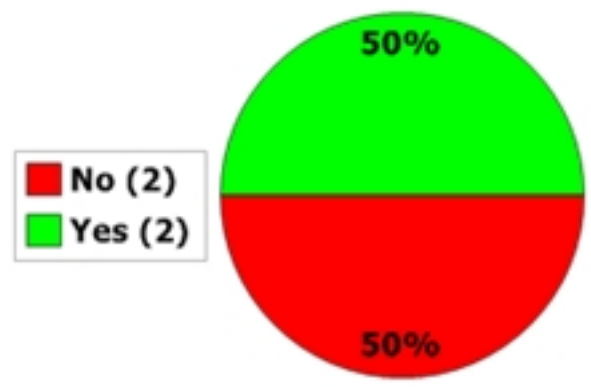
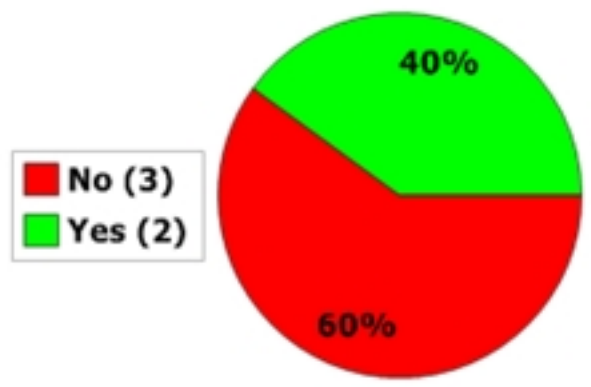
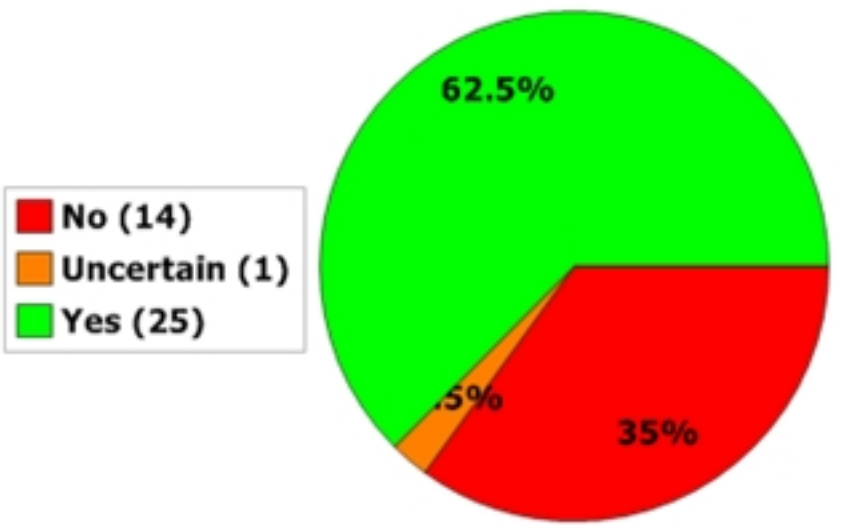


Summary of KPIs Achieving Target

Office of the DCE

Corporate Support Services

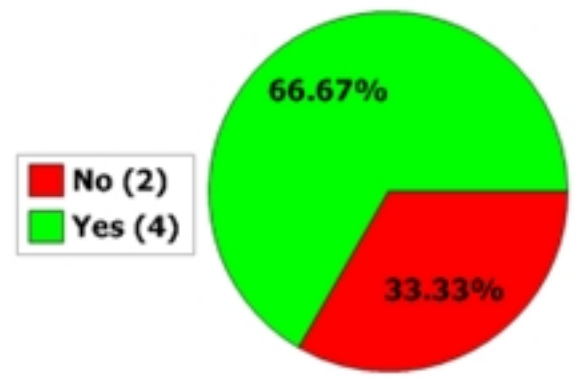
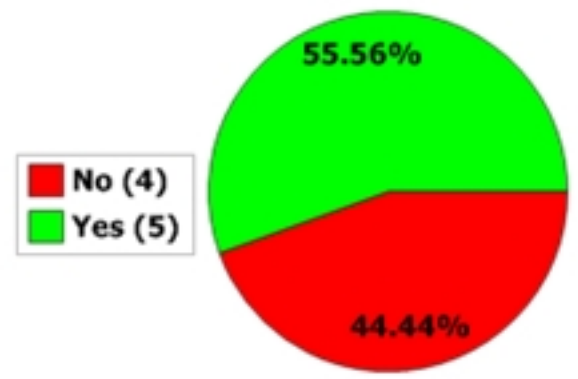
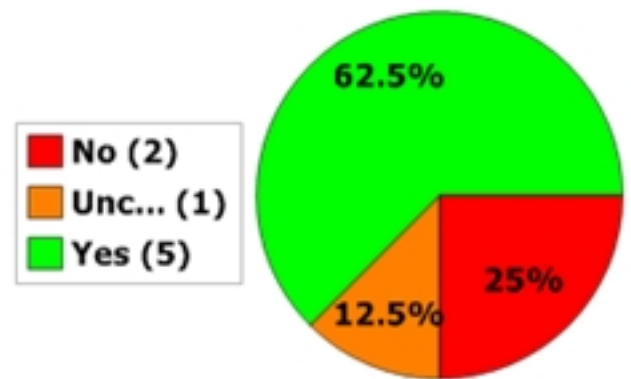
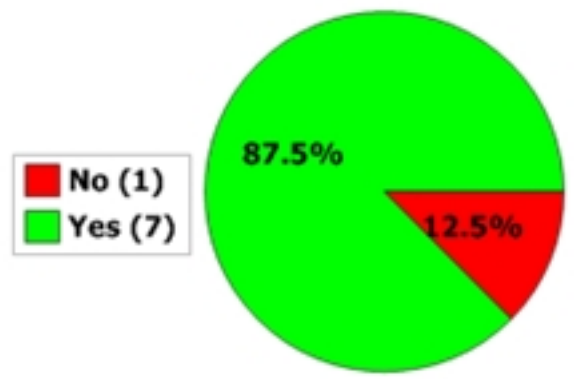


Environment & Street Scene

Finance & ICT

Housing

Planning & Economic Development



Quarterly Indicators	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual

#### Office of the DCE Quarterly KPIs

LPI 24a	The number of visits to the Council's website	217,500	248,772	✓	435,000	448,376	✓	652,500	630,892	✗	870,000	817,966	✗
LPI 50	The number of elderly people participating in physical activity programmes provided by the Council	3,500	4,141	✓	3,500	3,851	✓	3,500	3,521	✓	3,500	4,080	✓
LPI NI 014	The Achievement of Milestones Towards Reducing Avoidable Contact							9.3%	9.3%	✓	23.7%	23.8%	✓

#### Corporate Support Services Quarterly KPIs








LPI 28	The number of working days lost due to sickness absence	2.00	1.88	✓	4.00	3.69	✓	6.00	5.84	✓	8.00	7.85	✓
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#### Environment & Street Scene Quarterly KPIs

LPI 51	Environment and Neighbourhoods Team - Service Standards	95.00%	94.70%	✗	95.00%	96.20%	✓	95.00%	97.80%	✓	95.00%	96.60%	✓
LPI 52a	Implementation of formal containerised recycling facilities in flats & communal buildings (% surveyed)	95.00%	100.00%	✓	95.00%	100.00%	✓	95.00%	100.00%	✓	95.00%	100.00%	✓
LPI 52b	Implementation of formal containerised recycling facilities in flats & communal buildings (% implemented)	100.00%	100.00%	✓	100.00%	100.00%	✓	100.00%	100.00%	✓	100.00%	100.00%	✓
NI191	Residual household waste per household	125	99	✓	250	195	✓	375	290	✓	500	392	✓
NI192	Percentage of household waste sent for re-use, recycling and composting	58.00%	61.53%	✓	58.00%	61.25%	✓	58.00%	60.51%	✓	58.00%	59.14%	✓
NI195a	Improved street and environmental cleanliness (Litter)	10%	9%	✓	10%	10%	✓	10%	9%	✓			
NI195b	Improved street and environmental cleanliness (Detritus)	13%	8%	✓	13%	7%	✓	13%	11%	✓			
NI196	Improved street and environmental cleanliness (Fly-Tipping)	2	3	✗	2	3	✗	2	3	✗	2	3	✗

Quarterly Indicators (cont.)		Quarter 1			Quarter 2			Quarter 3			Quarter 4		
		Tgt	Actual		Tgt	Actual		Tgt	Actual		Tgt	Actual	
<b>Finance &amp; ICT Quarterly KPIs</b>													
LPI 13	Percentage of invoices paid within 30 days of receipt	98%	98%	✓	98%	98%	✓	98%	98%	✓	98%	97%	✗
LPI 14	Percentage of Council Tax collected	24.45%	27.39%	✓	48.90%	52.43%	✓	73.35%	77.94%	✓	97.80%	97.85%	✓
LPI 15	Percentage of National Non-Domestic Rates collected	24.50%	30.19%	✓	49.00%	56.30%	✓	73.50%	81.64%	✓	98.00%	97.47%	✗
LPI 16	Average time for processing new benefit claims	25.00	29.45	✗	25.00	24.95	✓	25.00	23.45	✓	25.00	22.96	✓
LPI 17	Average time for processing notification of changes of circumstance for benefit claims	8.00	10.67	✗	8.00	9.39	✗	8.00	8.92	✗	8.00	4.67	✓
LPI 53	The number of completed fraud investigations carried out by the Benefits Investigation Team	125	48	✗	150	117	✗	225	204	✗	300	301	✓
NI181	The time taken to process Housing Benefit/Council Tax Benefit new claims and change events	13.00	14.86	✗	13.00	12.64	✓	13.00	11.88	✓	13.00	6.56	✓

Quarterly Indicators (cont.)		Quarter 1			Quarter 2			Quarter 3			Quarter 4		
Housing Quarterly KPIs		Tgt	Actual		Tgt	Actual		Tgt	Actual		Tgt	Actual	
LPI 04	Rent collected as a proportion of rents owed on Housing Revenue Account dwellings	97.00	98.71	✓	97.00	98.14	✓	97.00	97.60	✓	97.00	98.14	✓
LPI 05	The average number of days taken to re-let Council dwellings	30	34	✗	30	32	✗	30	32	✗	30	31	✗
LPI 07	Emergency repairs undertaken within target time	99%	99%	✓	99%	98%	✗	99%	98%	✗	99%	98%	✗
LPI 08	Urgent repairs undertaken within target time	95%	85%	✗	95%	57%	✗	95%	69%	✗	95%	69%	✗
LPI 09	Routine repairs undertaken within target time	95%	92%	✗	95%	89%	✗	95%	87%	✗	95%	92%	✗
LPI 10	Satisfaction with repairs	98.00%	99.60%	✓	98.00%	99.00%	✓	98.00%	99.00%	✓	98.00%	99.00%	✓
NI155	The number of affordable homes delivered (gross)	17	27	✓	35	37	✓	52	52	✓	70	151	✓
NI156	The number of households living in temporary accommodation	60	52	✓	60	56	✓	60	50	✓	60	47	✓
<b>Planning &amp; Economic Development Quarterly KPIs</b>													
LPI 45	No. of appeals allowed against refusal of planning applications, as a % of the total no. of appeals made	28.00%	36.40%	✗	28.00%	28.10%	✗	28.00%	34.60%	✗	28.00%	35.80%	✗
NI154	Net additional homes provided	45	59	✓	90	142	✓	135	223	✓	180	356	✓
NI157a	Processing of planning applications - 'Major' application types	81.00%	85.71%	✓	81.00%	92.86%	✓	81.00%	85.00%	✓	81.00%	84.62%	✓
NI157b	Processing of planning applications - 'Minor' application types	80.00%	76.04%	✗	80.00%	83.33%	✓	80.00%	82.46%	✓	80.00%	80.55%	✓

Annual Indicators		2010/11 Outturn Performance		
		Annual Target	Actual	
<b>Office of the DCE Annual KPIs</b>				
LPI 01	LPI 01 - The level of the Equality Framework for Local Government to which the Council conforms	2	1	
LPI 24b	LPI 24b - The quality of the Council's website	3	1	
<b>Corporate Support Services Annual KPIs</b>				
LPI 39	LPI 39 - Rent arrears as a percentage of rental income (excluding housing property)	3.00%	3.10%	
LPI 40	LPI 40 - Occupation rate of commercial and industrial property	99.00%	97.63%	
LPI 41	LPI 41 - Rental value as a percentage yield of the commercial and industrial portfolio asset value	9.00%	10.64%	
<b>Finance &amp; ICT Annual KPIs</b>				
LPI 23	LPI 23 - Capital Projects 'Cost'	90.00%		
<b>Housing Annual KPIs</b>				
NI158	NI158 - Percentage of non-decent council homes	0.00%	0.00%	
<b>Planning &amp; Economic Development Annual KPIs</b>				
LPI 44	LPI 44 - The achievement of milestones within the Local Development Scheme	1	0	
NI159	NI159 - Supply of ready to develop housing sites	100.00%	144.00%	