

# Performance Indicators 2008/09

Indicators showing the Council's performance over the year

## **Introduction**

The following pages contain the latest details of individual performance indicators measuring the performance of Wealden District Council over 2008/09. Pages in this PDF file refer to National Indicators (NIs) which were introduced from April 2008 and Wealden Local Indicators (WLIs). The indicators are grouped under service themes with NIs followed by WLIs

Bookmarks are provided to enable navigation.

**Housing**

## Directorate: Environmental Services

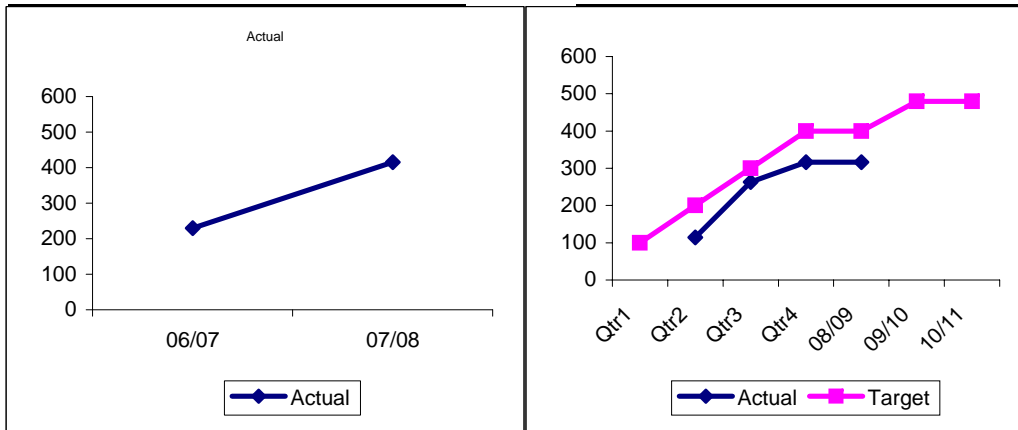
### NI 154 - Net additional homes provided

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	415	316			#N/A	114	263	316
Target		400	480	480	100	200	300	400
Best								

Good performance is above the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	R

#### Comment:

Quarterly data is cumulative.  
This indicator is reported annually by the Department for Communities and Local Government.

## Directorate: Community Services

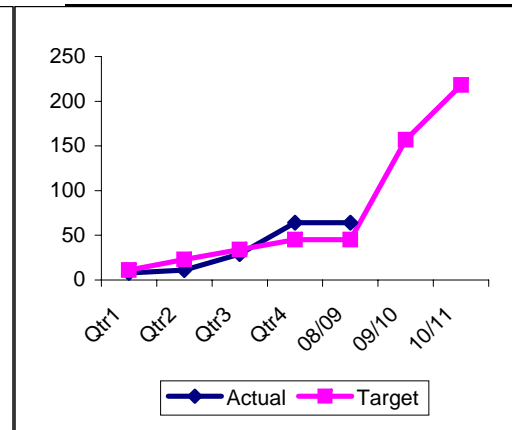
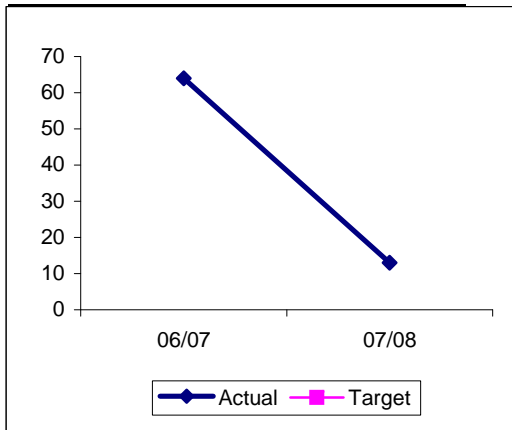
### NI 155 - Number of affordable homes delivered (gross)

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	13	64			8	11	29	64
Target		45	157	218	11	23	34	45
Best								

Good performance is above the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

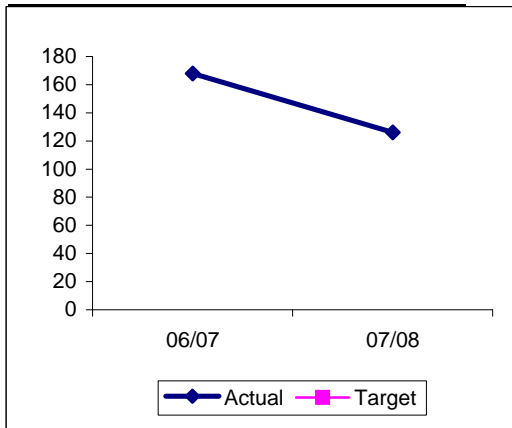
## Directorate: Community Services

### NI 156 - Number of households living in temporary accommodation

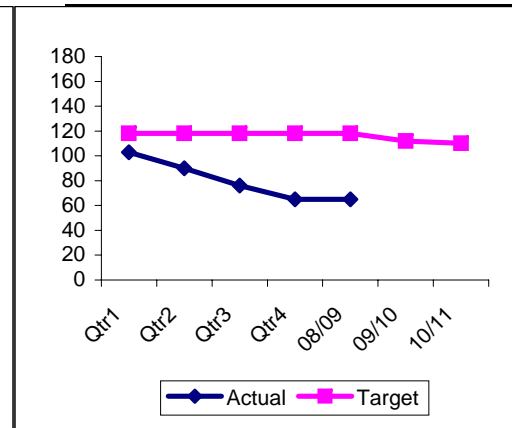
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	126	65			103	90	76	65
Target		118	112	110	118	118	118	118
Best								

Good performance is below the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

#### Comment:

This is a new National Indicator and quartile data will not be available until late 2009.

Quarterly data is for a 'snapshot' of the number of households taken at the end of the quarter.

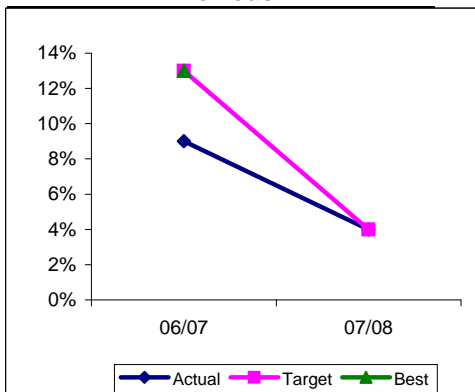
## Directorate: Community Services

### NI 158 - Non- decent council homes

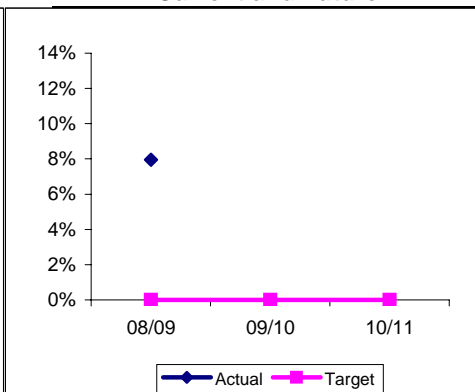
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	4.0%	8.0%			#N/A	#N/A	#N/A	#N/A
Target	4.0%	0.0%	0.0%	0.0%	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is below the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1	↓	R
2		
3		
4		

#### Comment:

Data is collected annually.



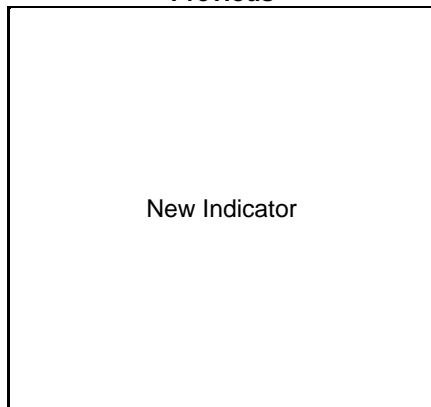
## Directorate: Community Services

### NI 187a - Tackling Fuel Poverty - percentage of people receiving income based benefits in homes with a low energy efficiency rating

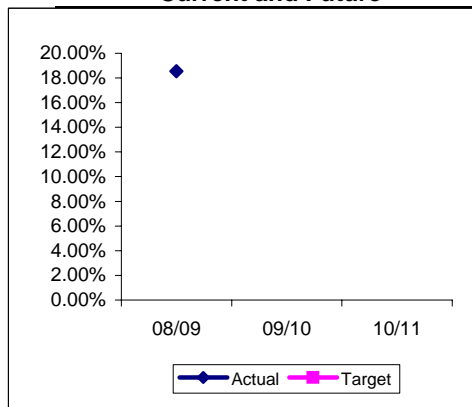
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		18.54%			#N/A	#N/A	#N/A	#N/A
Target					#N/A	#N/A	#N/A	#N/A
Best								

**Good performance is above the target line**

**Previous**



**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target
1		
2		
3		
4		

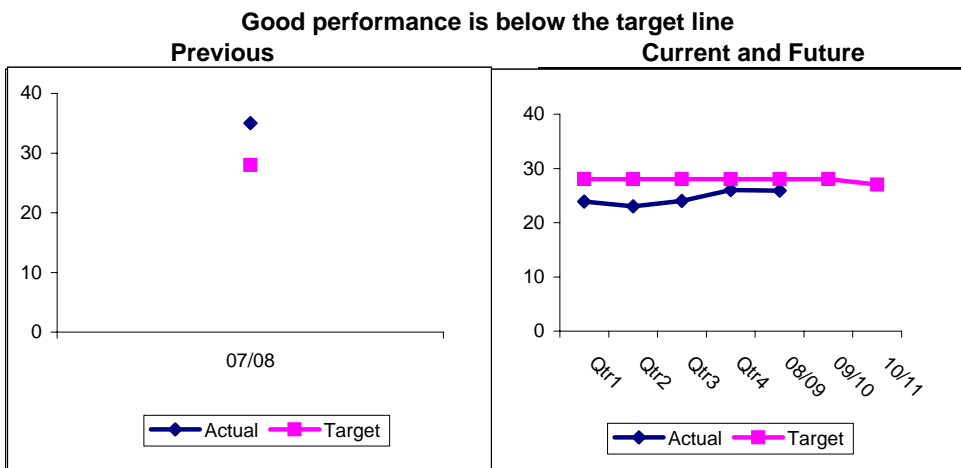
**Comment:**

Data is collected annually.

## Directorate: Community Services

### WLI 0801 - Average relet times for local authority dwellings

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	35	26			24	23	24	26
Target	28	28	28	27	28	28	28	28



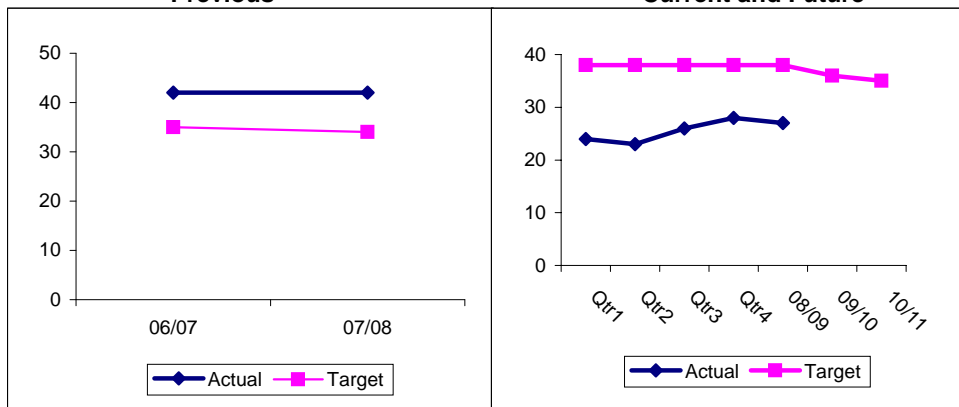
Performance Comparisons		
Quartile	Trend	Target
	↑	<div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <span style="font-weight: bold; color: white;">G</span> </div>
<b>Comment:</b>		
<p>There has been a sustained improvement in overall letting times in 2008/09 against the average over the previous year.</p>		

## Directorate: Community Services

### WLI 0802 - Average relet times for sheltered dwellings

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	42	27			24	23	26	28
Target		38	36	35	38	38	38	38

Good performance is below the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

#### Comment:

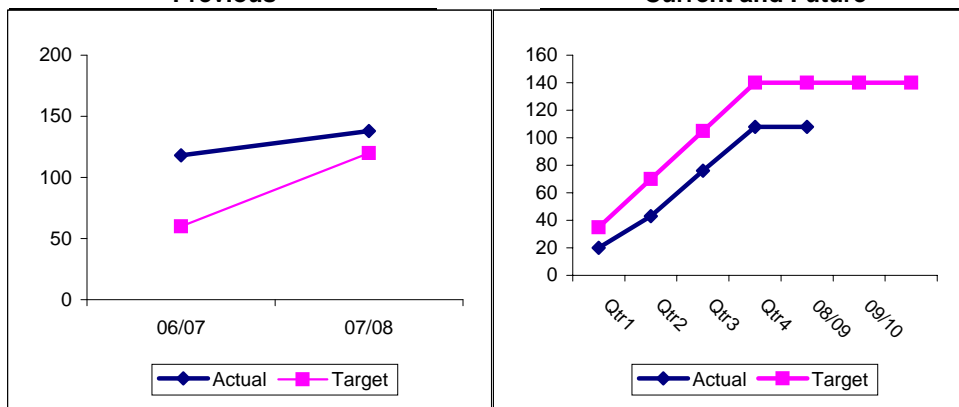
There has been a sustained improvement in letting times for sheltered dwellings in 2008/09 against the average over the previous year.

## Directorate: Community Services

### WLI 0901- Private and social sector dwellings adapted for disabled occupiers

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	138	108			20	43	76	108
Target	120	140	140	140	35	70	105	140

Good performance is above the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	R

#### Comment:

Because this is a local indicator, national quartile comparisons are not available.

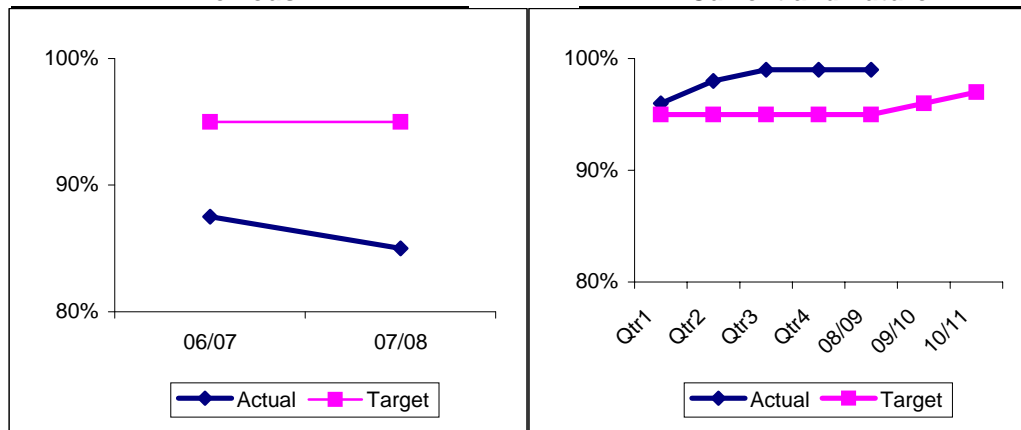
Quarterly data is cumulative.

## Directorate: Community Services

WLI 0903 - Elderly home repair assistance applications approved in 1 month

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	85%	99%			96%	98%	99%	99%
Target	95%	95%	96%	97%	95%	95%	95%	95%

Good performance is above the target line  
Previous Current and Future



### Performance Comparisons

Quartile	Trend	Target
	↑	G

#### Comment:

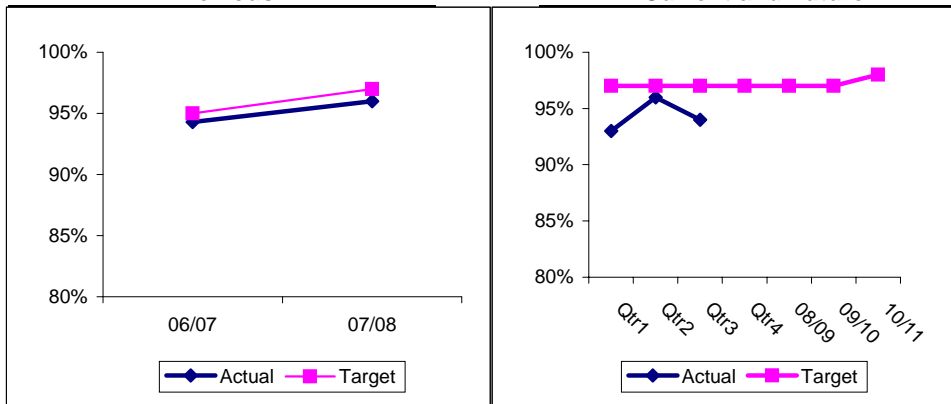
Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Community Services

### WLI 1801 - Council house repairs completed within relevant priority time

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	96%				93%	96%	94%	
Target	97%	97%	97%	98%	97%	97%	97%	97%

Good performance is above the target line  
Previous Current and Future



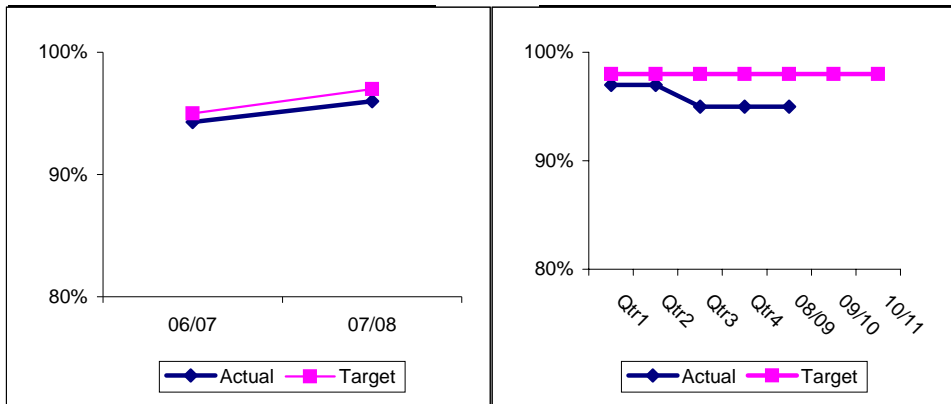
Performance Comparisons		
Quartile	Trend	Target
	↓	A
<b>Comment:</b>		
Because this is a local indicator, national quartile comparisons are not available.		

## Directorate: Community Services

### WLI 1802 - Satisfaction with council house repairs

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	97%	95%			97%	97%	95%	95%
Target	98%	98%	98%	98%	98%	98%	98%	98%

Good performance is above the target line  
Previous Current and Future



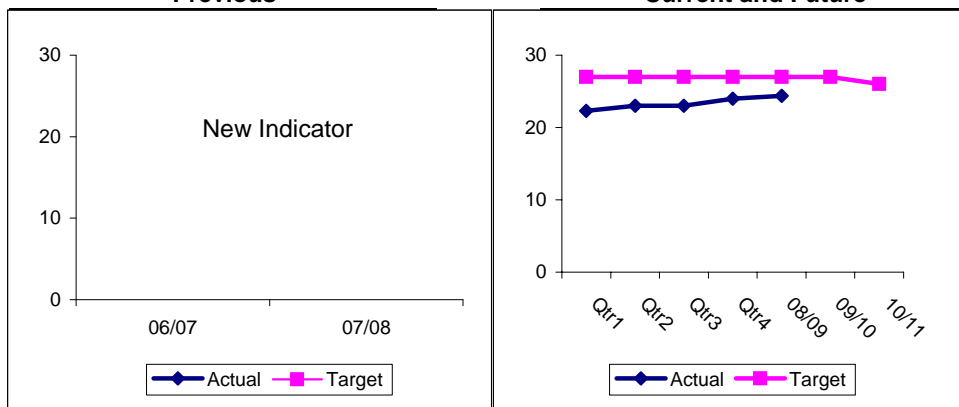
Performance Comparisons		
Quartile	Trend	Target
	↓	A
Comment:		

## Directorate: Community Services

### WLI HO01 - Average Relet Times For General Needs Dwellings

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		24			22	23	23	24
Target		27	27	26	27	27	27	27

Good performance is below the target line  
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↓	G

**Comment:**

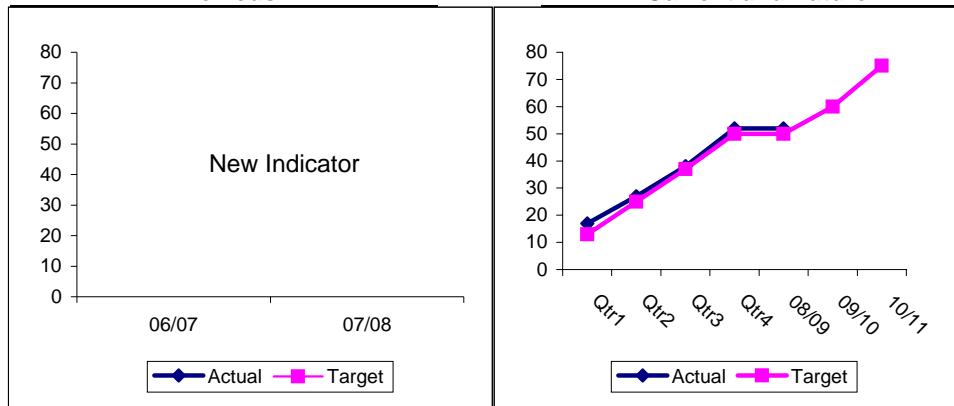
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Community Services

### WLI HO02 - Number Of Private Sector Dwellings Occupied By Vulnerable Households Made Decent

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	67	52			17	27	38	52
Target		50	60	75	13	25	37	50

Good performance is above the target line  
**Previous** **Current and Future**



Performance Comparisons		
Quartile	Trend	Target
	↑	G

**Comment:**

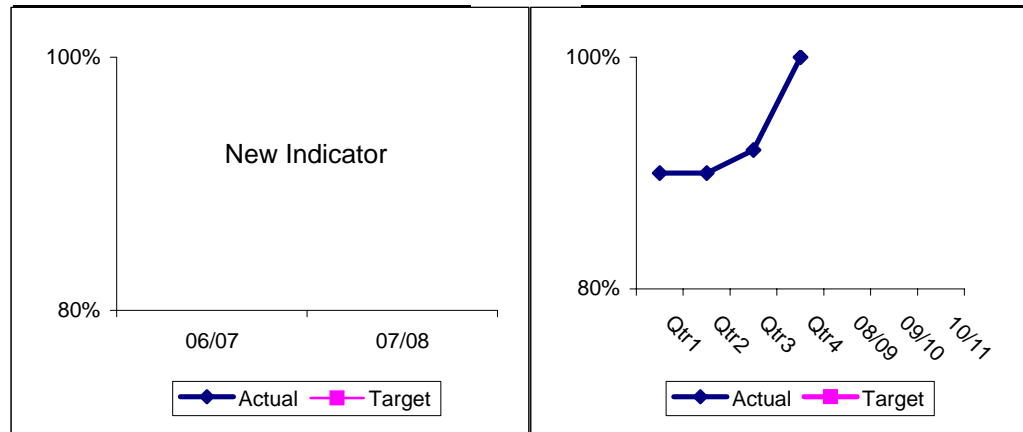
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Community Services

### WLI HO03 - Satisfaction With Private Sector Housing Service

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		100%			90%	90%	92%	100%
Target								

Good performance is above the target line  
**Previous** **Current and Future**



Performance Comparisons		
Quartile	Trend	Target
	↑	G

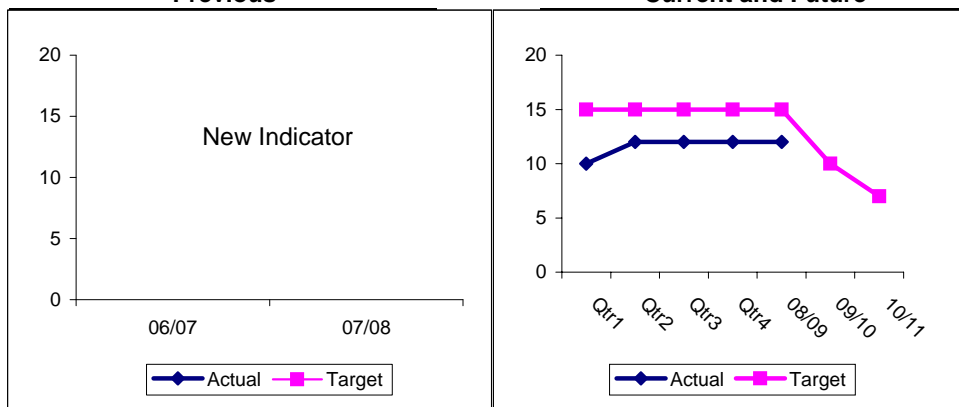
**Comment:**  
 This indicator has been introduced in 2008/09. Consequently a baseline is being established in this year from which targets will be set.

## Directorate: Community Services

### WLI HO05 - Number Of Working Days Taken To Process A Housing Register Application

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		12			10	12	12	12
Target		15	10	7	15	15	15	15

Good performance is below the target line  
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↔	A

**Comment:**

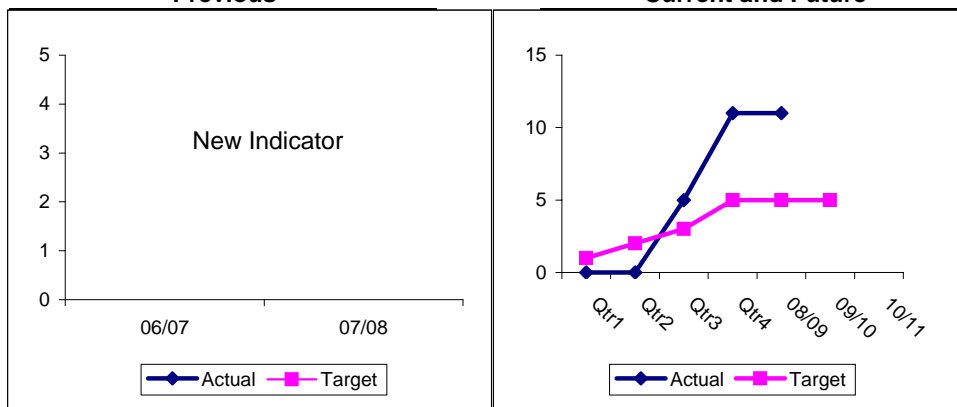
This indicator was introduced in 2008/09.

## Directorate: Community Services

### WLI HO07 - Number Of Long Term Empty Homes Brought Back Into Use

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		11			0	0	5	11
Target		5	5		1	2	3	5

Good performance is above the target line  
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↑	G

**Comment:**

This indicator was introduced in 2008/09.

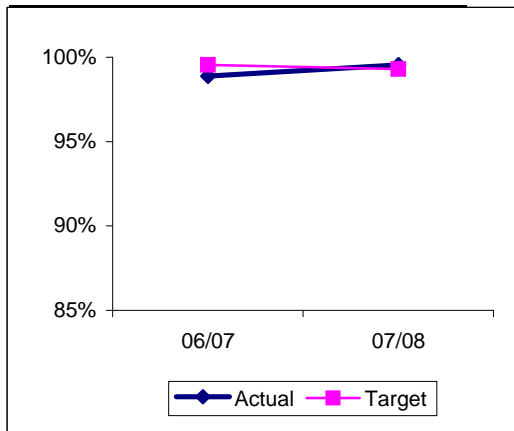
## Directorate: Community Services

WLI HO08 - Local Authority Rent Collection (ex. BV 66a)

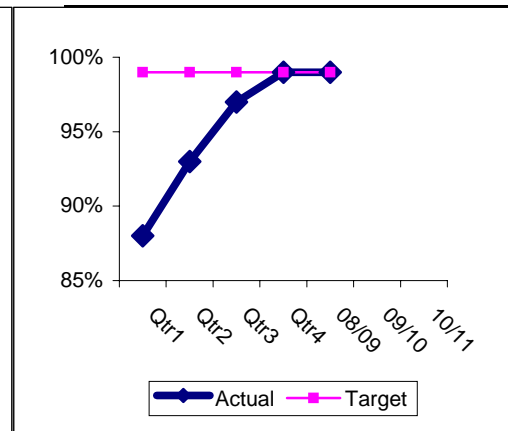
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	99.55%	99.00%			88.00%	93.00%	97.00%	99.00%
Target		99.00%			99.00%	99.00%	99.00%	99.00%
Best								

Good performance is above the target line

Previous



Current and Future



### Performance Comparisons

Quartile	Trend	Target
	↑	A

#### Comment:

Reported performance under this indicator tends to improve towards the end of the financial year.

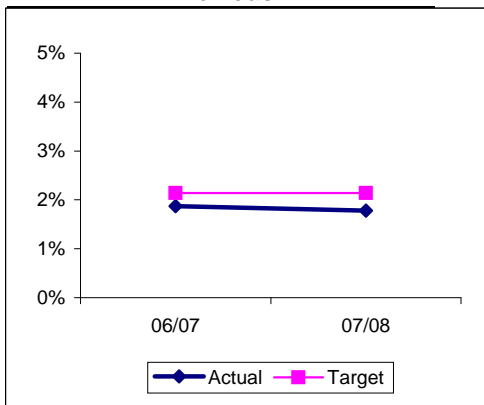
## Directorate: Community Services

### WLI HO09 - Rent Collection Arrears And Recovery (Ex. BV 66b)

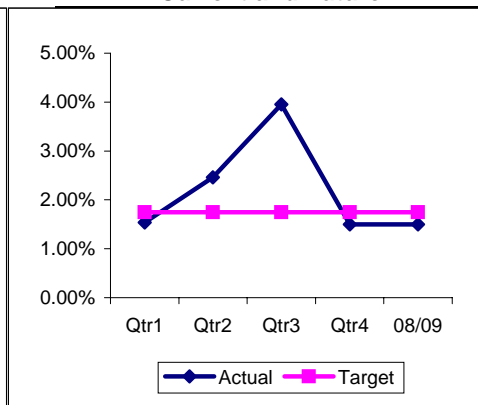
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1.78%	1.50%			1.54%	2.46%	3.95%	1.50%
Target		1.75%			1.75%	1.75%	1.75%	1.75%
Best								

**Good performance is below the target line**


**Previous**



**Current and Future**



#### Performance Comparisons

Quartile	Trend/Target
	

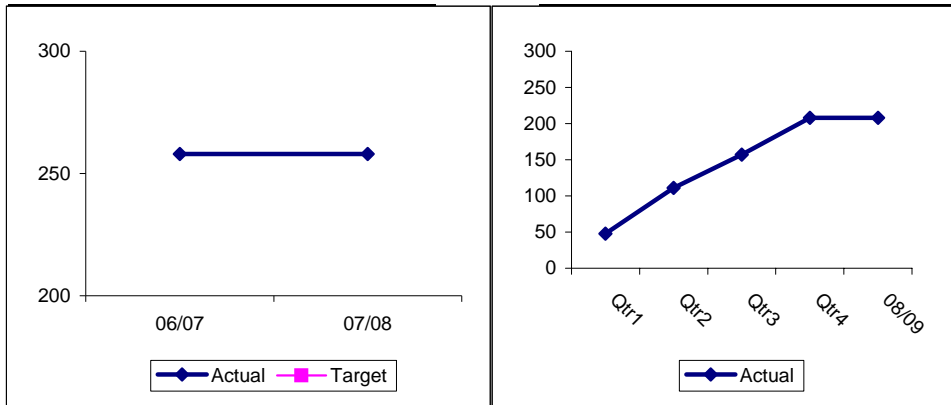
**Comment:**

## Directorate: Community Services

### WLI HO10 - Number Of Notices Of Seeking Possession Served For Rent Arrears

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	258	208			48	111	157	208
Target	#N/A	#N/A			#N/A	#N/A	#N/A	#N/A

Good performance is below the target line  
**Previous** **Current and Future**

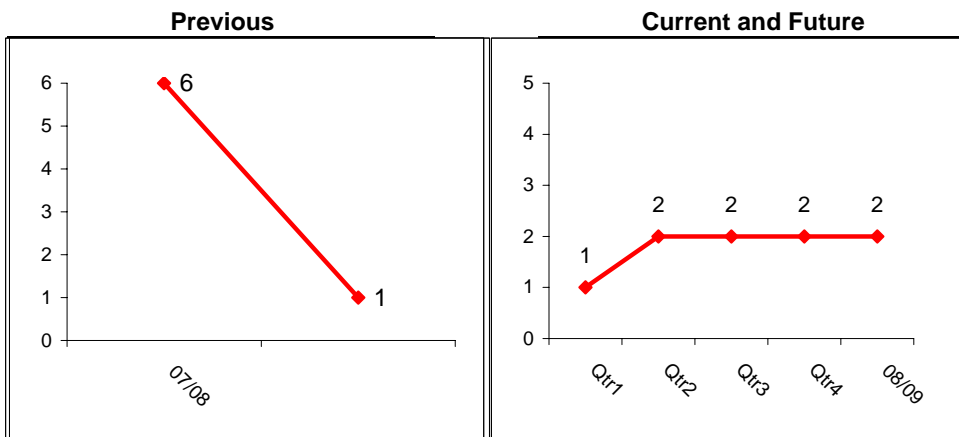


Performance Comparisons		
Quartile	Trend	Target
<b>Comment:</b>		

## Directorate: Community Services

### HO11 - Number of evictions

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1	2			1	2	2	2



Performance Comparisons		
Quartile	Trend	Target

**Comment:**

Quarterly data is **cumulative**.

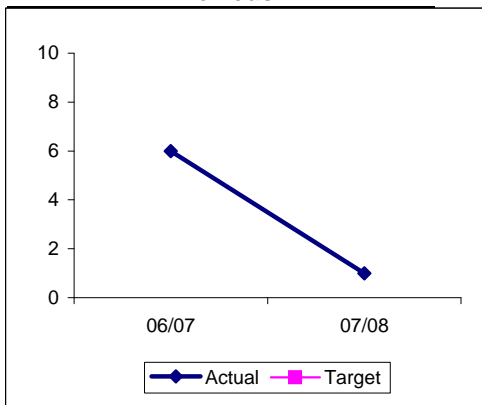
## Directorate: Community Services

### WLI HO12 - Length Of Stay (Weeks) In Temporary Accommodation (B&B) (Ex. BV 183a)

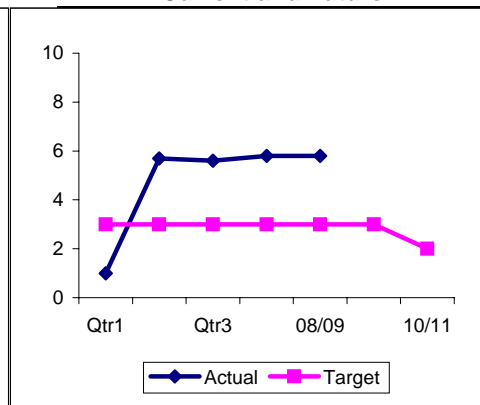
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1.8	5.8			1.0	5.7	5.6	5.8
Target		3.0	3.0	2.0	3.0	3.0	3.0	3.0

Good performance is below the target line

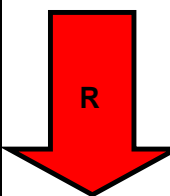
Previous



Current and Future



#### Performance Comparisons

Quartile	Trend/Target
	

Comment:

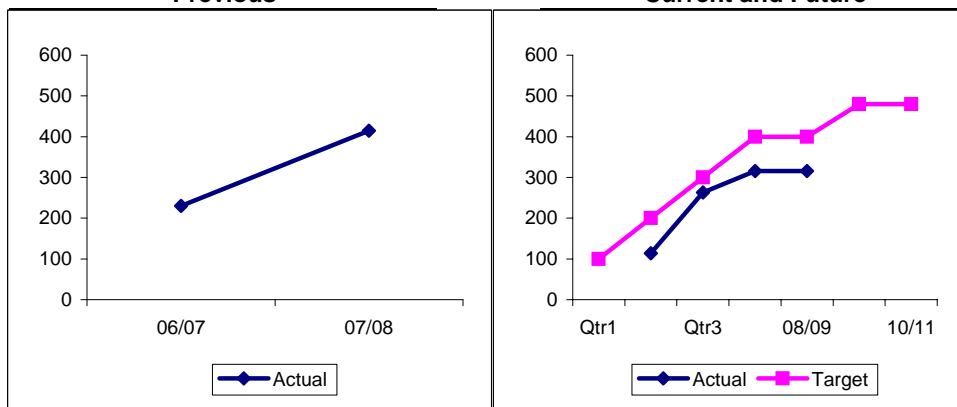
**Planning**

## Directorate: Environmental Services

### NI 154 - Net additional homes provided

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	415	316				114	263	316
Target		400	480	480	100	200	300	400
Best								

Good performance is above the target line  
 Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	R

#### Comment:

Quarterly data is cumulative.  
 This indicator is reported annually by the Department for Communities and Local Government.



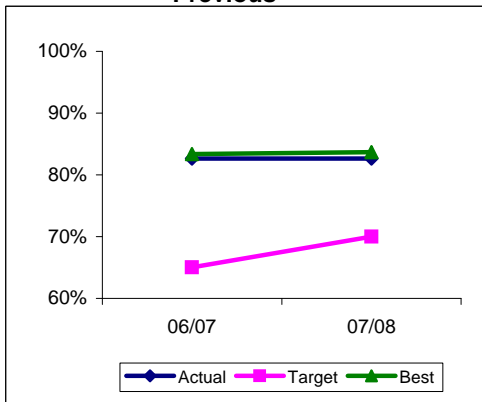
## Directorate: Environmental Services

### NI 157b - Minor planning applications determined within 8 weeks

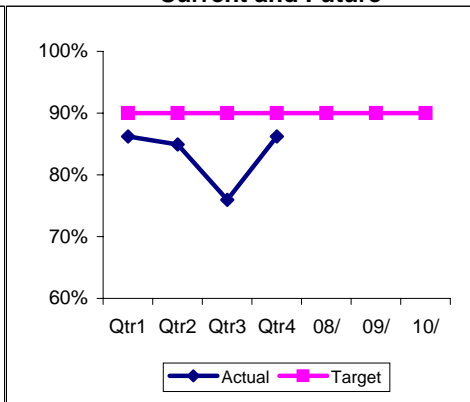
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	83%	86%			76%	85%	86%	86%
Target	70%	90%	90%	90%	90%	90%	90%	90%
Best	84%							

**Good performance is above the target line**

**Previous**



**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target
1	↑	A
2		
3		
4		

**Comment:**

Data for previous years is compiled from the best value performance indicator which has been replaced by NI 157b.

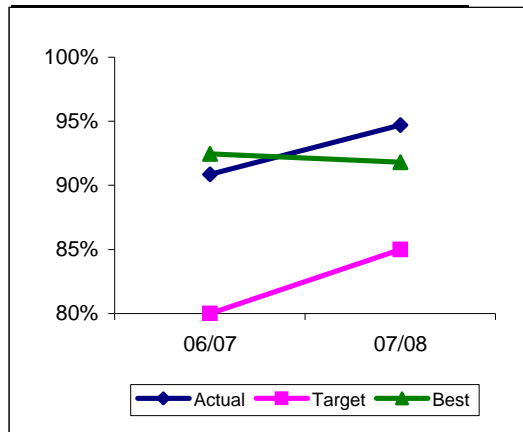
## Directorate: Environmental Services

### NI 157c - Other planning applications determined within 8 weeks

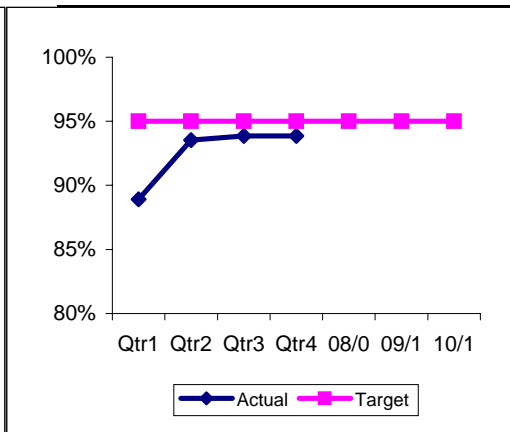
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	95%	94%			89%	94%	94%	94%
Target	85%	95%	95%	95%	95%	95%	95%	95%
Best	92%							

Good performance is above the target line

Previous



Current and Future



### Performance Comparisons

Quartile	Trend	Target	
1	↓	A	
2			91.80%
3			88.40%
4			84.00%

#### Comment:

Data for previous years is compiled from the best value performance indicator which has been replaced by NI 157c.

## Directorate: Community Services

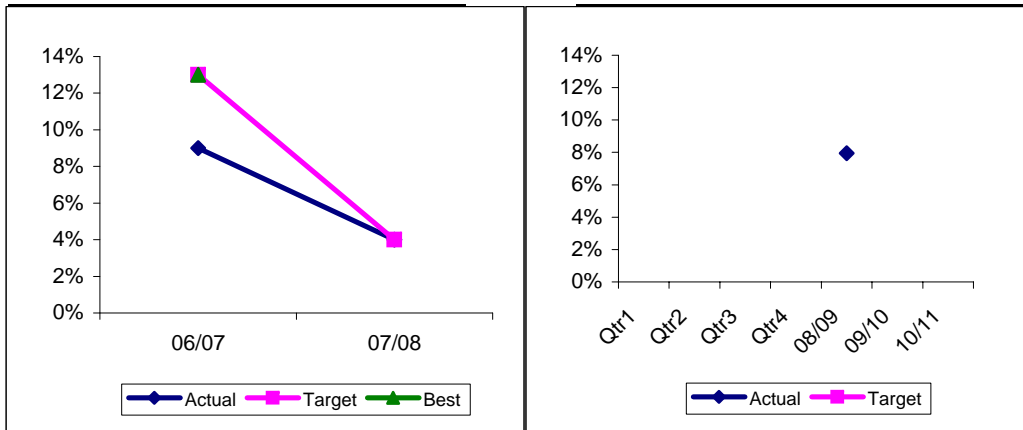
NI 158 - non- decent council homes

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	4%	8%			#N/A	#N/A	#N/A	#N/A
Target	4%	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is below the target line

Previous

Current and Future



### Performance Comparisons

Quartile	Trend	Target
1	↑	G
2		
3		
4		

### Comment:

Data is collected annually.

## Directorate: Environmental Services

### NI 159- Supply of ready to develop housing sites

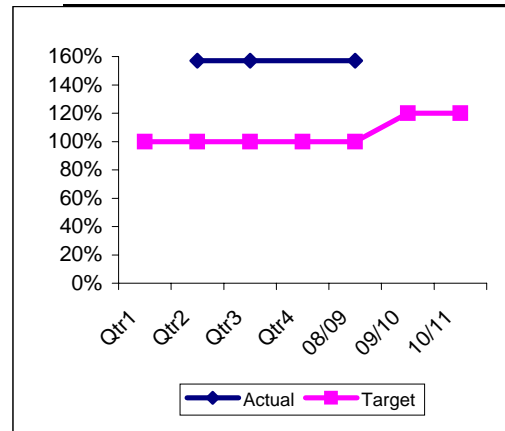
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	0%	157%			#N/A	157%	157%	#N/A
Target		100%	120%	120%	100%	100%	100%	100%
Best								

Good performance is above the target line


Previous

No previous data available.

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1		
2		
3		
4		

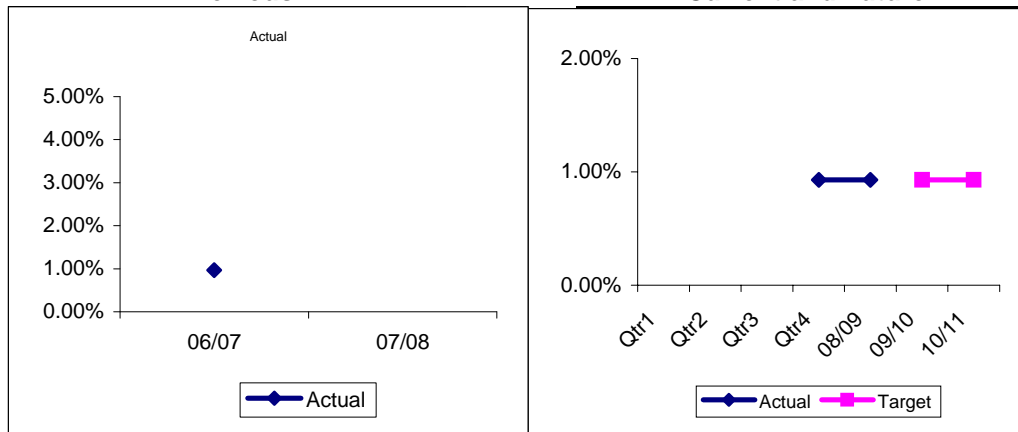
Comment:

## Directorate: Environmental Services

### NI 170 - Previously developed land that has been vacant or derelict for more than 5 years

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		0.93%			#N/A	#N/A	#N/A	0.93%
Target		#N/A	0.93%	0.93%	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is above the target line  
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
1		
2		
3		
4		

#### Comment:

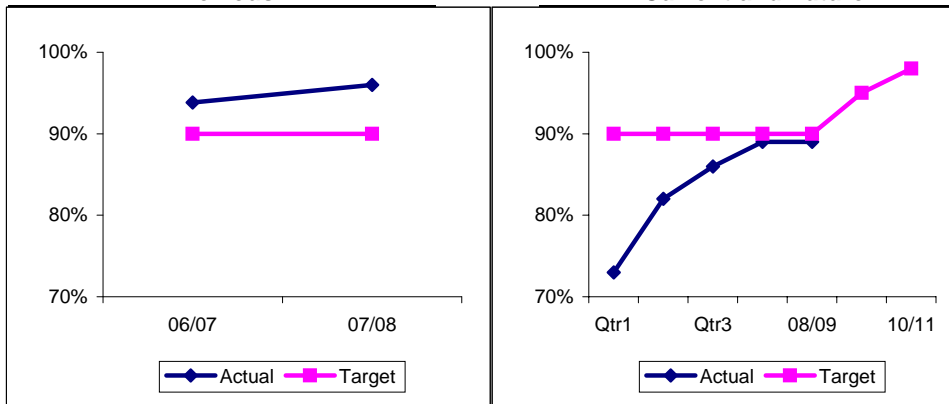
This indicator is reported annually by the Department for Communities and Local Government.

## Directorate: Environmental Services

### WLI 1104 - Percentage of planning applications processed within 5 working days

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	83%	89%			73%	82%	86%	89%
Target		90%	95%	98%	90%	90%	90%	90%

Good performance is above the target line  
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↑	G

#### Comment:

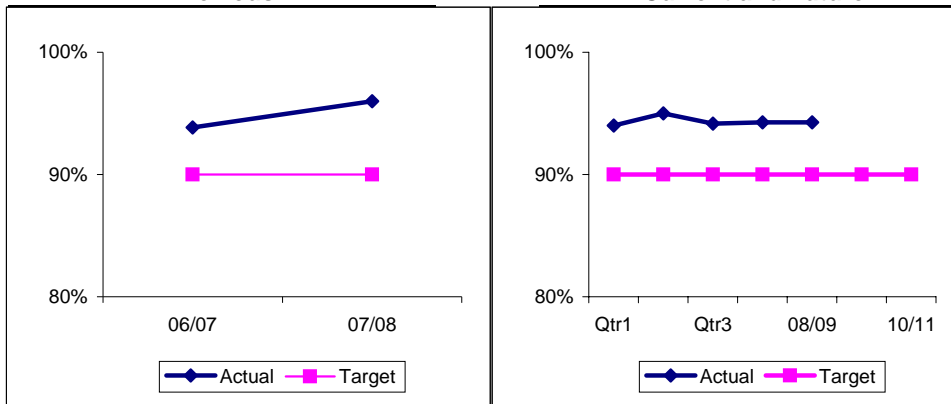
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Environmental Services

### WLI 1105 - Percentage of planning decisions delegated

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	96%	94%			94%	95%	94%	94%
Target		90%	90%	90%	90%	90%	90%	90%

Good performance is above the target line  
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↑	G

**Comment:**

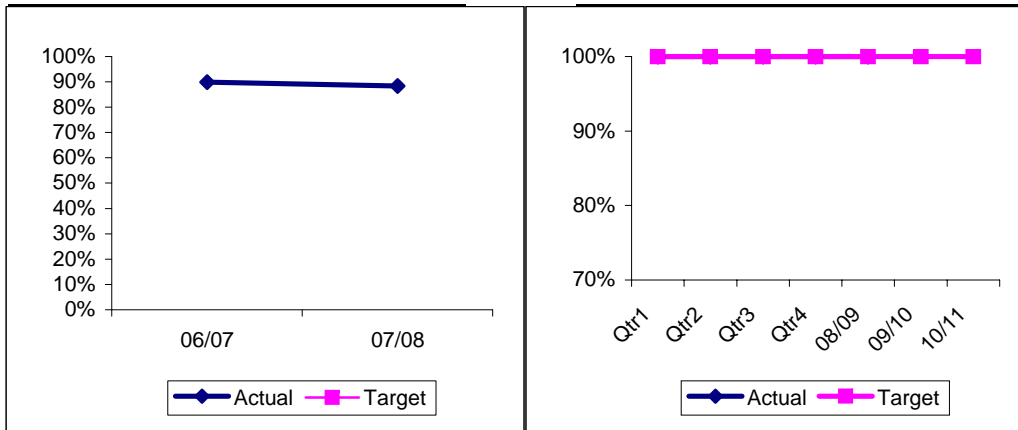
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Environmental Services

### WLI 1106 - Standard land searches in 10 days

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	100%	100%			100%	100%	100%	100%
Target		100%	100%	100%	100%	100%	100%	100%
Best								

Good performance is above the target line  
**Previous**                      **Current and Future**



Performance Comparisons		
Quartile	Trend	Target
	→	G

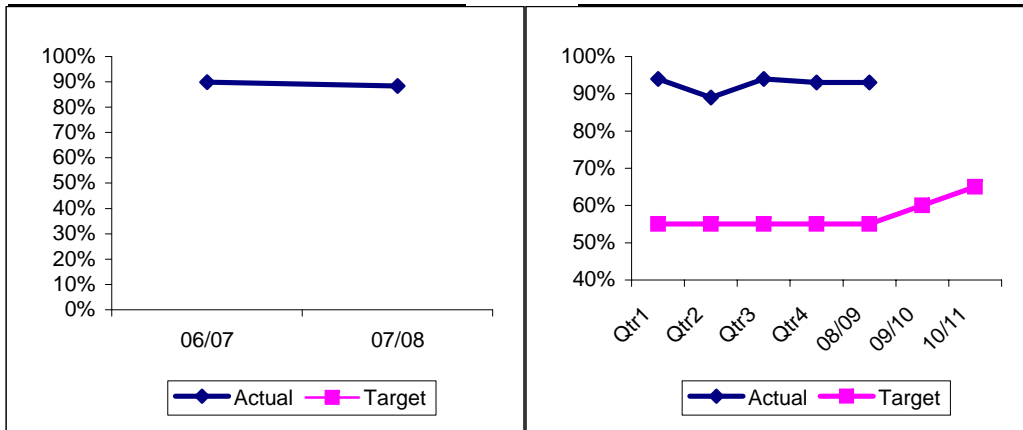
**Comment:**

## Directorate: Environmental Services

### WLI BC01 - % of Building Regs. Applications vetted in 3wks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		93%			94%	89%	94%	93%
Target		55%	60%	65%	55%	55%	55%	55%
Best								

Good performance is above the target line  
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	→	G

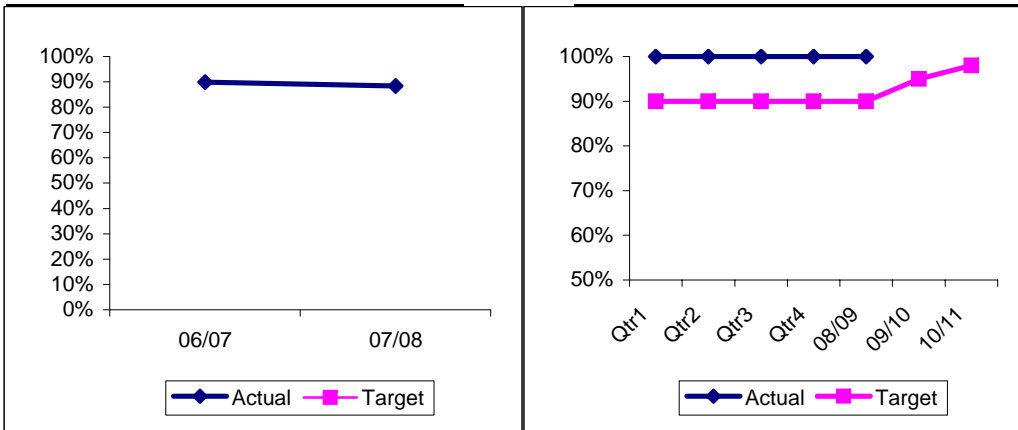
Comment:

## Directorate: Environmental Services

### WLI BC02 - % of Building Regs. Applications vetted in 5wks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		100%			100%	100%	100%	100%
Target		90%	95%	98%	90%	90%	90%	90%
Best								

Good performance is above the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	→	G

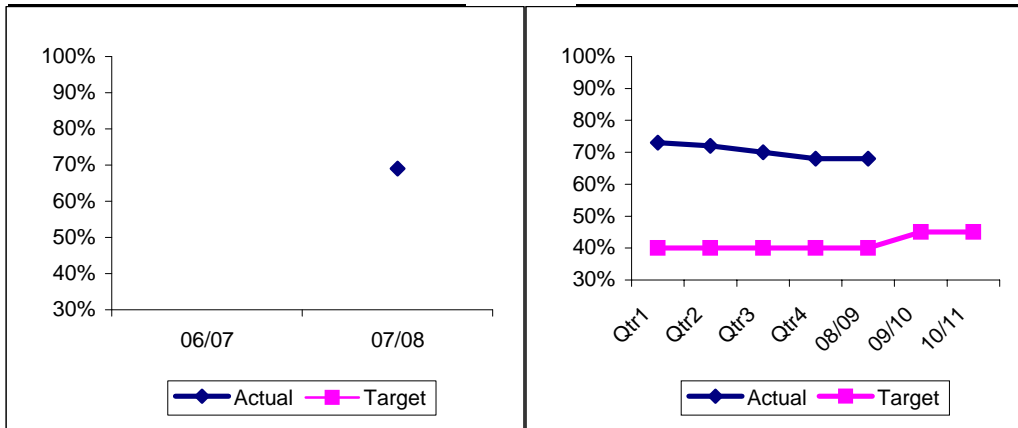
Comment:

## Directorate: Environmental Services

### WLI DC01 - Percentage of planning enforcement cases resolved in 4 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	69%	68%			73%	72%	70%	68%
Target	#N/A	40%	45%	45%	40%	40%	40%	40%

Good performance is above the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	G

#### Comment:

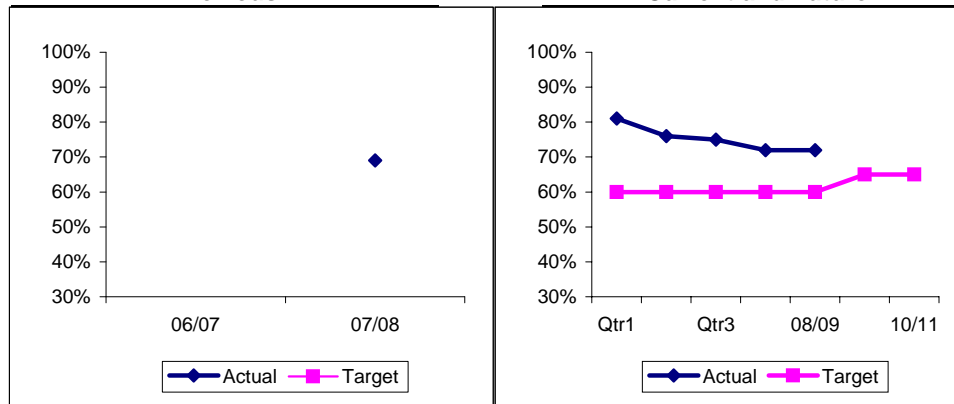
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Environmental Services

### WLI DC02 - Percentage of planning enforcement cases resolved in 6 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	74%	72%			81%	76%	75%	72%
Target		60%	65%	65%	60%	60%	60%	60%

Good performance is above the target line  
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↓	G

**Comment:**

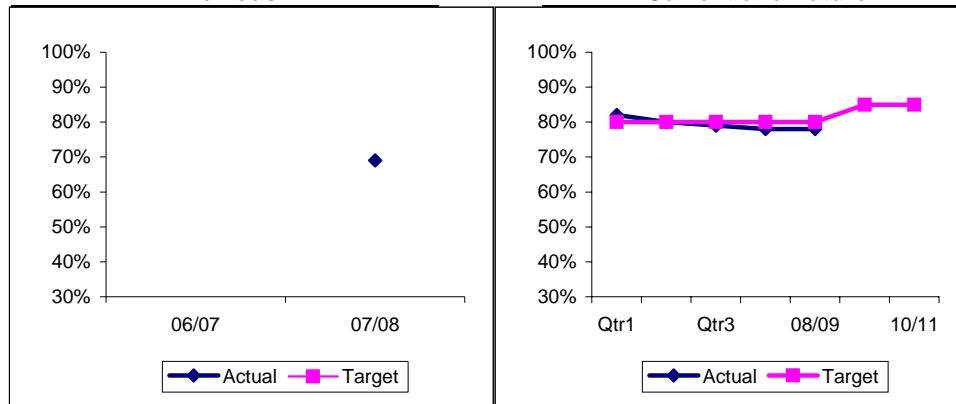
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## Directorate: Environmental Services

### WLI DC03 - Percentage of planning enforcement cases resolved in 8 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	78%	78%			82%	80%	79%	78%
Target		80%	85%	85%	80%	80%	80%	80%

Good performance is above the target line  
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↓	A

**Comment:**  
 Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.



## Directorate: Environmental Services

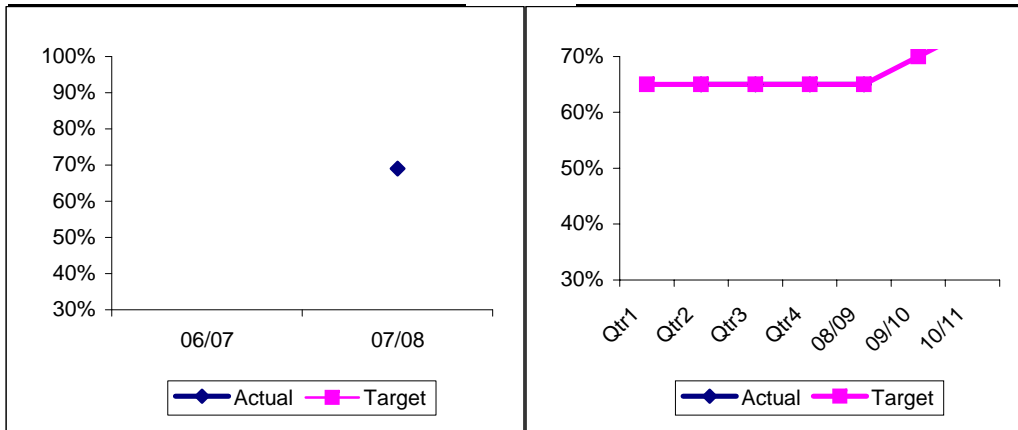
### WLI DC05 - Satisfaction with the Planning Service

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		65%			#N/A	65%	65%	65%
Target		65%	70%	75%	65%	65%	65%	65%

Good performance is above the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
		G
	→	

#### Comment:

Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

## **Waste and Recycling**

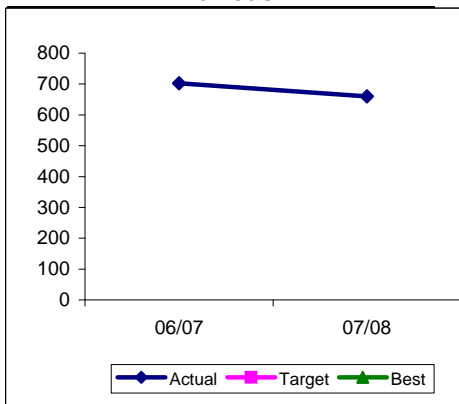
## Directorate: Environmental Services

### NI 191- Residual household waste per household (kgs)

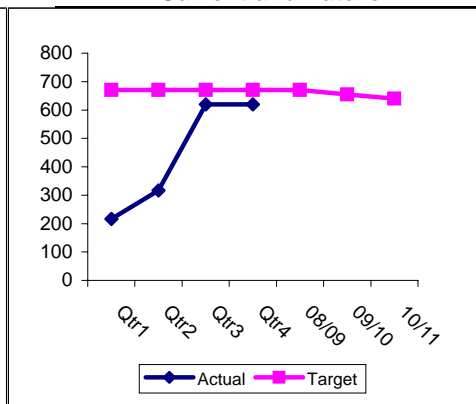
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	660	619			217	316	#N/A	619
Target		670	655	640	670	670	670	670
Best								

Good performance is below the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1	↑	<b>G</b>
2		
3		
4		

Comment:

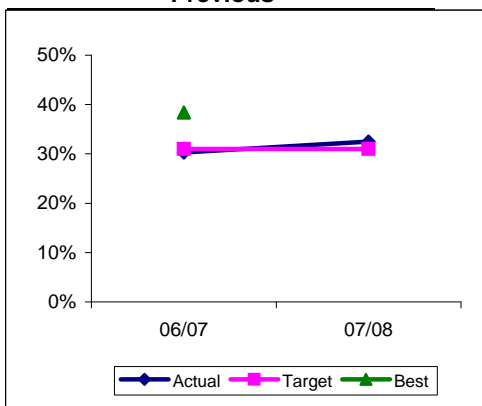
## Directorate: Environmental Services

### NI 192 - Percentage of household waste sent for reuse, recycling and composting

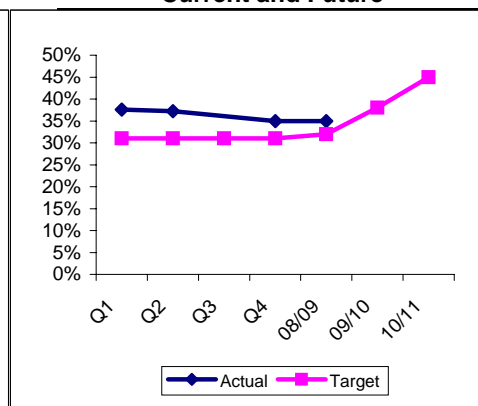
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	33%	35%			38%	37%	#N/A	35%
Target		32%	38%	45%	31%	31%	31%	31%
Best								

**Good performance is above the target line**

**Previous**



**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target
1	↓	<b>G</b>
2		
3		
4		

#### Comment:

Data for previous years is compiled from the best value performance indicator which has been replaced by NI 192.

The 2008/09 percentage is currently an estimate.

## Directorate: Environmental Services

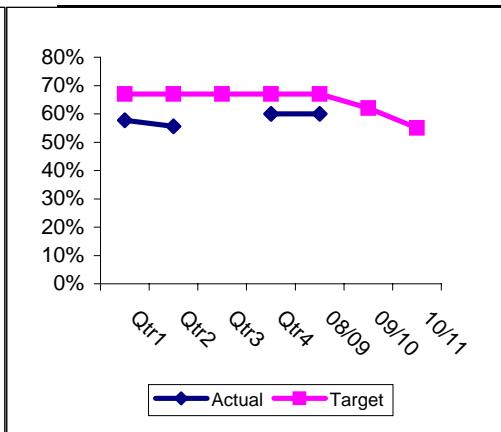
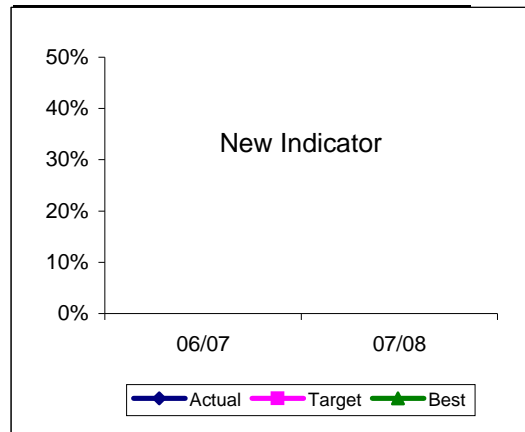
### NI 193 - Percentage of municipal waste landfilled

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		60%			58%	56%		60%
Target		67%	62%	55%	67%	67%	67%	67%
Best								

Good performance is below the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1	↑	<b>G</b>
2		
3		
4		

#### Comment:

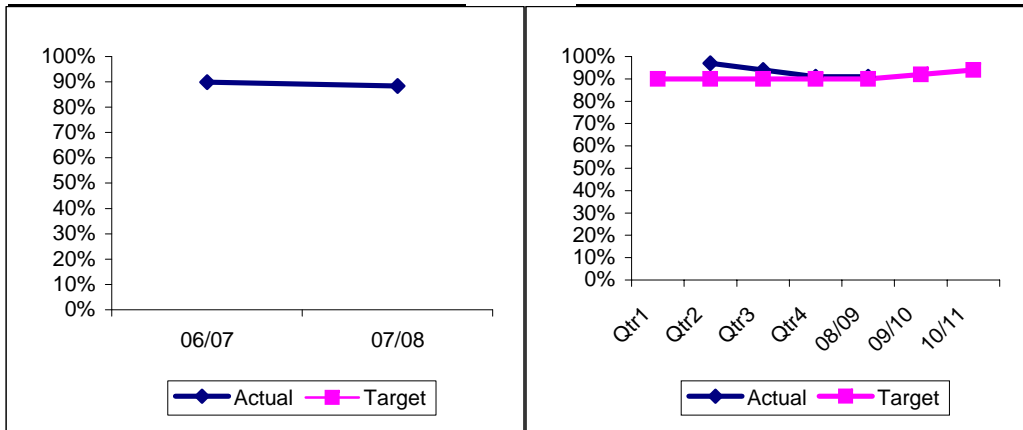
No national quartile data available yet.

## Directorate: Environmental Services

### WLI 1606 - Missed bins collected within target time

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	0%	91%			#N/A	97%	94%	91%
Target		90%	92%	94%	90%	90%	90%	90%
Best								

Good performance is above the target line  
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	→	G
Comment:		

**Clean Environment**

## Directorate: Environmental Services

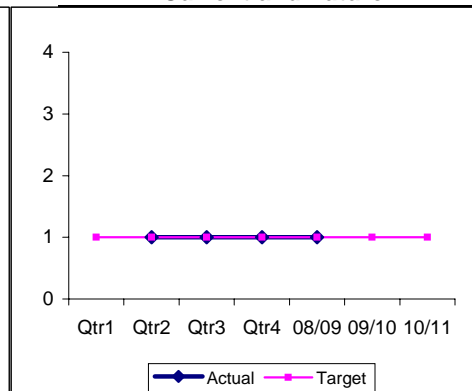
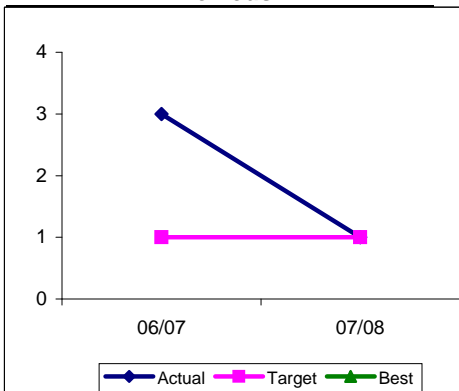
### NI 196- Improved street and environmental cleanliness-fly tipping

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1	1			1	1	1	1
Target	1	1	1	1	1	1	1	1
Best								

Good performance is at the target line

Previous

Current and Future



Performance Comparisons		
Quartile	Trend	Target
1	1	G
2	3	
3	←→	
4	3	

#### Comment:

Data for previous years is compiled from the best value performance indicator which has been replaced by NI 196.

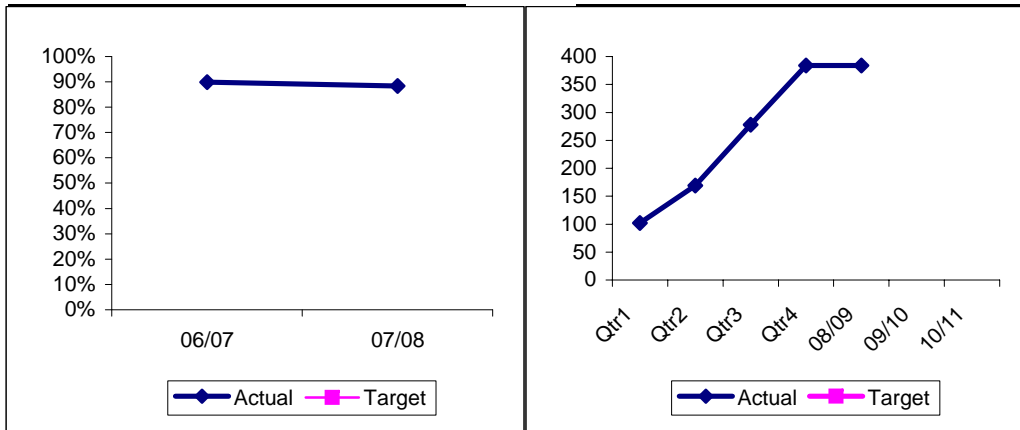
Performance is ranked from Grade 4 (poor) to Grade 1 (very effective).

## Directorate: Environmental Services

### WLI 1601 - Abandoned vehicles reported

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	#N/A	384			102	169	278	384
Target		#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is above the target line  
**Previous**                      **Current and Future**



Performance Comparisons		
Quartile	Trend	Target
	↑	G

Comment:

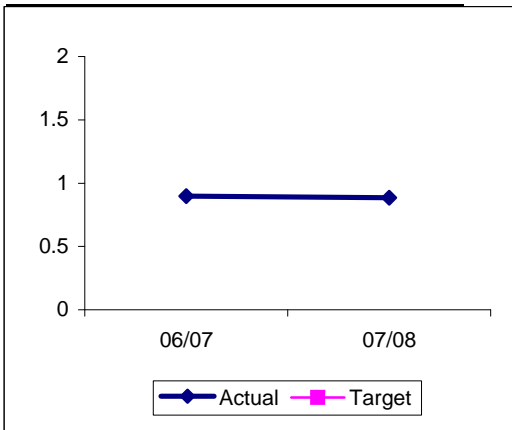
## Directorate: Environmental Services

### WLI 1602 - Abandoned vehicles - average removal time (days)

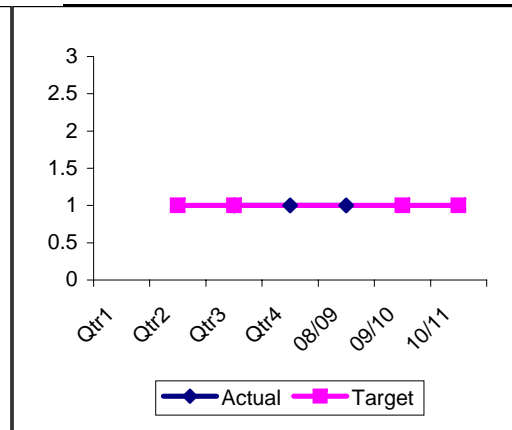
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		1			#N/A	#N/A	1	1
Target		#N/A	1	1	#N/A	1	1	#N/A
Best								

**Good performance is above the target line**

**Previous**



**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target
	→	<b>G</b>

**Comment:**

## Directorate: Environmental Services

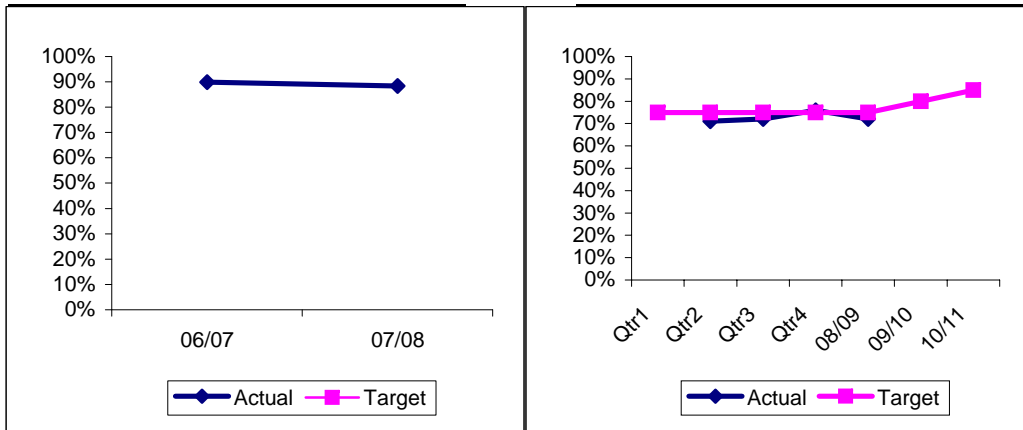
### WLI 1607 - Fly tips removed within 2 calendar days

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	69%	72%			#N/A	71%	72%	76%
Target		75%	80%	85%	75%	75%	75%	75%
Best								

Good performance is above the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	A

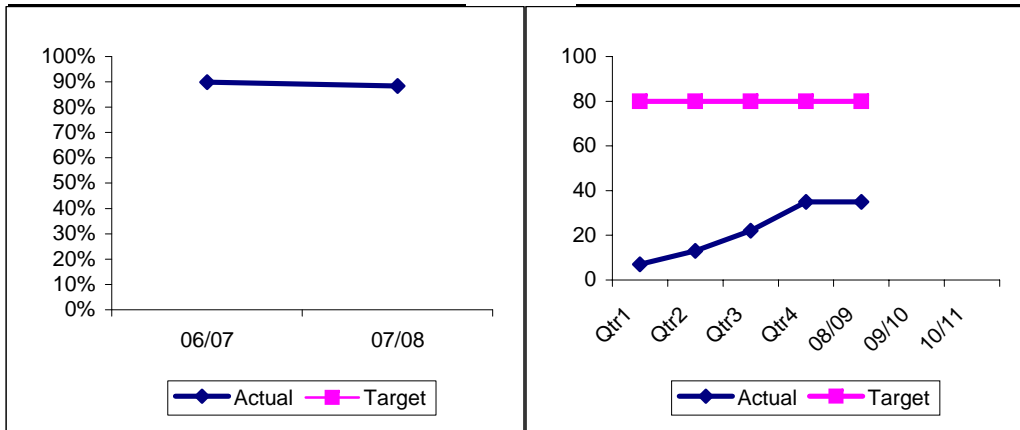
Comment:

## Directorate: Environmental Services

### WLI 1614 - Abandoned vehicles - no. removed by WDC

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	95	35			7	13	22	35
Target		80	#N/A	#N/A	80	80	80	80
Best								

Good performance is above the target line  
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↑	R
Comment:		

**Public Protection and Regulation**

## Directorate: Community Services

### NI 182 - Satisfaction of businesses with local authority regulation services

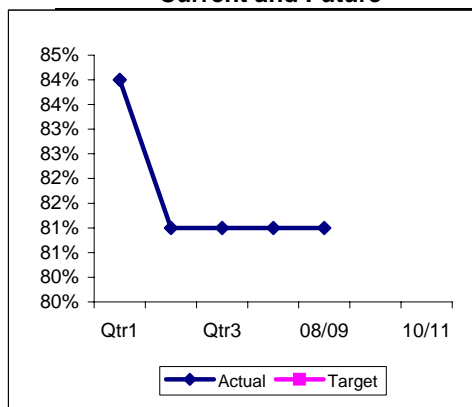
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	#N/A	81.00%			84.00%	81.00%	81.00%	81.00%
Target	#N/A	Baseline						
Best	#N/A							

Good performance is above the target line

Previous

No previous data available.

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1		
2		
3		
4		

#### Comment:

This is new indicator and so previous data is not available. Satisfaction has been at a consistent level in quarters 2 and 3.

## Directorate: Community services

### NI 184 - Food establishments in the area which are broadly compliant with food hygiene law

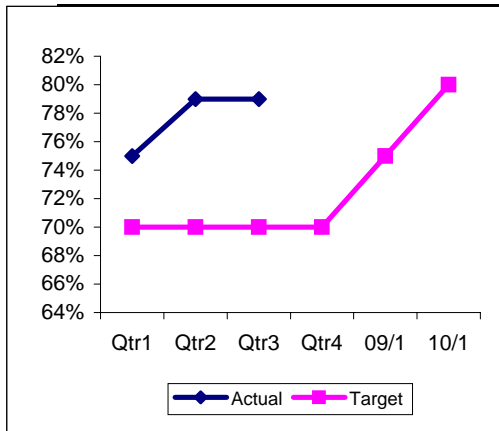
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					75%	79%	79%	
Target		70%	75%	80%	70%	70%	70%	70%
Best								

Good performance is above the target line

Previous

No previous data available.

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1		<b>G</b>
2		
3		
4		

#### Comment:

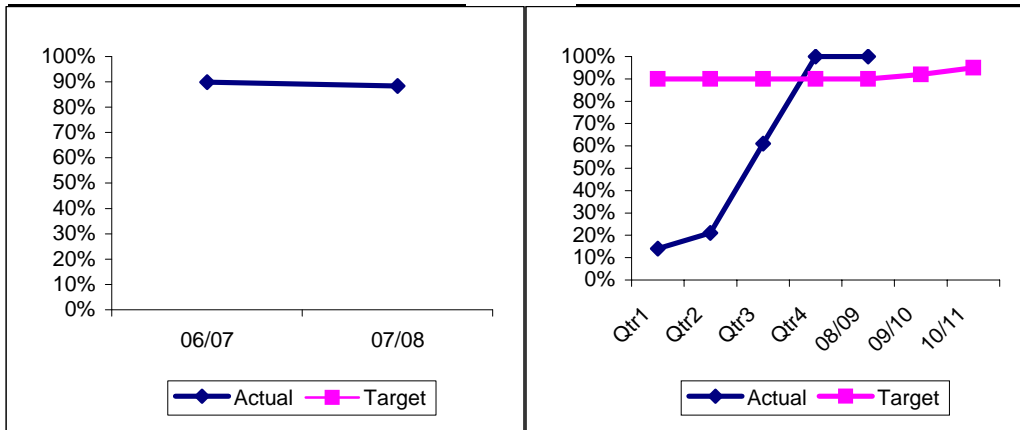
This is a new National Indicator and quartile data will not be available until late 2009.

## Directorate: Community Services

### WLI 0709 - Percentage Of High Risk Food Inspections Carried Out

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	76%	100%			14%	21%	61%	100%
Target		90%	92%	95%	90%	90%	90%	90%

Good performance is above the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

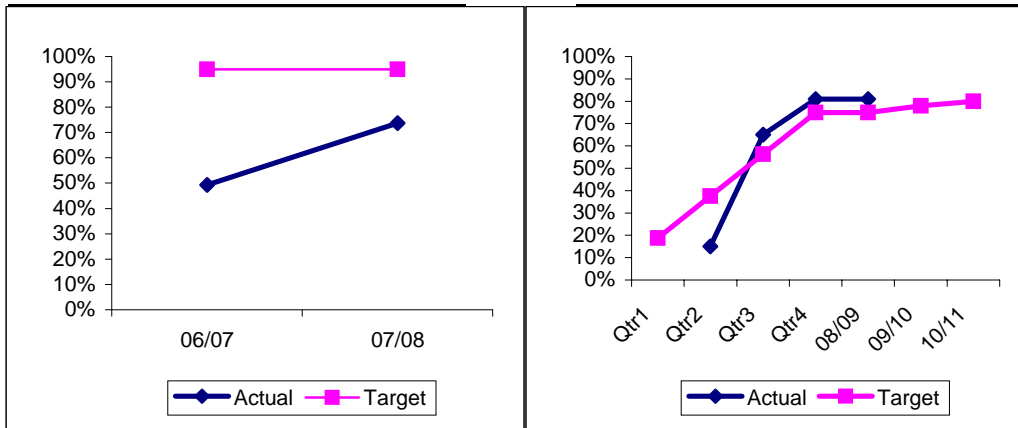
Comment:

## Directorate: Community Services

### WLI 0713 - Percentage of health and safety inspections carried out

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	74%	81%			#N/A	15%	65%	81%
Target		75%	78%	80%	19%	38%	56%	75%

Good performance is above the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

#### Comment:

Difficulty in recruiting to a vacant post has affected progress but an improvement is anticipated in the second half of the year.

Quarterly data is cumulative.

**Community Safety**

## Directorate: Community Services

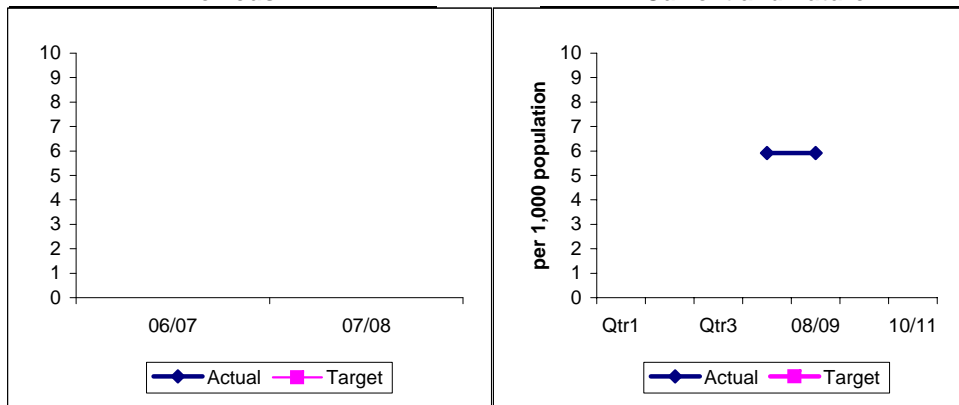
### NI 16- Serious acquisitive crime rate per 1,000 population

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		5.92						5.92
Target								
Best								

Good performance is below the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target

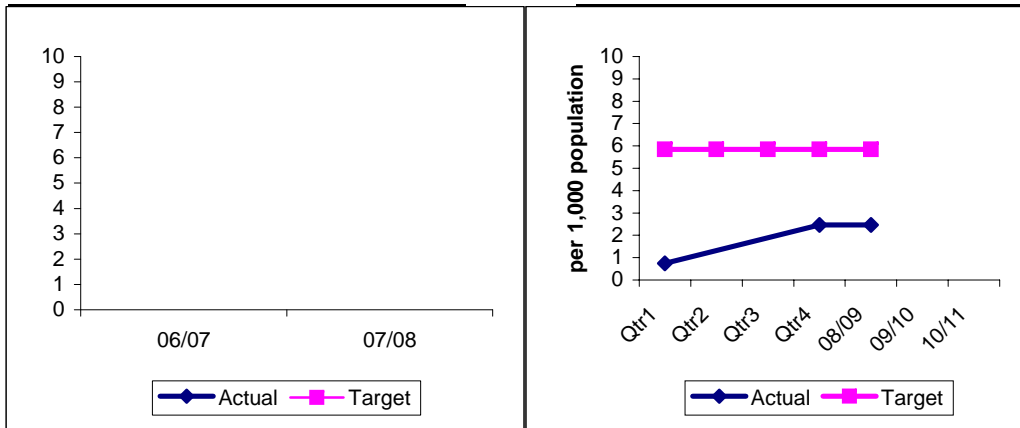
Comment:

## Directorate: Community Services

### NI 20- Assault with less serious injury rate per 1,000 population

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		2.47			0.75	#N/A	#N/A	2.47
Target		5.84			5.84	5.84	5.84	5.84
Best								

Good performance is below the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	→	R

#### Comment:

This is a new national indicator and quartile data will not be available until late 2009.

## Directorate: Community Services

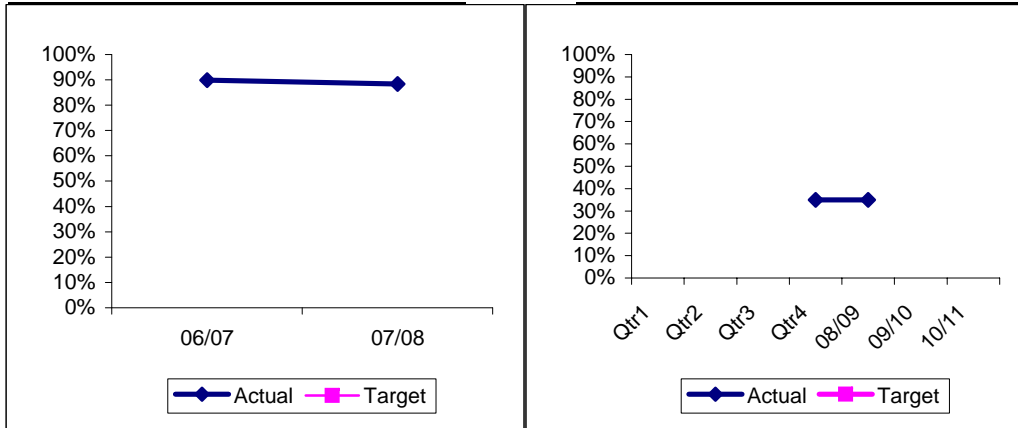
### NI 33 - Arson incidents

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		35%			#N/A	#N/A	#N/A	35%
Target		#N/A			#N/A	#N/A	#N/A	#N/A
Best								

Good performance is above the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target

Comment:





## Directorate: Community Services

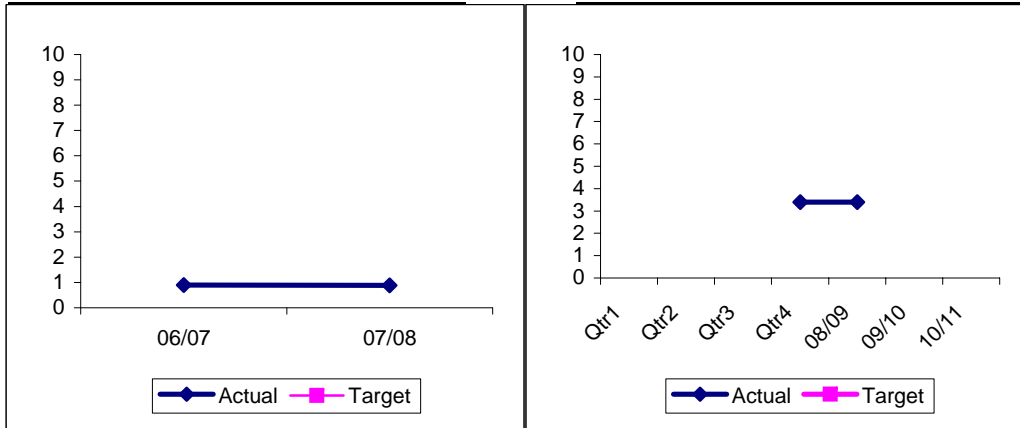
### NI 48 - Change in children killed or seriously injured in road traffic accidents

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		3.4			#N/A	#N/A	#N/A	3.4
Target								
Best								

**Good performance is above the target line**

**Previous**

**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target

**Comment:**

## Directorate: Community services

### NI 184 - Food establishments in the area which are broadly compliant with food hygiene law

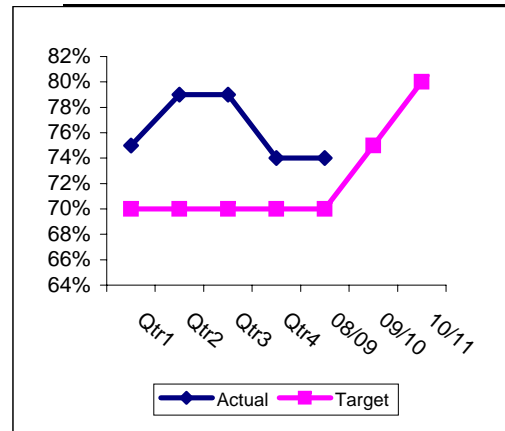
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		74%			75%	79%	79%	74%
Target		70%	75%	80%	70%	70%	70%	70%
Best								

Good performance is above the target line

Previous

No previous data available.

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1	↓	G
2		
3		
4		

#### Comment:

This is a new National Indicator and quartile data will not be available until late 2009.

**Local Economy**



## Directorate: Environmental Services

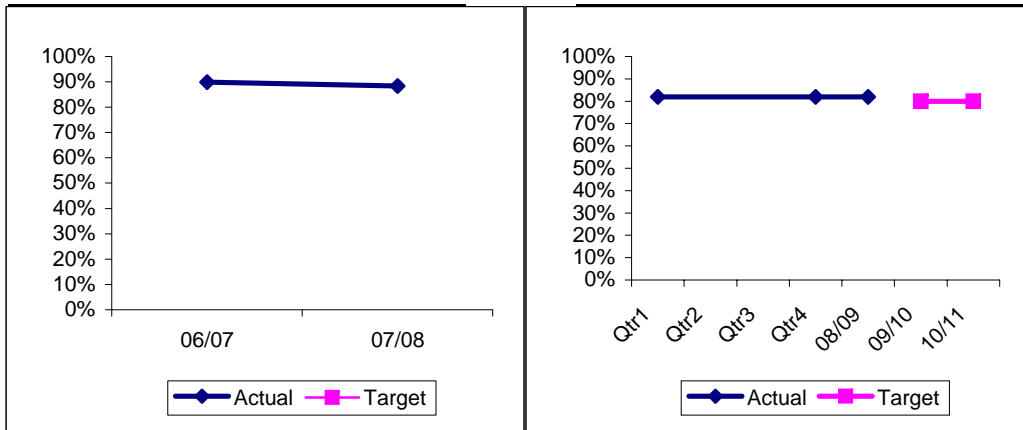
### NI 151 - Overall employment rate (working age)

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	78%	82%			82%	#N/A	#N/A	82%
Target			80%	80%	#N/A	#N/A	#N/A	#N/A
Best								

**Good performance is above the target line**

**Previous**

**Current and Future**



Performance Comparisons		
Quartile	Trend	Target

**Comment:**

## Directorate: Environmental Services

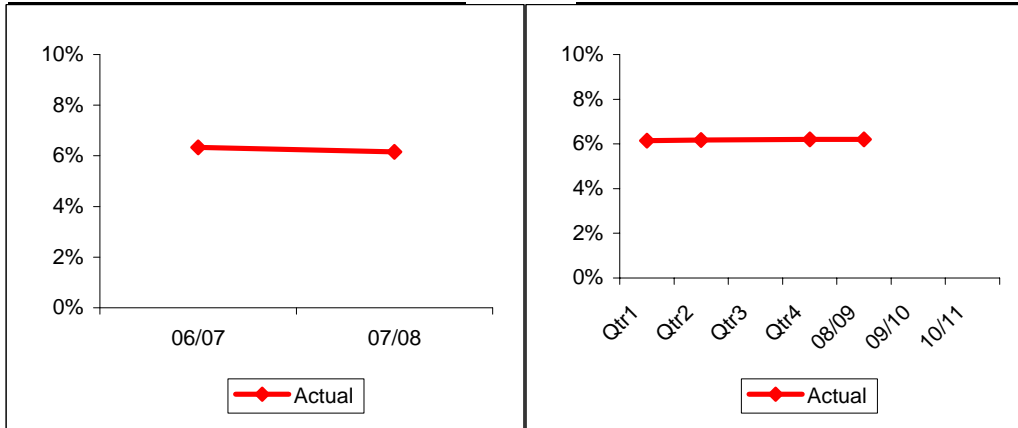
### NI 152 - Working age people on out of work on benefits

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	6.16%	6%			6.15%	6.17%	#N/A	6.20%
Target		#N/A	1%	1%	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is a low percentage

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target

Comment:

## Directorate: Environmental Services

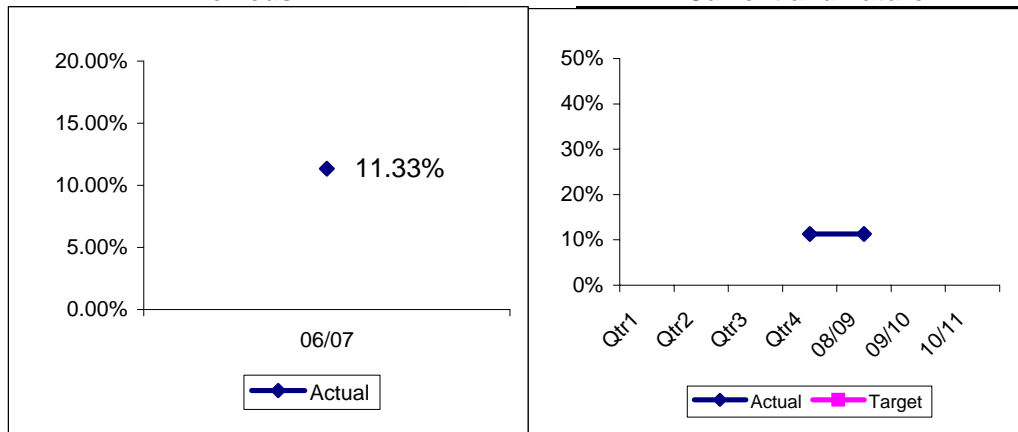
### NI 172 - Percentage of new businesses showing employment growth

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual		11.33%			#N/A	#N/A	#N/A	11.33%
Target		#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is high

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1		
2		G
3		
4		

#### Comment:

This indicator is reported annually by the Department for Communities and Local Government.

## **Corporate Health**

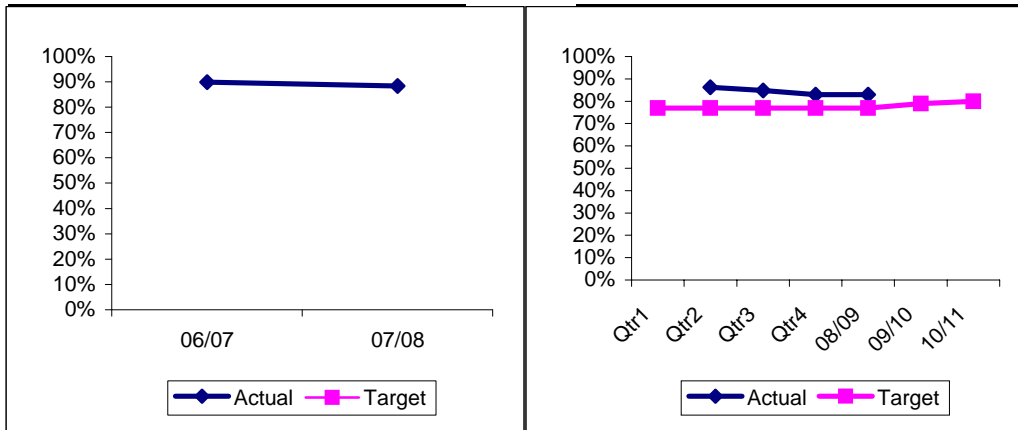
Performance Indicators of Corporate Health measure the fitness of the Council to provide good governance and community leadership as well as overall standards of customer care.

## Directorate: Corporate Services

### WLI 0301 - Percentage telephone calls operator answered in 15 seconds

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	88%	83%			#N/A	86%	85%	83%
Target		77%	79%	80%	77%	77%	77%	77%

Good performance is above the target line  
Previous Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	G

Comment:

## Directorate: Corporate Services

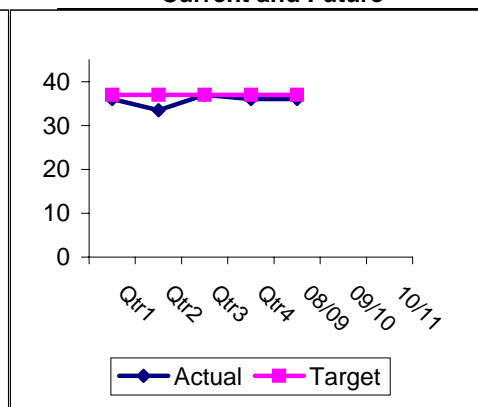
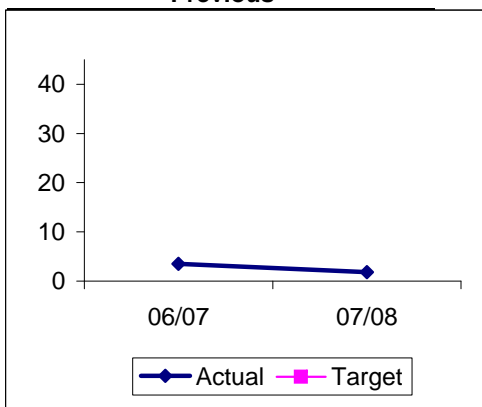
### WLI HR02 - Length of time to fill staff vacancy

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	39	36			36	34	37	36
Target		37	#N/A	#N/A	37	37	37	37
Best								

**Good performance is below the target line**

**Previous**

**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target
	↑	<b>G</b>

**Comment:**

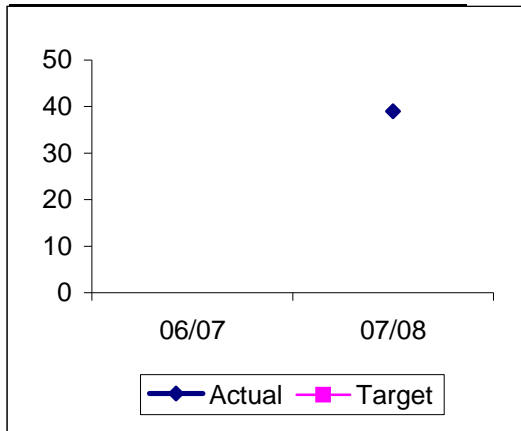
## Directorate: Corporate Services

### WLI HR03 - Number of accidents p.a.

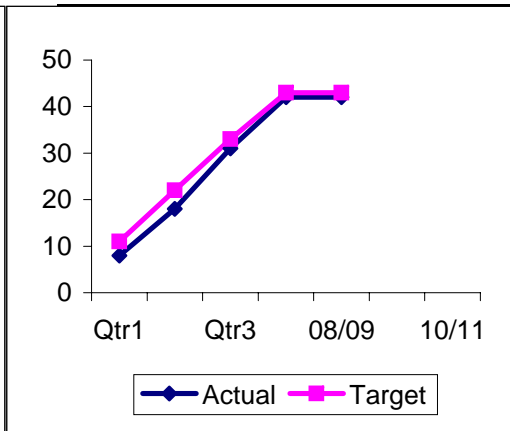
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	45	42			8	18	31	42
Target		43	#N/A	#N/A	11	22	33	43
Best								

Good performance is below the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

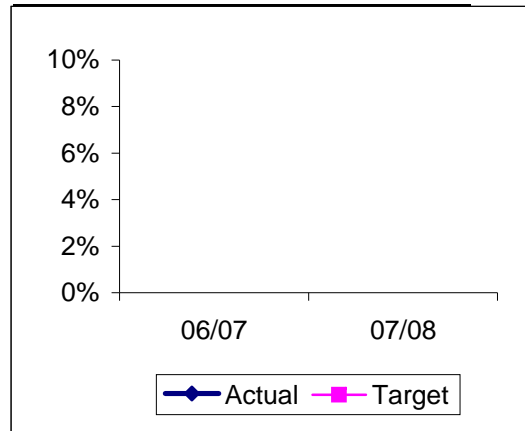
## Directorate: Corporate Services

### WLI HR08 - Cost of agency staff as % of total pay bill

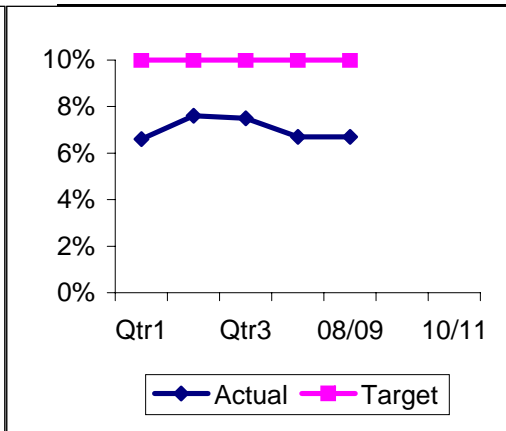
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	#N/A	7%			7%	8%	8%	7%
Target		10%	#N/A	#N/A	10%	10%	10%	10%
Best								

Good performance is below the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

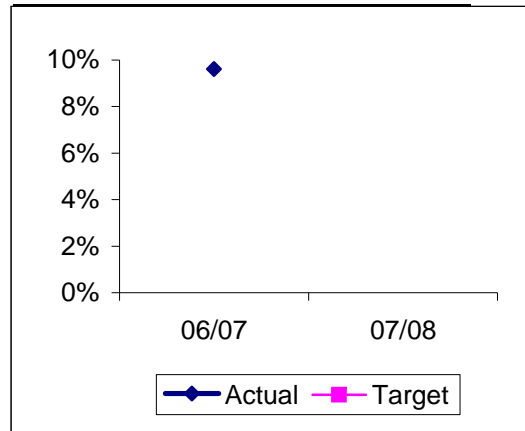
## Directorate: Corporate Services

### WLI HR16 - Leavers in the last year as a percentage of the average total staff

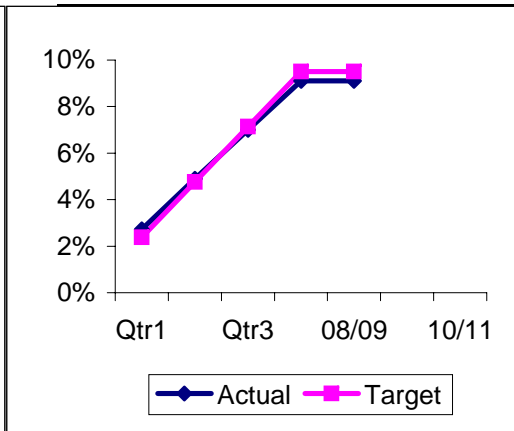
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	10%	9%			3%	5%	7%	9%
Target		10%	#N/A	#N/A	2%	5%	7%	10%
Best								

Good performance is below the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

## Directorate: Corporate Services

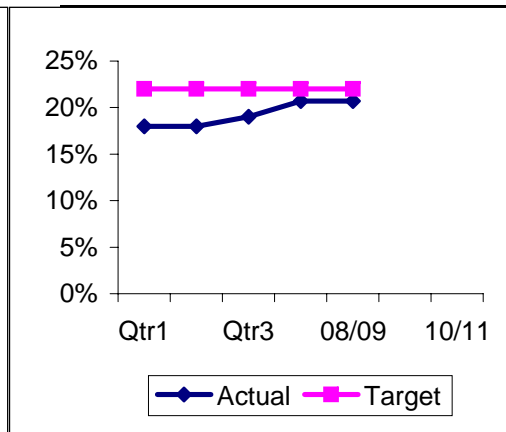
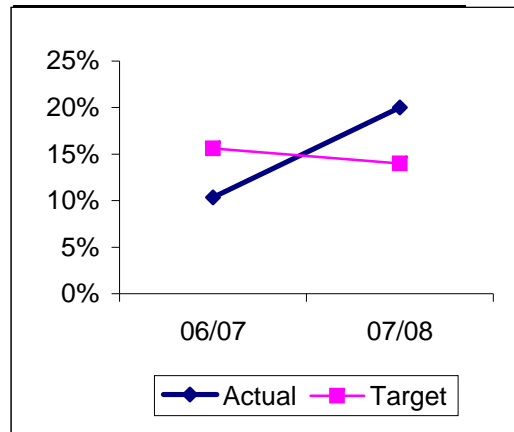
### WLI HR21 - Women in senior management

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	20%	21%			18%	18%	19%	21%
Target		0	#N/A	#N/A	22%	22%	22%	22%
Best								

Good performance is above the target line

Previous

Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↑	A

Comment:

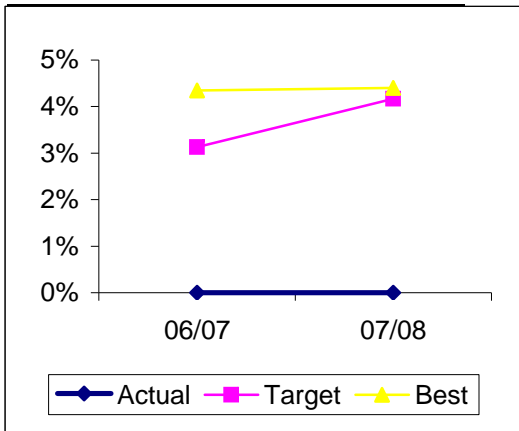
## Directorate: Corporate Services

### WLI HR22 - Ethnic minority staff in senior management

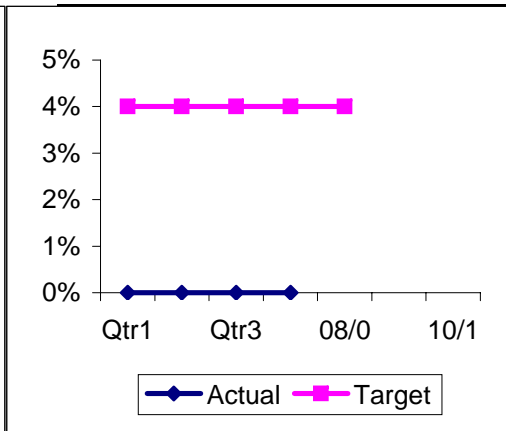
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	0%	0%			0%	0%	0%	0%
Target	4%	4%	#N/A	#N/A	4%	4%	4%	4%
Best	4%							

Good performance is above the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↔	A

Comment:

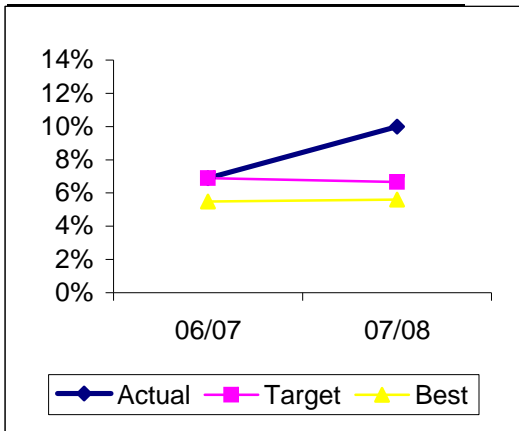
## Directorate: Corporate Services

### WLI HR23 - Staff with disability in senior management

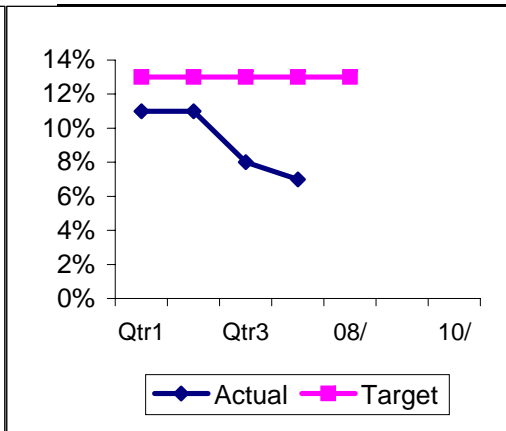
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	10%	7%			11%	11%	8%	7%
Target		13%	#N/A	#N/A	13%	13%	13%	13%
Best	6%							

Good performance is above the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
	↓	R

Comment:

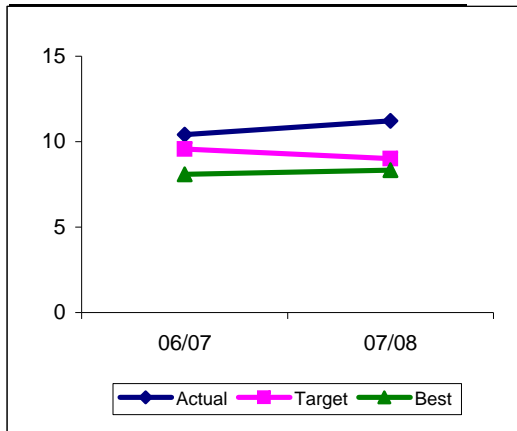
## Directorate: Corporate Services

### HR 24 - Average Sickness Absence per Employee

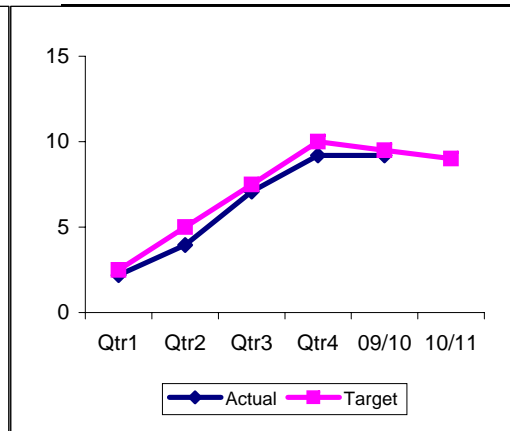
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	11.21	9.20			2.19	3.95	7.08	9.20
Target	9.00	10.00	9.50	9.00	2.50	5.00	7.50	10.00
Best	8.33							

Good performance is above the target line

Previous



Current and Future



#### Performance Comparisons

Quartile	Trend	Target
1	↑	G
2		
3		
4		

#### Comment:

Quartile data is derived from the previous BV 12 indicator which has been adapted for this local indicator.

## Directorate: Corporate Services

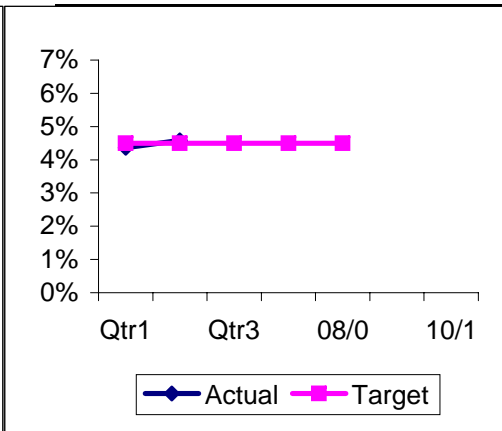
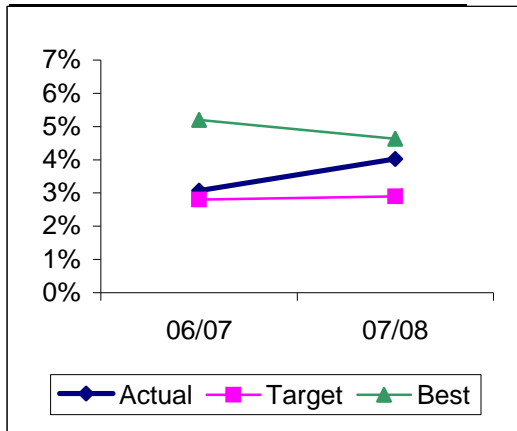
### WLI HR25 - Percentage of employees with a disability

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	4%	5%			4%	5%	5%	5%
Target	3%	5%	#N/A	#N/A	5%	5%	5%	5%
Best	5%							

Good performance is above the target line

Previous

Current and Future



Performance Comparisons			
Quartile	Trend	Target	
1	↑	5%	<b>G</b>
2		3%	
3		2%	
4			
<b>Comment:</b>			

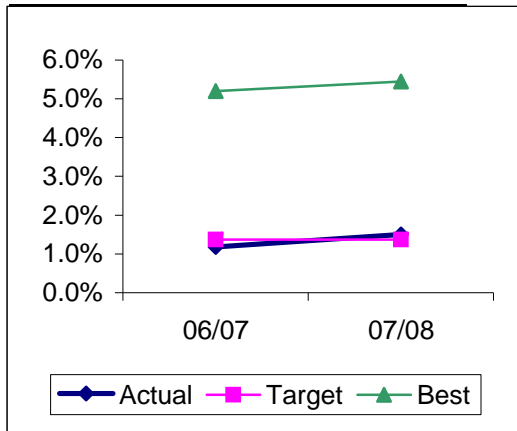
## Directorate: Corporate Services

### WLI HR26 - Ethnic minority representation in the workforce

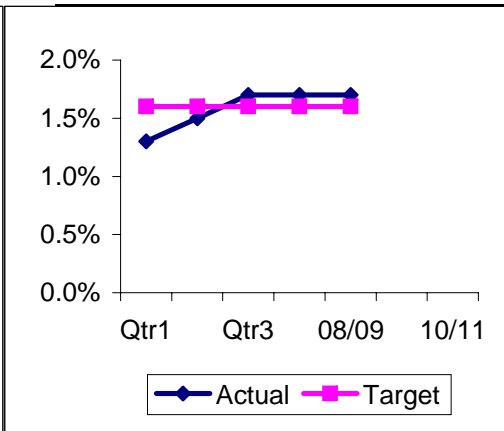
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1.5%	1.7%			1.3%	1.5%	1.7%	1.7%
Target	1.4%	1.6%	#N/A	#N/A	1.6%	1.6%	1.6%	1.6%
Best	5.5%							

**Good performance is above the target line**

**Previous**



**Current and Future**



#### Performance Comparisons

Quartile	Trend	Target

**Comment:**

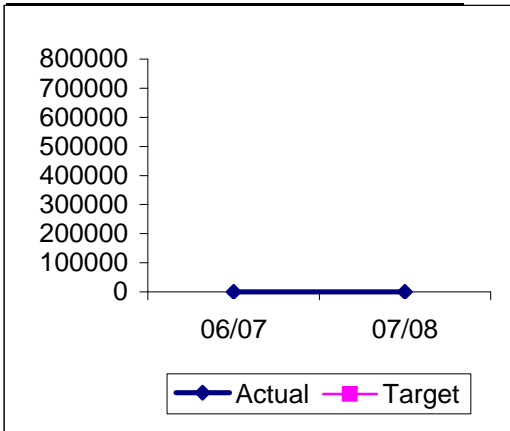
## Directorate: Corporate Services

**NI 179 - Value for money - total net value of ongoing cahs-relating value for money gains that have impacted since the start of the 2008-09 financial year**

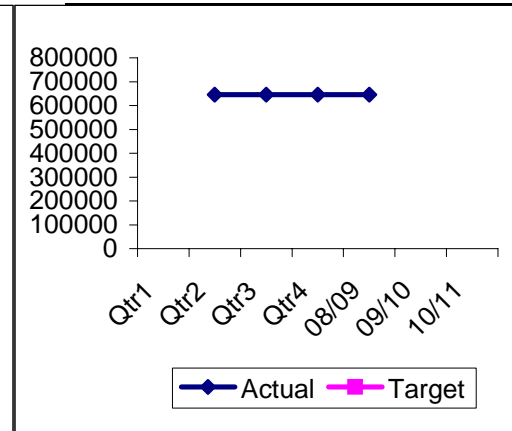
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	855579	645000			#N/A	645000	645000	645000
Target		#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Best								

**Good performance is above the target line**

**Previous**



**Current and Future**



### Performance Comparisons

Quartile	Trend	Target

**Comment:**