

KEY PERFORMANCE INDICATORS 2010/11

NATIONAL INDICATORS	
1.	NI 14 Reducing avoidable contact (Milestones)
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 158 Percentage of decent council homes*
8.	NI 159 Supply of ready to develop housing sites*
9.	NI 179 Value for money*
10.	NI 181 Housing/Council Tax Benefit – Claims processing
11.	NI 182 Satisfaction with local authority regulation services*
12.	NI 185 CO ² reductions from local authority operations*
13.	NI 186 Per capita reduction in CO ² emissions*
14.	NI 187 Tackling fuel poverty*
15.	NI 188 Planning to adapt to climate change*
16.	NI 189 Flood and Coastal Erosion Risk Management*
17.	NI 191 Residual household waste per household
18.	NI 192 Household waste recycled and composted
19.	NI 194 Air quality (local authority estate and operations)*
20.	NI 195(a) Improved street and environmental cleanliness (Graffiti)**
21.	NI 195(b) Improved street and environmental cleanliness (Litter)**
22.	NI 196 Improved street and environmental cleanliness (Fly-tipping)
LOCAL PERFORMANCE INDICATORS	
23.	LPI 1 Equality Framework for Local Government*
24.	LPI 4 Rent collection (Housing Revenue Account dwellings)
25.	LPI 5 Re-letting of council dwellings
26.	LPI 7 Emergency repairs (Housing Revenue Account dwellings)
27.	LPI 8 Urgent repairs (Housing Revenue Account dwellings)
28.	LPI 9 Routine repairs (Housing Revenue Account dwellings)
29.	LPI 10 Satisfaction with repairs (Housing Revenue Account dwellings)
30.	LPI 13 Payment of invoices
31.	LPI 14 Council Tax collection
32.	LPI 15 National Non-Domestic Rates collection
33.	LPI 16 Housing/Council Tax Benefit – Claims processing (Time)
34.	LPI 17 Housing/Council Tax Benefit – Changes of circumstance
35.	LPI 23 Capital projects (Cost)*

36.	LPI 24(a) Visits to the Council's website
37.	LPI 24(b) Quality of the Council's website*
38.	LPI 28 Working days lost due to sickness absence
39.	LPI 39 Rent arrears (Commercial and industrial property)*
40.	LPI 40 Occupation rate (Commercial and industrial property)*
41.	LPI 41 Rental yield (Commercial and industrial property) *
42.	LPI 44 Local Development Scheme (Milestones)*
43.	LPI 45 Planning appeals
44.	LPI 50 Participation in physical activity programmes
45.	LPI 51 Complaints response (Enviro-Crime and Rapid Response)
46.	LPI 52(a) Recycling facilities (flats and communal buildings) – Percentage surveyed
47.	LPI 52(b) Recycling facilities (flats and communal buildings) – Percentage implemented
48.	LPI 53 Housing/Council Tax Benefit – Fraud investigation

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

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

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