

INDICATOR DESCRIPTION	INDICATOR REFERENCE	2008/09			1 year change	BEST QUARTILE 2006/07	2005/06	2006/07	2007/08	Notes
		1st April to 30th June 2008	Equivalent Quarter 2007/08	Target						
Community Safety										
Perceptions of anti-social behaviour	NI 17			To be set 2009						1, 2
Assault with injury crime rate (per 1,000 population)	NI 20	2.32	2.68	LAA 7.12	▲					1
Dealing with local concerns about anti-social behaviour and crime by the local council and police	NI 21			To be set 2009						1,2
Criminal Damage - recorded offences	LPSA/A.4.a	379	398	1,495	▲		1,738	1,678	1,505	
Theft of a motor vehicle - recorded offences	LPSA/A.4.b	54	54	222	◀▶		235	187	204	
Burglary - recorded offences	LPSA/A.4.d	46	109	342	▲		332	313	349	
Environment										
Net additional homes provided	NI 154	Annual		LAA 1830						1
Processing of major planning applications determined within 13 weeks	NI 157(a)	100%	50.00%	60%	▲					
Processing of minor planning applications determined within 8 weeks	NI 157(b)	85.71%	88.89%	65%	▼					
Processing of other planning applications determined within 8 wks	NI 157(c)	100%	86.32%	80%	▲					3
CO2 reduction from local authority operations	NI 185	Annual		To be set 2009						
Adapting to climate change	NI 188	Annual		Level 1						1
Residual household waste per household	NI 191	147.43		585						
% of household waste sent for reuse, recycling and composting	NI 192	31.09	30.93	33%	▲					
Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations	NI 194			To be set 09						
Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	NI 195	4 monthly		6% (LAA 10% - a, levels of litter)						

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Improved street and environmental cleanliness - fly tipping	NI 196	Annual		Score 2						8
Kilogrammes of household waste collected per head	BV084a	94	94	355	◀▶	380.8	415	409	374	
Housing										
Local authority tenants' satisfaction with landlord services	NI 160	Annual		78%						4
Energy Efficiency - the average SAP rating of local authority owned dwellings	BVPI 63	Annual		73						
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	Annual		98.60%						
The average time (days) to re-let Local Authority Housing	BVPI 212	30.5 days	37.24 days	34 days	▲					
Percentage of urgent repairs completed within Government time limits (categories A, B and C)	HIP 001	75.70%	78.30%	83%	▼					7
Average time taken to complete non-urgent responsive repairs (categories D and E)	HIP 002	25.4 days	30 days	28%	▲					
Leisure										
Adult participation in sport	NI 8	Annual Survey		LAA 4% increase to 10/11						1
Well Managed Organisation										
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 179			3% national target						5

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The level of the Equality Standard for local government to which the Council conforms in respect of gender, race and disability	BVPI 2a			To be set						
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BVPI 12	2.26	2.00	9.77 tbc	▼					
Other										
Number of affordable homes delivered (gross)	NI 155	0	26	LAA 345	▼					1, 9
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181			To be set						6
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	BVPI 8	90.36%	89.24%	To be set	▲					
The percentage of Council Tax collected by the Authority in the year	BVPI 9	29.92%	29.23%	To be set	▲					

Notes:

1. Local Area Agreement (LAA) indicator
2. Place Survey indicator
3. Equivalent to BVPI 109(a), (b) and (c)
4. Survey carried out every 2 years
5. Annual efficiency statement is now reported as an indicator. Release 2008/09 but forecast due October 2008 and retrospective report due July 2009
6. Awaiting IBS System fix
7. Figures affected by tenants being offered appointments for Priority C jobs outside the 5 day target. Contact Centre staff now trained to cancel the original job ticket and raise a new ticket on Priority D (25 day target). 92% of Priority B jobs (24 hours target) are completed within target - those that fail are usually as a result of the tenant being out when the Operative calls.
8. Weighted scores of 1 - 4 automatically calculated by DeFRA from RBC's Flycapture Return, where 1 is Very Effective and 4 is Poor
9. RBC are expecting 10 units to come on-line in September 2008. However, the Windsor Road site where RBC was expecting to receive 43 units, has been mothballed by the Developer due to the housing market situation.