



















Performance Indicator Updates to the end of March 2010/11







APPENDIX 1











Report Author:
Generated on:

PI Status		Short Term Trends (This quarters performance against last quarter and YTD)	
	This PI is significantly below target.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.	PI = Performance Indicator Q1 = Quarter 1 N/A = Not available	
	This PI is a data-only PI.		

NI Number	Short name	Responsible officer	Data collector / data calculator	Data validator	Annual Target 2010 - 2011	Year end 2010 - 2011	Monthly target	Actual for month	Traffic Light status	Short term trend arrow	Latest notes
NI 142	Percentage of vulnerable people who are supported to maintain independent living (in sheltered housing schemes)	Simon Folwell	Housing support officers	Simon Folwell	99%	99.5%	N/A	99.5%			Full year 2010/11. Target exceeded.
NI 154	Net additional homes provided.	Rob Harbour	Forward Plans Officers	Adrian Thorpe	90	79	N/A	79			Figures currently being collated for the year. Verbal update to be provided at the meeting.
NI 155	Number of affordable homes delivered (gross).	Simon Folwell	Forward Plans Officers	Adrian Thorpe	23	18	N/A	18			The current state of the economy has meant that certain housing schemes have not come forward as originally expected.
NI 156	Number of households living in Temporary Accommodation.	Simon Folwell	Sean Kearns	Simon Folwell	4	7	4	7			We have seen a significant number of cases in the last two months but also had a lower number of properties become vacant. This has led to a higher number of people in temporary accommodation
NI 157	Processing of planning applications as measured against targets for 'major'(a), 'minor'(b) and 'other'(c) application types.	Rob Harbour	Tracey Carey	Chris Forrett	a = 75% b = 86% c = 95%	A=100% B=97.30% C=98.15%	a = 85% b = 90% c = 96%	A=0 B=83.33% C=100%	 	 	Major Applications performance for the year was 100% determined in the statutory time period (7 applications) Minor Applications performance was 97.3% determined in the statutory time period (74 applications) Other Applications performance was 98.15% determined in the statutory time period (325 applications) Performance for all 3 sub categories was excellent and exceeded the SDP targets
NI 158	% non-decent council homes.	Simon Folwell	Alan Purdie	Simon Folwell	0%	6.2%	2%	6.2%			This figure has been revised in light of the stock condition survey findings. This accounts for approx 80 properties, all of which are forecast to become non decent during the calendar year. Programmes of work are in place to deal with these properties, which will bring the total back to zero by the end of the calendar year.
NI 159	Supply of ready to develop housing sites.	Rob Harbour	Forward Plans Officers	Adrian Thorpe	100%	112%	N/A	112%			Figures currently being collated for the year. Verbal update to be provided at the meeting.

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NI 181	Time taken to process Housing Benefit / Council Tax Benefit new claims and change events.	Daren Nowlan	Tony Hickman	Beryl White	15.7	7.52	15.7	6.75			Performance to target.
NI 182	Satisfaction of businesses with local authority regulation services.	Steve Bruce	Sue Price	Steve Bruce	82%	N/A	N/A	N/A	N/A	N/A	Information collected by means of business surveys carried out throughout the year. Final 2 months' surveys are now underway. Verbal update to be provided at May meeting if annual figures are collated.
NI 185	CO reduction from Local Authority operations.	Jez Crooks	Carey Green	Jez Crooks	4%	N/A	N/A	13%			
NI 186	Per capita reduction in CO emissions in the LA area.	Jez Crooks	Jez Crooks	Jez Crooks	N/A	N/A	N/A	N/A	N/A	N/A	Indicator deleted. No longer being measured for the last financial year.
NI 187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating.	Steve Bruce	Sue Price	Steve Bruce	4.5% 35%	N/A	N/A	N/A	N/A	N/A	Information collected by a single survey of households carried out in March. Survey results currently being processed This indicator is split to show the percentage of households with a low and high efficiency rating. Verbal update to be provided at the May meeting.
NI 188	Adapting to climate change.	Martin Cregg	Carey Green	Martin Cregg	Level 3	N/A	N/A	N/A			Above work has not been completed. but work towards level 3 is going ahead New Comprehensive Risk Assessments are now available and will be rolled out to Service heads ASAP and any adaptive responses to future risks that are identified can be stated and added to SDP's and the Risk Register if applicable. Figures available in July.
NI 191	Residual household waste per household.	Jez Crooks	Karen Parkes	Nick A-S	330kg per house hold	389kg	N/A	35.93kg			OWBC consistently amongst the best performers in the country on this indicator and this unlikely to change significantly despite not achieving this stretch target.

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NI 192	Household waste recycled and composted.	Jez Crooks	Karen Parkes	Nick A-S	48%	45.72%	N/A	53.24%			Extended negotiations about recycling of street arising and poor growing season has resulted in a shortfall on attaining the recycling target.
NI 194	Level of air quality - reduction in NO and primary PM emissions through local authority's estate and operations.	Martin Cregg	Martin Cregg	Martin Cregg	N/A	N/A	N/A	N/A	N/A	N/A	Indicator deleted. No longer being measured for the last financial year.
NI 195	Improved street and environmental cleanliness (levels of (a)litter, (b)detritus, (c)graffiti and (d)fly posting).	Jez Crooks	Carey Green	Nick A-S	a = 11% b = 24% c = 10% d = 1%	A = 1% B = 2% C = 2% D = 0%	N/A	A = 0% B = 0% C = 0% D = 0%			Due to changes in survey methods and following the national withdrawal of this indicator there is a delay in submitting the results. Initial indications are that the last tranche surveys will not differ significantly from the vastly improved scoring following the fundamental changes to the street cleansing service that were implemented last year. Accurate results will be provided at the next Overview and Scrutiny meeting.
NI 196	Improved street and environmental cleanliness - fly tipping.	Jez Crooks	Carey Green	Nick A-S	Effective	Effective	N/A	Effective			Enforcement is being carried out as required.
NI 197	Improved Local Biodiversity - active management of local sites.	Rob Harbour	Helen Gregory	Adrian Thorpe	30%	30%	N/A	30%	N/A	N/A	Annual. Reported as at 31 st March each year. The target reflects the percentage of sites with positive management out of the total number of sites in the borough.

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BVPI 2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Anne Court	Sue Knight	Anne Court	N/A	N/A	N/A	N/A	N/A	N/A	Annual Figure. Indicators no longer measured as Equalities assessment replaces the old Standard for Local Government
BVPI 2b	The duty to promote race equality	Anne Court	Sue Knight	Anne Court	N/A	N/A	N/A	N/A	N/A	N/A	Annual Figure. Indicators no longer measured as Equalities assessment replaces the old Standard for Local Government
BVPI 8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	Paul Loveday	Chris Raymakers	Paul Loveday	98%	96%	N/A	95%			Yearly figure 96%. Percentage dropped during March due to the system being unavailable for an extended period.
BVPI 9	Proportion of Council Tax collected (%)	Daren Nowlan	Ian Anderson	Daren Nowlan	98.5%	98.7%	98.50%	98.7%			Performance to target
BVPI 10	The percentage of business rates which should have been received during the year that were received.	Daren Nowlan	David Coe	Daren Nowlan	98.5%	99.0%	98.50%	99.0%			Performance to target
BVPI 12	The proportion of working days/shifts lost to sickness absence.	Anne Court	Sue Knight	Anne Court	10.5	11.46	0.875	11.46			Annual Figure – data shown for March 2011
BVPI 16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	Anne Court	Judith Wignall	Anne Court	11%	N/A	N/A	9.72%			Annual Figure - Fluctuates throughout the year dependant on starters and leavers – All recruitment activity in this year has been internal therefore this figure is likely to be the end of year figure unless external adverts are placed Data for March 2011

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BVPI 17a	The percentage of local authority employees from ethnic minority communities	Anne Court	Judith Wignall	Anne Court	11%	N/A	N/A	9.72%			Annual Figure - Fluctuates throughout the year dependant on starters and leavers – All recruitment activity in this year has been internal therefore this figure is likely to be the end of year figure unless external adverts are placed Data for March 2011
BVPI 63	Energy Efficiency – the average SAP rating of local authority owned dwellings.	Simon Folwell	Alan Purdie	Simon Folwell	73	69	n/a	69			Figure yet to be confirmed. Method of calculation has recently changed guidance being sought to check annual measurement. Verbal update to be provided at the May meeting.
BVPI 66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	Simon Folwell	Pete Garner	Simon Folwell	98.6% (by end of year)	99%	98%	99%			Rent collection levels are now at the highest level seen in at least the last 10 years. This is an excellent achievement by the Rents Team.
BVPI 76c	Number of fraud investigations per 1000 caseloads	Daren Nowlan	LCC	Daren Nowlan	7.00	11.03	7.00	N/A			Performance to target
BVPI 76d	Number of prosecutions/sanctions per 1000 caseloads	Daren Nowlan	LCC	Daren Nowlan	4.00	4.62	4.00	N/A			Performance to target
BVPI 183b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	Simon Folwell	Sean Kearns	Simon Folwell	10 weeks	10 weeks	10 weeks	10 weeks			Performance to target
BVPI 212	Average time to re-let local authority housing	Simon Folwell	Julie Dixon	Simon Folwell	18 days	21.5 days	18 days	21.5 days			Actual figure not reached target, however result is still top quartile for councils across England.
Local Indicator	Percentage of gas servicing of appliances in Council properties completed within the 12 month time limit	Simon Folwell	Simon Folwell	Simon Folwell	100%	99.5%	100%	99.5%			Gas servicing performance is improving and expected to return to 100% in April.