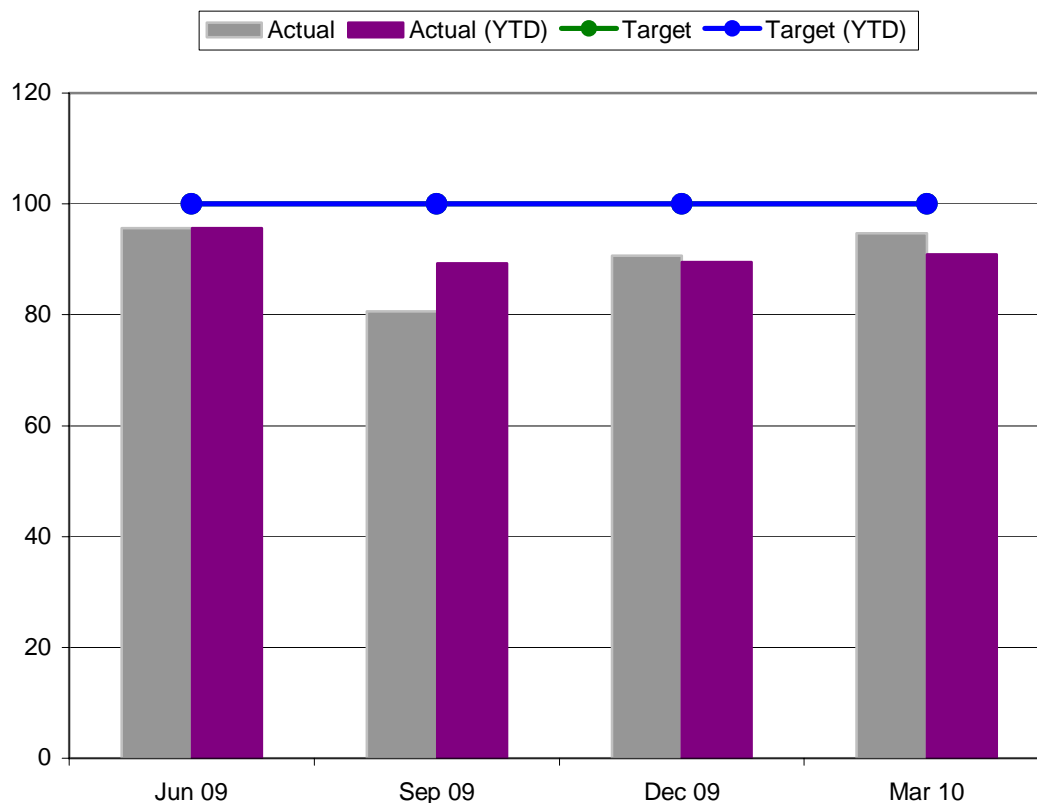
This measure is aligned to the following priority outcomes:

- CP.3.08 Sound planning policy framework
- CP.5.01 Excellent customer service
- CP.5.08 Value for money services
- CP.5.10 Efficient and effective management

BV218a.05 Abandoned vehicles-investigate (Q)(c)

% of new reports of abandoned vehicles investigated within 24hrs of notification.

Commentary	
March 2010	<p>In March 94.67% of abandoned vehicles were investigated within 24 hours of notification. The monitoring and management responsibility of this service has been handed over to another service area during 2009/10, which has impacted upon performance. IT issues resulted in access to the ELVIS records kept by the Police not being accessible for considerable periods of time. This has now been resolved and management processes are in place in the service area that has taken over the responsibility.</p> <p>For the year there were 265 abandoned vehicles investigated, 241 of which were in 24 hours (90.94%), which means that 24 cars were not investigated in 24 hours.</p>



Bigger Is Better tolerances, Red, Amber, Green, Blue: 4 bands; -1, -0.001, 1 1

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	95.6	80.6	90.63	94.67
Target	100	100	100	100
Performance	▲	▲	▲	▲
Actual (YTD)	95.6	89.24	89.47	90.94
Target (YTD)	100	100	100	100
Performance (YTD)	▲	▲	▲	▲

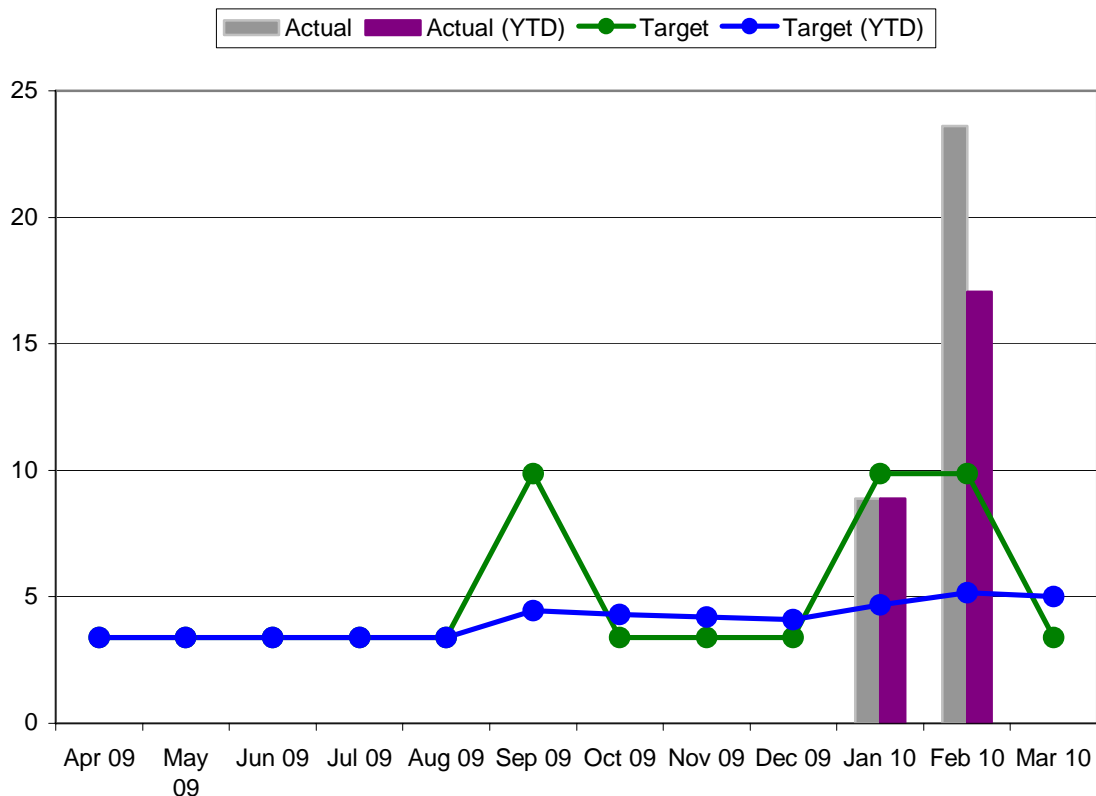
This measure is aligned to the following priority outcomes:

CP.1.01 Reduced crime, fear of crime and anti-social behaviour























**HI 15 (BV183a) Ave. length of stay in B&B accommodation:
Unintentionally homeless & priority need (M)(c)**

The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.

Commentary	
March 2010	<p>HI15 'The average length of stay in bed and breakfast accommodation' is monitored through the IBS system, which is currently not reporting data correctly. Auditing work to identify problems with the system has failed to find the issue and the IBS system providers have been called in to resolve this. As a result, March data for HI15 will not be reported.</p> <p>February commentary: B&B is only used at peak times of the year when no other temporary accommodation is available and then only for a maximum of 6 weeks. The first quarter of the year is always busiest in terms of homeless applications and this has been particularly the case in 2010 given the impact of the recession on mortgage repossessions. The Council has a legal obligation to provide temporary accommodation to those who are likely to be in priority need. The number of families in B&B in February was 10.</p>



Smaller Is Better tolerances, Red, Amber, Green, Blue: 4 bands; 20%, 0.001%, -70% 0

	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10
Actual	0	0	0	0	0	0	0	0	0	8.88	23.6	n/a
Target	3.38	3.38	3.38	3.38	3.38	9.88	3.38	3.38	3.38	9.88	9.88	3.38
Performance												n/a
Actual (YTD)	0	0	0	0	0	0	0	0	0	8.88	17.06	n/a
Target (YTD)	3.38	3.38	3.38	3.38	3.38	4.46	4.3	4.19	4.1	4.68	5.15	5
Performance (YTD)												n/a

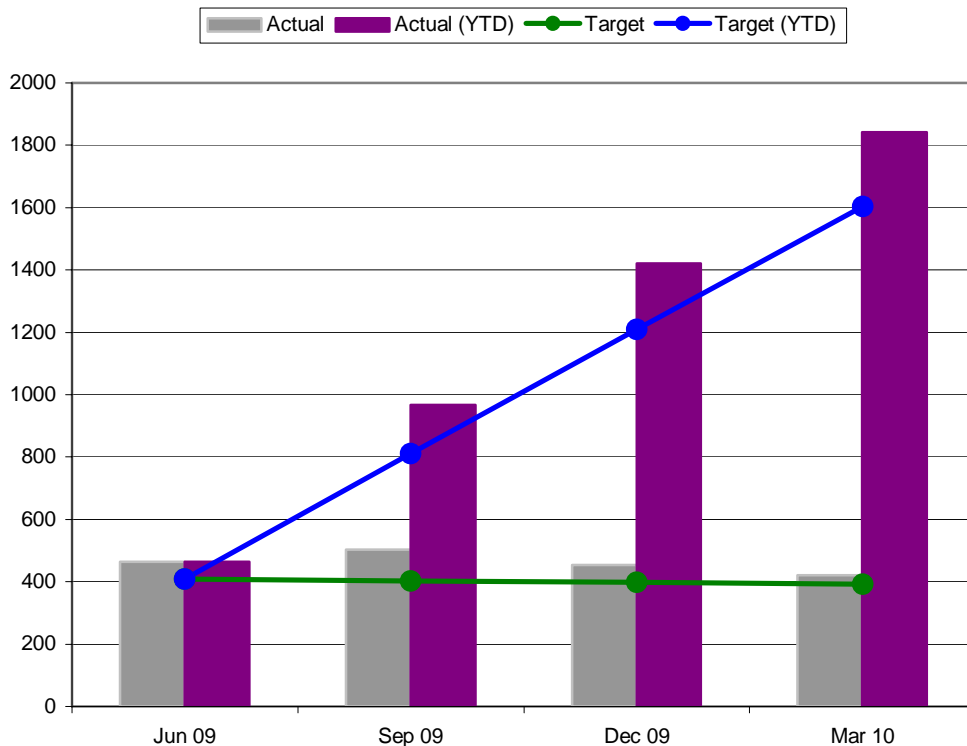
This measure is aligned to the following priority outcomes:

- CP.2.03 Reduced homelessness
- CP.2.04 Meet Housing needs
- CP.2.08 Improved health and wellbeing
- CP.5.01 Excellent customer services
- CP.5.02 Improved financial management
- CP.5.03 Services with a local focus
- CP.5.04 A well regarded organisation
- CP.5.10 Efficient and effective management

NI020n No. of recorded 'Assaults with less serious injury' (Q)(c)

No. of recorded 'Assaults with less serious injury'

Commentary	
March 2010	<p>The number of assaults with injury crimes for quarter four is higher than the target set for this period. The number of violent crimes recorded for the period has been mixed with increases in January and March, and a decrease in February 2010 when compared to the previous month and the same time last year.</p> <p>Actions being taken include continued Domestic Abuse reassurance visits and target hardening on properties to improve security and allow victims to remain in their homes. Two sanctuaries have been installed. The Town Centre Task Group continues to meet and the Bridge St experimental road closure also continues. The Police visit identified problematic licensed premises. Plans are being put in place to effectively police school vicinities between 1530 and 1700 hours weekdays.</p>



Smaller Is Better tolerances, Red Amber Green: 3 bands; -0.001%, -5% 0

	Jun 09	Sep 09	Dec 09	Mar 10
Actual	464	504	453	421
Target	408.43	403.35	398.28	393.21
Performance	▲	▲	▲	▲
Actual (YTD)	464	968	1421	1842
Target (YTD)	408.43	811.78	1210.06	1603.27
Performance (YTD)	▲	▲	▲	▲

This measure is aligned to the following priority outcomes:

- CP.1.01 Reduced crime, fear of crime and anti-social behaviour
- CP.3.03 Improved town centre management with partners
- CP.4.02 Strong community leadership

Part 3: Summary of all measures by Corporate Priority

Key	
●	Exceptional or over performance
★	On or above target
⦿	Within agreed target tolerance
▲	Outside agreed target tolerance
?!	Measured annually
?	No applications / Data missing

Key	
↗	Improved performance: Good to be high
↘	Deteriorated performance: Good to be high
↗	Improved performance: Good to be low
↘	Deteriorated performance: Good to be low
➡	Performance remained the same



CP.1 Safer, Greener and Cleaner monthly measures

Polarity	Measure ID & Name	Oct 09	Period	Nov 09	Period	Dec 09	Period	Jan 10	Period	Feb 10	Period	Mar 10	Period	Overall perf. to date	YTD	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Smaller is Better	⚡ BV126 Number of domestic burglaries per 1,000 households (M)(c)	1.20	★	1.09	🟦	1.45	⚠️	1.20	★	1.21	★	1.41	⚠️	16.05	⚠️	15.00	📉	📈	20.72
Smaller is Better	⚡ PP01 (BV127a) Numer of violent crimes per 1,000 population (M)(c)	1.76	★	1.93	💡	1.91	★	2.11	⚠️	1.77	★	2.12	⚠️	24.66	⚠️	22.93	📉	📉	23.56
Smaller is Better	⚡ BV127b Number of robberies per 1,000 population (M)(c)	0.11	🟦	0.13	🟦	0.18	🟦	0.14	🟦	0.15	🟦	0.19	🟦	2.08	🟦	2.67	📉	📈	2.48
Smaller is Better	⚡ BV128 Number of vehicle crimes per 1,000 population (M)(c)	1.28	💡	1.09	🟦	0.71	🟦	0.68	🟦	0.92	🟦	0.94	🟦	11.55	🟦	14.82	📉	📈	13.88
Bigger is Better	⚡ LI105 (ELPI 5) Percentage of fly-tips removed within 2 working days (M)(c)	100.00	🟦	100.00	🟦	100.00	🟦	99.75	🟦	100.00	🟦	100.00	🟦	99.95	🟦	97.00	➡️	📈	99.82
Smaller is Better	LI784 (ELPI6) Number of missed refuse collections per 734,350 collections made (M)(c)	95.00	🟦	106.00	🟦	76.00	🟦	75.00	🟦	125.00	★	175.00	⚠️	1539.00	🟦	2100.00	📉	📈	2699.00
Bigger is Better	⚡ LI785 (ELPI10) Percentage of missed refuse collections put right within 24hrs (M)(c)	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	➡️	➡️	100.00
Smaller is Better	⚡ NI191 Number of kilograms of residual household waste collected per household (M)(c)	42.60	★	38.80	★	45.13	💡	38.03	★	38.46	💡	48.41	💡	504.92	💡	494.60	📉	📈	524.52
Bigger is Better	⚡ NI192 Percentage of household waste sent for reuse, recycling and composting (M)	38.12	💡	41.81	★	30.53	⚠️	37.87	★	31.44	⚠️	31.89	⚠️	38.32	💡	40.04	📈	📉	38.74

Quarterly Corporate Priority measure

Polarity	Measure ID & Name	Jun 09	Period	Sep 09	Period	Dec 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last period	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Smaller is Better	NI016n No. of recorded serious acquisitive crimes (Q)(c)	1192.00	★	1046.00	★	1060.00	★	969.00	★	4267.00	★	5081.78	👇	👇	5199.00
Smaller is Better	NI020n No. of recorded 'Assaults with less serious injury' (Q)(c)	464.00	▲	504.00	▲	453.00	▲	421.00	▲	1842.00	▲	1603.27	👇	🔴	1653.00
Bigger is Better	⚡ BV091b.05 % res's 2+ k'side recyclables (Q)(c)	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	➡	➡	100.00
Bigger is Better	⚡ PP05 (BV218b.05) Abandoned vehicles-removal (Q)(c)	100.00	●	96.43	!	90.00	▲	100.00	●	96.81	!	97.00	👇	👇	95.95
Smaller is Better	⚡ NI196 Improved street and environmental cleanliness - fly tipping (Q)(c)	2.00	★	2.00	★	2.00	★	1.00	★	1.00	★	2.00	👇	👇	2.00

4-monthly corporate priority measures

Polarity	Measure ID & Name	July 09	Period	Nov 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last period	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Smaller is Better	NI195a Improved street and environmental cleanliness (litter) (4m)(c)	5.00	★	4.00	●	5.00	★	5.00	★	10.00	➡	👇	11.00
Smaller is Better	NI195b Improved street and environmental cleanliness (detritus) (4m)(c)	13.00	●	12.00	●	11.00	●	11.00	●	19.00	👇	👇	25.00
Smaller is Better	⚡ NI195c Improved street and environmental cleanliness (graffiti) (4m)(c)	8.00	!	5.00	★	4.00	★	4.00	★	6.00	👇	👇	8.00
Smaller is Better	NI195d Improved street and environmental cleanliness (fly posting) (4m)(c)	2.00	!	1.00	★	1.00	★	1.00	★	1.00	👇	👇	2.00

Bigger is Better	NI157b Percentage of "minor" apps determined within 8 weeks (M)(c)	65.00	★	100.00	●	88.89	●	82.35	●	91.67	●	64.52	💡	83.33	●	65.00	🚫	🚫	92.19
Bigger is Better	NI157c Percentage of "other" apps determined within 8 weeks (M)(c)	95.92	●	94.03	●	98.08	●	89.47	★	54.55	▲	93.94	●	91.98	●	80.00	✅	🚫	95.70

CP2 Quarterly corporate priority measures															
Polarity	Measure ID & Name	Jun 09	Period	Sep 09	Period	Dec 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	🏠 BV106 % New homes built on 'brownfield' (Q) (c)	55.84	★	85.71	●	64.95	●	86.45	●	74.39	●	40.00	🟢	🟢	51.15
Bigger is Better	🏠 NI155 Number of affordable homes delivered (gross) (Q)(c)	66.00	▲	48.00	▲	51.00	▲	138.00	●	303.00	★	297.00	🟢	🟢	288.00
Bigger is Better	🏠 HI 18 (BV213n) Homeless households for whom advice casework resolved their situation (Q)(c)	187.00	★	202.00	★	221.00	●	?	?	?	?	720.00	?	?	714.00
Bigger is Better	🏠 CL06 (BV170a) Visits to / usage of museums, per 1,000 population (Q)	209.04	●	232.91	★	151.80	★	147.57	★	741.33	★	692.00	🔴	🔴	804.07
Bigger is Better	🏠 CL05 (BV170b) Visits to museums in person (Q)	182.50	★	202.68	🟡	131.09	▲	116.02	▲	632.29	🟡	662.00	🔴	🔴	714.14
Bigger is Better	🏠 BV170c Pupils visiting museums and galleries (Q) (c)	1787.00	●	968.00	▲	2405.00	▲	1732.00	▲	6892.00	▲	8500.00	🔴	🔴	7876.00
Bigger is Better	🏠 NI184 Food establishments in the area which are broadly compliant with food hygiene law (Q)(c)	87.51	★	87.66	★	88.30	★	89.49	●	89.49	●	82.00	🟢	🟢	81.43

Polarity	Measure ID & Name	Oct 09	Period	Nov 09	Period	Dec 09	Period	Jan 10	Period	Feb 10	Period	Mar 10	Period	Overall perf. to date	YTD	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Smaller is Better	➦ BV126 Number of domestic burglaries per 1,000 households (M)(c)	1.20	★	1.09	🟦	1.45	⚠️	1.20	★	1.21	★	1.41	⚠️	16.05	⚠️	15.00	❌	✅	20.72
Smaller is Better	➦ PP01 (BV127a) Numer of violent crimes per 1,000 population (M)(c)	1.76	★	1.93	💡	1.91	★	2.11	⚠️	1.77	★	2.12	⚠️	24.66	⚠️	22.93	❌	❌	23.56
Smaller is Better	➦ BV127b Number of robberies per 1,000 population (M)(c)	0.11	🟦	0.13	🟦	0.18	🟦	0.14	🟦	0.15	🟦	0.19	🟦	2.08	🟦	2.67	❌	✅	2.48
Smaller is Better	➦ BV128 Number of vehicle crimes per 1,000 population (M)(c)	1.28	💡	1.09	🟦	0.71	🟦	0.68	🟦	0.92	🟦	0.94	🟦	11.55	🟦	14.82	❌	✅	13.88
Bigger is Better	➦ NI157a LM Percentage of "large scale" major apps determined within 13 weeks (M)(c)	0.00	★	0.00	★	0.00	★	0.00	★	0.00	★	0.00	★	0.00	★	0.00	➡️	❌	100.00
Bigger is Better	➦ NI157a SM Percentage of "small scale" major apps determined within 13 weeks (M)(c)	0.00	★	0.00	★	0.00	★	100.00	🟦	0.00	★	100.00	🟦	100.00	🟦	60.00	✅	✅	36.36
Bigger is Better	➦ NI157b Percentage of "minor" apps determined within 8 weeks (M)(c)	65.00	★	100.00	🟦	88.89	🟦	82.35	🟦	91.67	🟦	64.52	💡	83.33	🟦	65.00	❌	❌	92.19
Bigger is Better	➦ NI157c Percentage of "other" apps determined within 8 weeks (M)(c)	95.92	🟦	94.03	🟦	98.08	🟦	89.47	★	54.55	⚠️	93.94	🟦	91.98	🟦	80.00	✅	❌	95.70
Bigger is	➦ BV008 Percentage of invoices for commercial	93.82	💡	96.91	★	96.19	★	95.89	★	96.51	★	96.85	★	95.47	★	95.00	✅	✅	94.38

Better	goods & serv. paid within 30 days (M)(c)																		
Bigger is Better	<div><div></div><div>RB04 (prev BV010)</div></div> <div>Percentage of non-domestic rates due for the year, which have been received (M)(c)</div>	8.58	📉	9.70	★	9.87	📉	7.79	📉	0.57	★	0.71	📉	99.16	📉	99.50	📈✔	📈✔	99.12

CP3 Quarterly corporate priority measures															
Polarity	Measure ID & Name	Jun 09	Period	Sep 09	Period	Dec 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV106 % New homes built on 'brownfield' (Q) (c)	55.84	★	85.71	🟦	64.95	🟦	86.45	🟦	74.39	🟦	40.00	🟢	🟢	51.15
Bigger is Better	BV200b.05 Plan making - milestones (Q)(c)	Yes	★	Yes	★	No	🔴	Yes	★	Yes	★	Yes	🟢	➡	Yes
Bigger is Better	⚡ NI155 Number of affordable homes delivered (gross) (Q) (c)	66.00	🔴	48.00	🔴	51.00	🔴	138.00	🟦	303.00	★	297.00	🟢	🟢	288.00
Smaller is Better	NI016n No. of recorded serious acquisitive crimes (Q) (c)	1192.00	★	1046.00	🟦	1060.00	🟦	969.00	🟦	4267.00	🟦	5081.78	🟢	🟢	5199.00
Smaller is Better	NI020n No. of recorded 'Assaults with less serious injury' (Q) (c)	464.00	🔴	504.00	🔴	453.00	🔴	421.00	🔴	1842.00	🔴	1603.27	🟢	🔴	1653.00
Bigger is Better	NI182 Satisfaction of businesses with non-compliance with LA regulation services (Q) (c)	81.00	★	83.00	★	85.00	★	84.00	★	84.00	★	80.00	🔴	🟢	77.00
Bigger is Better	⚡ NI184 Food establishments in the area which are broadly compliant with food hygiene law (Q)(c)	87.51	★	87.66	★	88.30	★	89.49	🟦	89.49	🟦	82.00	🟢	🟢	81.43
Bigger is Better	⚡ CL06 (BV170a) Visits to / usage of museums, per 1,000 population (Q)	209.04	🟦	232.91	★	151.80	★	147.57	★	741.33	★	692.00	🔴	🔴	804.07
Bigger is Better	⚡ CL05 (BV170b) Visits to museums in person (Q)	182.50	★	202.68	⚠	131.09	🔴	116.02	🔴	632.29	⚠	662.00	🔴	🔴	714.14
Smaller is Better	⚡ BV204 % Planning appeals allowed (Q)(c)	30.00	★	33.33	⚠	80.00	🔴	28.57	★	40.00	🔴	33.00	🟢	🔴	37.50
Bigger is Better	⚡ BV205 Quality of Service checklist (Q)(c)	66.67	🔴	72.22	🔴	72.22	🔴	83.33	🔴	83.33	🔴	100.00	🟢	🟢	66.67

CP4 Partnerships and community engagement																			
Polarity	Measure ID & Name	Oct 09	Period	Nov 09	Period	Dec 09	Period	Jan 10	Period	Feb 10	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)(c)	93.82	🟡	96.91	🟢	96.19	🟢	95.89	🟢	96.51	🟢	96.85	🟢	95.47	🟢	95.00	🟢	🟢	94.38
Smaller is Better	⚡ NI014 Avoidable contact: % of cust. contact that is of low/no value to customer (M)(c)	16.32	🟡	8.45	🟡	10.99	🟡	14.59	🟡	9.58	🟡	9.71	🟡	13.86	🟡	50.00	🔴	🟢	28.38

CP4 Quarterly corporate priority measures															
Polarity	Measure ID & Name	Jun 09	Period	Sep 09	Period	Dec 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV170c Pupils visiting museums and galleries (Q)(c)	1787.00	🟡	968.00	🔴	2405.00	🔴	1732.00	🔴	6892.00	🔴	8500.00	🟢	🔴	7876.00
Bigger is Better	⚡ BV079a % Benefit calculations correct (Q)(c)	98.40	🟢	100.00	🟡	94.40	🔴	97.60	🟡	97.60	🟡	98.00	🔴	🔴	97.80
Bigger is Better	HI 18 (BV213n) Homeless households for whom advice casework resolved their situation (Q)(c)	187.00	🟢	202.00	🟢	221.00	🟡	?	?	?	?	720.00	?	?	714.00

Polarity	Measure ID & Name	Oct 09	Period	Nov 09	Period	Dec 09	Period	Jan 10	Period	Feb 10	Period	Mar 10	Period	Overall perf. to date	YTD	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	➤ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)(c)	93.82	🟡	96.91	★	96.19	★	95.89	★	96.51	★	96.85	★	95.47	★	95.00	🟢	🟢	94.38
Smaller is Better	➤ BV078a Speed of processing: Ave.time for processing new claims (M)(c)	18.40	★	18.90	★	17.38	★	15.84	★	15.00	🟡	15.38	★	18.30	★	19.00	🔴	🔴	16.06
Smaller is Better	➤ BV078b Speed of processing: Ave.time for processing changes in circs. (M)(c)	5.77	🟡	11.20	🔴	11.14	🔴	11.01	🔴	3.78	🟡	7.89	★	8.23	🟡	8.00	🔴	🔴	7.97
Smaller is Better	➤ HI 15 (BV183a) Ave. length of stay in B&B accom'n: Unintentionally homeless & priority need (M)(c)	0.00	🟡	0.00	🟡	0.00	🟡	8.88	★	23.60	🔴	?	?	?	?	5.00	?	?	11.74
Smaller is Better	➤ HI 6 (BV212) Average time taken to re-let local authority homes (M)(c)	20.04	★	22.95	★	24.04	★	21.70	★	24.72	★	23.05	★	23.99	★	25.00	🟢	🟢	29.80
Bigger is Better	➤ LI105 (ELPI 5) Percentage of fly-tips removed within 2 working days (M)(c)	100.00	🟡	100.00	🟡	100.00	🟡	99.75	🟡	100.00	🟡	100.00	🟡	99.95	🟡	97.00	➡	🟢	99.82
Smaller is Better	LI784 (ELPI6) Number of missed refuse collections per 734,350 collections made (M)(c)	95.00	🟡	106.00	🟡	76.00	🟡	75.00	🟡	125.00	★	175.00	🔴	1539.00	🟡	2100.00	🔴	🟢	2699.00
Bigger is Better	➤ LI785 (ELPI10) Percentage of missed refuse collections put right within 24hrs	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	➡	➡	100.00

Bigger is Better	(M)(c) LI364 (BENLPI 1) Percentage of cases from complete to det. within 14 days (M)(c)	88.50		91.06		93.36		93.00		97.19		96.13		91.69		92.00			96.82
Smaller is Better	NI014 Avoidable contact: % of cust. contact that is of low/no value to customer (M)(c)	16.32		8.45		10.99		14.59		9.58		9.71		13.86		50.00			28.38
Bigger is Better	NI157a LM Percentage of "large scale" major apps determined within 13 weeks (M)(c)	0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00			100.00
Bigger is Better	NI157a SM Percentage of "small scale" major apps determined within 13 weeks (M)(c)	0.00		0.00		0.00		100.00		0.00		100.00		100.00		60.00			36.36
Bigger is Better	NI157b Percentage of "minor" apps determined within 8 weeks (M)(c)	65.00		100.00		88.89		82.35		91.67		64.52		83.33		65.00			92.19
Bigger is Better	NI157c Percentage of "other" apps determined within 8 weeks (M)(c)	95.92		94.03		98.08		89.47		54.55		93.94		91.98		80.00			95.70
Bigger is Better	NI180 No. changes of circs affecting HB/CTB entitlement processed within yr per 1,000 caseload(M)(c)	81.70		187.77		44.36		87.44		81.32		88.97		2216.88		940.50			971.10
Smaller is Better	NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and	7.72		12.95		12.47		11.92		4.56		9.08		10.17		14.00			6.31

	change events (M)(c)																		
Bigger is Better	RB03 (prev BV009) Council Tax collected (M) (c)	9.14	🟡	9.13	🟡	9.26	🟢	8.82	🟡	1.97	🟡	1.14	🟡	96.34	⚠️	97.50	🔴❌	🔴❌	96.94
Bigger is Better	RB04 (prev BV010) NNDR collected (M)(c)	8.58	🟡	9.70	🟢	9.87	🟡	7.79	🟡	0.57	🟢	0.71	🟡	99.16	🟡	99.50	🟢✅	🟢✅	99.12
Bigger is Better	HI 1 (BV066a.05) Rent collected as a proportion of rents owed on HRA dwellings (M)(c)	94.76	⚠️	97.77	🟢	111.33	🟡	92.91	⚠️	95.12	⚠️	101.74	🟡	96.92	🟡	97.50	🟢✅	🟢✅	96.26
Smaller is Better	HI 3 (BV066d.05n) Number of tenants evicted as a result of rent arrears (M)(c)	2.00	🟢	3.00	🟢	3.00	🟡	2.00	🟡	1.00	🟢	3.00	🟢	35.00	🟢	36.00	🔴❌	🟢✅	55.00
Bigger is Better	BV076c Housing Benefit Security: The number of fraud investigations (M)(c)	95.00	🟡	109.00	🟡	94.00	🟡	102.00	🟡	61.00	⚠️	87.00	🟢	999.00	🟢	950.00	🟢✅	🟢✅	949.00
Bigger is Better	RB01 (prev BV076d) Housing Benefit Security: No. of prosecutions & sanctions (M)(c)	10.00	🟡	14.00	🟡	7.00	🟢	14.00	🟡	8.00	🟢	10.00	🟡	114.00	🟡	87.00	🟢✅	🟢✅	91.00
Smaller is Better	NI191 Number of kilograms of residual household waste collected per household (M)(c)	42.60	🟢	38.80	🟢	45.13	🟡	38.03	🟢	38.46	🟡	48.41	🟡	504.92	🟡	494.60	🔴❌	🟢✅	524.52
Bigger is Better	NI192 Percentage of household waste sent for reuse, recycling and composting (M) (c)	38.12	🟡	41.81	🟢	30.53	⚠️	37.87	🟢	31.44	⚠️	31.89	⚠️	38.32	🟡	40.04	🟢✅	🔴❌	38.74
Smaller is Better	NI014 Avoidable contact: % of cust. contact that is of low/no value to customer (M)	16.32	🟡	8.45	🟡	10.99	🟡	14.59	🟡	9.58	🟡	9.71	🟡	13.86	🟡	50.00	🔴❌	🟢✅	28.38

Smaller is Better	(c) BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)(c)	12.83	▲	12.63	▲	12.22	▲	11.66	▲	11.44	🟡	11.35	🟡	11.35	🟡	11.00	🟢	🟢	12.73
Bigger is Better	LI541 (PL188) Percentage of all decisions delegated to officers (M)(c)	92.75	★	98.70	●	91.43	★	97.33	★	69.64	▲	88.89	🟡	94.52	★	90.00	🟢	✖	96.07
Smaller is Better	NI156 Number of households living in Temporary Accommodation (M)(c)	8.00	●	8.00	●	8.00	●	7.00	●	8.00	●	9.00	●	9.00	●	25.00	✖	🟢	33.00

CP5 Quarterly corporate priority measures

Polarity	Measure ID & Name	Jun 09	Period	Sep 09	Period	Dec 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV079a % Benefit calculations correct (Q) (c)	98.40	★	100.00	🟦	94.40	▲	97.60	💡	97.60	💡	98.00	🟢	🔴✖	97.80
Bigger is Better	BV200b.05 Plan making - milestones (Q)(c)	Yes	★	Yes	★	No	▲	Yes	★	Yes	★	Yes	🟢	➡	Yes
Smaller is Better	⚡ BV204 % Planning appeals allowed (Q)(c)	30.00	★	33.33	💡	80.00	▲	28.57	★	40.00	▲	33.00	🟢	🔴✖	37.50
Bigger is Better	⚡ BV205 Quality of Service checklist (Q)(c)	66.67	▲	72.22	▲	72.22	▲	83.33	▲	83.33	▲	100.00	🟢	🟢	66.67
Bigger is Better	HI 18 (BV213n) Homeless households for whom advice casework resolved their situation (Q)(c)	187.00	★	202.00	★	221.00	🟦	?	?	?	?	720.00	?	?	714.00
Bigger is Better	⚡ BV079bi.05 Overpaid benefits recovered as % of overpayments identified since start of yr (Q)(c)	73.84	🟦	54.85	💡	56.74	★	43.34	▲	54.82	💡	55.00	🔴✖	🔴✖	67.54
Bigger is Better	⚡ BV079bii.05 HB overpayments recovered as a percentage of total debt outstanding (Q)(c)	11.51	▲	10.75	🟦	12.56	🟦	11.34	🟦	28.30	▲	40.00	🔴✖	🟢	27.29
Bigger is Better	⚡ BV079biii.05 HB overpayments written off as a percentage of total overpayments outstanding (Q)(c)	1.09	▲	0.61	▲	0.82	▲	0.46	▲	1.81	▲	7.00	🔴✖	🔴✖	4.43
Bigger is Better	⚡ CL06 (BV170a) Visits to / usage of museums, per 1,000 population (Q)	209.04	🟦	232.91	★	151.80	★	147.57	★	741.33	★	692.00	🔴✖	🔴✖	804.07
Bigger is Better	⚡ CL05 (BV170b) Visits to museums in person (Q)	182.50	★	202.68	💡	131.09	▲	116.02	▲	632.29	💡	662.00	🔴✖	🔴✖	714.14
Bigger is Better	NI182 Satisfaction of businesses with non-compliance with LA regulation services (Q) (c)	81.00	★	83.00	★	85.00	★	84.00	★	84.00	★	80.00	🔴✖	🟢	77.00
Bigger is Better	⚡ BV091b.05 % res's 2+ k'side recyclables (Q)(c)	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	➡	➡	100.00
Bigger is Better	⚡ BV106 % New homes built on 'brownfield' (Q) (c)	55.84	★	85.71	🟦	64.95	🟦	86.45	🟦	74.39	🟦	40.00	🟢	🟢	51.15

CP5 Half yearly corporate priority measures										
Polarity	Measure ID & Name	Sep 09	Period	Mar 10	Period	Overall Performance To Date	YTD	Annual Target	Perf. vs. same time 2008/9	NBC 08/09 OUTTURN
Bigger is Better	■ BV156 % LA public buildings - disabled (HY) (c)	90.00	★	90.00	★	90.00	★	90.00	✗	95.45

Part 4:

Northamptonshire Local Area Agreement 2008 - 2011

Key	
●	Exceptional or over performance
★	On or above target
●	Within agreed target tolerance
▲	Outside agreed target tolerance
?	Measured annually

Key	
✓	Improved performance: Good to be high
✗	Deteriorated performance: Good to be high
✓	Improved performance: Good to be low
✗	Deteriorated performance: Good to be low
→	Performance remained the same



 let
yourself grow

LAA 2008 - 11 Performance summary

Local Area Agreements provide the framework to find local solutions for local people. They have the potential to bring about a real improvement in collaborative working, by ensuring that all sectors improve their understanding of each other. The Northamptonshire Local Area Agreement has been developed by partners from county, borough and district councils, police & probation, the health sector, Connexions and JobCentrePlus

Monthly LAA measures reported by NBC																		
LAA theme	Measure ID & Name	Oct 09	Period	Nov 09	Period	Dec 09	Period	Jan 10	Period	Feb 10	Period	Mar 10	Period	Overall perf. to date	YTD	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9
Reduction in Household waste not re-used, recycled or composted	NI 191: Number of kg of household waste collected that is not sent for re-use, recycling or is not c	43	★	39	★	45	▲	38	★	38	▲	48	▲	505	●	495	✖	✔

Quarterly LAA measures reported by NBC														
LAA theme	Measure ID & Name	Jun 09	Period	Sep 09	Period	Dec 09	Period	Mar 10	Period	Overall perf. to date	YTD	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9
Reduced crime	NI016n No. of recorded serious acquisitive crimes (Q) (c)	1192	★	1046	★	1060	★	969	★	4267	★	5082	✔	✔
Reduced crime	NI020n No. of recorded 'Assaults with less serious injury' (Q)(c)	464	▲	504	▲	453	▲	421	▲	1842	▲	1603	✔	✖
Provision of sufficient housing, which is both affordable and of a quality that meets the needs of Northamptonshire	NI 155: Number of affordable homes delivered (gross)	66	▲	48	▲	51	▲	138	★	303	★	297	✔	✔

Four-monthly LAA measures reported by NBC												
LAA theme	Measure ID & Name	Jul 09	Period	Nov 09	Period	Mar 10	Period	Overall perf. to date	YTD	Annual Target	Perf. vs. previous period	Perf. vs. same time 2008/9
Improved, attractive and well used public spaces	NI 195b: Reducing unacceptable levels of detritus	13	★	12	★	11	★	11	★	19	✔	✔

Annual LAA measures reported by NBC					
LAA theme	Measure ID & Name	Mar 10	YTD	Annual Target	Perf. vs. same time 2008/9
Provision of sufficient housing, which is both affordable and of a quality that meets the needs of Northamptonshire	NI 154: Net additional homes provided	348	▲	1822	✖