

**Corporate Performance Indicators – 2009/10**

<b>Indicator Reference</b>	<b>Indicator Description</b>
NI 001	% of people who believe people from different backgrounds get on well together in their local area (Place Survey)
NI 002	% of people who feel that they belong to their neighbourhood (Place Survey)
NI 003	Civic participation in the local area (Place Survey)
NI 004	% of people who feel they can influence decisions in their locality (Place Survey)
NI 005	Overall / general satisfaction with local area (Place Survey)
NI 006	Participation in regular volunteering (Place Survey)
NI 008	Adult participation in sport and active recreation
NI 014	Reducing avoidable contact: minimising the proportion of customer contact that is of lower or no value to the customer
NI 015	Serious violent crime rate
NI 016	Serious acquisitive crime rate
NI 017	Perceptions of anti-social behaviour (Place Survey)
NI 020	Assault with injury crime rate
NI 021	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (Place Survey)
NI 022	Perceptions of parents taking responsibility for the behaviour of their children in the area (Place Survey)
NI 023	Perceptions that people in the area treat one and other with respect and consideration (Place Survey)
NI 027	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (Place Survey)
NI 032	Repeat incidents of domestic violence
NI 035	Building resilience to violent extremism
NI 036	Protection against terrorist attack
NI 037	Awareness of civil protection arrangements in the local area (Place Survey)
NI 041	Perceptions of drunk or rowdy behaviour as a problem (Place Survey)
NI 042	Perceptions of drug use or drug dealing as a problem (Place Survey)
NI 047	People killed or seriously injured in road traffic accidents
NI 048	Children killed or seriously injured in road traffic accidents
NI 070	Hospital admissions caused by unintentional and deliberate injuries to children and young people
NI 119	Self-reported measure of people's overall health and wellbeing (Place Survey)
NI 120	All-age all cause mortality rate
NI 121	Mortality rate from all circulatory diseases at ages under 75
NI 122	Mortality from all cancers at ages under 75
NI 129	End of life care - access to appropriate care enabling people to be able to choose to die at home
NI 137	Healthy life expectancy at age 65
NI 138	Satisfaction of people over 65 with both home and neighbourhood (Place Survey)
NI 139	The extent to which older people receive the support they need to live independently at home (Place Survey)
NI 140	Fair treatment by local services (Place Survey)
NI 151	Overall employment rate (working-age)
NI 152	Working age people on out of work benefits

NI 153	Working age people claiming out of work benefits in the worst performing neighbourhoods
NI 154	Net additional homes provided
NI 155	Number of affordable homes delivered (gross)
NI 156	Number of households living in temporary accommodation
NI 157(a)	Processing of major planning applications determined within 13 weeks

<b>Indicator Reference</b>	<b>Indicator Description</b>
NI 157(b)	Processing of minor planning applications determined within 8 weeks
NI 157(c)	Processing of other planning applications determined within 8 weeks
NI 158	% non-decent council homes
NI 159	Supply of ready to develop housing sites
NI 160	Local authority tenants' satisfaction with landlord services
NI 170	Previously developed land that has been vacant or derelict for more than 5 years
NI 171	New business registration rate
NI 172	% of small businesses in an area showing employment growth
NI 173	Flows on to incapacity benefits from employment
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year
NI 180	The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year
NI 181	Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)
NI 182	Satisfaction of business with local authority regulation services
NI 184	Food establishments in the area which are broadly compliant with food hygiene law
NI 185 (a)	Total tonnage of CO2 emissions from Local Authority operations
NI 185 (b)	CO2 reduction from Local Authority operations previous 12 months (April - March)
NI 186	Per capita reduction in CO2 emissions in the LA area
NI 187(a)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low (SAP rating of less than 35) energy efficiency rating
NI 187(b)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a high (SAP rating of 65 or more) energy efficiency rating
NI 188	Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)
NI 189	Flood and coastal erosion risk management - percentage of agreed actions to implement long term flood and coastal erosion risk management plans that are being undertaken satisfactorily
NI 191	Residual household waste per household (kg)
NI 192	Percentage of household waste sent for reuse, recycling and composting
NI 194(a)	Air quality - total NOx emitted through local authority estate and operations
NI 194(b)	Air quality - % reduction in NOx emitted through local authority's estate and operations for previous 12 months (April - March)
NI 194(c)	Air quality - total PM10 emitted through local authority estate and operations
NI 194(d)	Air quality - % reduction in PM10 emitted through local authority's estate and operations for previous year (April - March)
NI 195(a)	Improved street and environmental cleanliness - levels of litter
NI 195(b)	Improved street and environmental cleanliness - levels of detritus
NI 195(c)	Improved street and environmental cleanliness - graffiti
NI 195(d)	Improved street and environmental cleanliness - fly-posting
NI 196	Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)
NI 197	Improved local biodiversity – proportion of local sites where positive conservation management has been or is being implemented

BV 008	Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms
BV 009	The percentage of Council Tax collected by the Authority in the year
BV 012	The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member

<b>Indicator Reference</b>	<b>Indicator Description</b>
BV 015	The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce
BV 017(a)	The percentage of local authority employees from minority ethnic communities
BV 063	Energy Efficiency - the average SAP rating of local authority owned dwellings
BV 079b(i)	The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments
BV 079b(ii)	Housing Benefit (HB) overpayments recovered 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
BV 079b(iii)	Housing Benefit (HB) 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
BV 106	The percentage of new homes built on previously developed land
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people
BV 174	The number of racial incidents recorded by the authority per 100,000 population
BV 175	The percentage of racial incidents that resulted in further action
BV 200(b)	Has the local planning authority met the milestones which the current Local Development Scheme sets out?
BV 205	The local authority's score against a 'quality of planning services' checklist
BV 213	Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.
BV 219(b)	Percentage of conservation areas in the local authority area with an up-to-date character appraisal
CS 002	Number of British Crime Survey Comparator crimes reported
ET 015	Number of concessionary journeys per year
HH 016	Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information
HH 018	Percentage of repair appointments made that were kept by RBC
HIP 001	Percentage of urgent repairs completed within Government time limits (Categories A, B and C)
HIP 002	Average time taken (days) to complete non-urgent responsive repairs (Categories D & E)
WMO 003	One Stop Shop: Customer satisfaction
WMO 004	Enquiries dealt with at first point of contact
WMO 008	Website Page Views (millions)
WMO 009	Website Unique Visitors (thousands)
WMO 010	Number of e-enabled web payments