

## KEY PERFORMANCE INDICATORS 2009/10

<b>NATIONAL INDICATORS</b>	
1.	NI 14 Reducing avoidable contact*
2.	NI 154 Net additional homes provided*
3.	NI 155 Affordable homes delivered (gross)
4.	NI 156 Households living in temporary accommodation
5.	NI 157(a) Processing of planning applications - 'Major' applications
6.	NI 157(b) Processing of planning applications - 'Minor' applications
7.	NI 157(c) Processing of planning applications - 'Other' applications
8.	NI 158 Percentage of decent council homes*
9.	NI 159 Supply of ready to develop housing sites
10.	NI 160 Local authority tenants' satisfaction with landlord services**
11.	NI 170 Previously developed vacant land
12.	NI 179 Value for money
13.	NI 180 Housing/Council Tax Benefit – Changes of circumstance
14.	NI 181 Housing/Council Tax Benefit – Claims processing
15.	NI 182 Business satisfaction with local authority regulation services*
16.	NI 184 Food establishments broadly compliant with food hygiene law*
17.	NI 185 CO <sup>2</sup> reductions from local authority operations*
18.	NI 186 Per capita reduction in CO <sup>2</sup> emissions*
19.	NI 187 Tackling fuel poverty*
20.	NI 188 Planning to adapt to climate change*
21.	NI 191 Residual household waste per household
22.	NI 192 Household waste recycled and composted
23.	NI 194 Air quality (local authority estate and operations)
24.	NI 195(a) Improved street and environmental cleanliness (Graffiti)***
25.	NI 195(b) Improved street and environmental cleanliness (Litter)***
26.	NI 195(c) Improved street and environmental cleanliness (Detritus)***
27.	NI 195(d) Improved street and environmental cleanliness (Fly-posting)***
28.	NI 196 Improved street and environmental cleanliness (Fly-tipping)*
<b>LOCAL PERFORMANCE INDICATORS</b>	
29.	LPI 1 Equality Framework for Local Government
30.	LPI 2(a) Licence applications processed within targets (Premises)
31.	LPI 2(b) Licence applications processed within targets (Temporary Event)
32.	LPI 2(c) Licence applications processed within targets (Hackney Carriage)
33.	LPI 4 Rent collection (Housing Revenue Account dwellings)
34.	LPI 5 Re-letting of council dwellings
35.	LPI 7 Emergency repairs (Housing Revenue Account dwellings)

36.	LPI 8 Urgent repairs (Housing Revenue Account dwellings)
37.	LPI 9 Urgent repairs (Housing Revenue Account dwellings)
38.	LPI 10 Satisfaction with repairs (Housing Revenue Account dwellings)
39.	LPI 13 Payment of invoices
40.	LPI 14 Council Tax collection
41.	LPI 15 National non-domestic rates collection
42.	LPI 16 Housing/Council Tax Benefit – Claims processing (Time)
43.	LPI 17 Housing/Council Tax Benefit – Changes of circumstance
44.	LPI 23(a) Capital projects (Cost)*
45.	LPI 24(a) Visits to the Council's website
46.	LPI 24(b) Quality of the Council's website*
47.	LPI 28 Working days lost due to sickness absence
48.	LPI 39 Rent arrears (Commercial and industrial property)*
49.	LPI 40 Occupation rate (Commercial and industrial property)*
50.	LPI 41 Rental yield (Commercial and industrial property) *
51.	LPI 44 Milestones within Local Development Scheme
52.	LPI 45 Planning appeals
53.	LPI 49 Pupils visiting museums and galleries in organised school groups
54.	LPI 50 Participation in physical activity programmes
55.	LPI 51 Complaints response (Enviro-Crime and Rapid Response)
56.	LPI 52(a) Introduction of recycling facilities (flats and communal buildings) – Percentage surveyed*
57.	LPI 52(b) Introduction of recycling facilities (flats and communal buildings) – Percentage of schemes implemented*
58.	LPI 53 Housing/Council Tax Benefit – Fraud investigation

\*Performance against these Key Performance Indicators is reported annually at year-end only;

\*\*Performance against this Key Performance Indicator is informed by a bi-annual survey, next required to be undertaken in 2010/11;

\*\*\*Performance against these Key Performance Indicators is monitored on a four-monthly basis;

Performance against all other Key Performance Indicators is monitored on a quarterly basis.