

Corporate Plan 2009/14 – Performance Indicator Monitoring Report – Year ending 31st March 2010

PI Description	Polarity	Actual 2007/08	Actual 2008/09	Target 2009/10	Actual 2009/10	2009/10 Assess- ment	Direction of Travel	All English Authorities 2008/09			2008/09 Quartile Position	Comments
								Top Quartile	Median	Lower Quartile		

Objective: Life Style Choices**National Performance Indicators**

Not Applicable

Local Performance Indicators

ES 007- Tonnage of CO2 reductions arising from energy efficiency improvements	Low	-	13,461	5,250	5,799	R		-	-	-	-	Realistic method for predicting carbon dioxide yield is now used from advice given, resulting in lower yields
LPD 002 - Liaise with schools and deliver environmental activities for pupils	High	-	-	200	555	G		-	-	-	-	
LPD 003 - Opportunities for local residents to learn and take part in at least 4 different national environmental initiatives provided	High	-	-	4	7	G		-	-	-	-	
LPD 007.1 - Cultural activity provision – Participants	High	-	286	2,000	2,414	G		-	-	-	-	
LPD 007.2 - Cultural Activity Provision - Sessions	High	-	-	130	74	G		-	-	-	-	

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Objective: Safe & Secure**National Performance Indicators**

NIS 016 - Serious acquisitive crime rate per 1,000 population	Low	-	-	No target set	255	-	-	-	-	-	-	
NIS 156 - Number of households living in temporary accommodation	Low	9	5	2	16	R	↑	13	29.5	77.75	1	Curren position as follows: 4 Households accepted in B & B accommodation; 4 pending enquiries in B & B accommodation; 2 families in P3 supported housing; 3 families in own-stock licences pending permanent rehousing; 2 single persons in hostels pending enquiries and 1 in residential care following hospital release.
NIS 195a - Improved street and environmental cleanliness - Litter	Low	10%	5%	5%	6%	R	↓	3%	5%	8%	2	Provisional Figures

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NIS 195b - Improved street and environmental cleanliness - Detritus	Low	36%	22%	17%	14%	G	↑	6%	10%	15%	4	Provisional Figures
NIS 195c - Improved street and environmental cleanliness - Graffiti	Low	2%	2%	1%	1%	G	↔	1%	2%	4%	2	Provisional Figures
NIS 195d - Improved street and environmental cleanliness - Fly Posting	Low	2%	0%	1%	0%	G	↔	0%	0%	1%	1	Provisional Figures
NIS 196 - Improved street and environmental cleanliness - fly tipping (Grading)	Low	1	1	1	1	G	↔	2	2	3	1	Provisional Figures

Local Performance Indicators

ES 003 - Number of Private Sector Homes made decent	High	83	69	120	282	G	↑					
ES 004 - Percentage of DFG adaptations completed within ODPM guidelines (max. 42 weeks for District Councils)	High	61.00%	50.00%	50.00%	64.50%	G	↑					
ES 005 - Cost of waste collection per number of households	Low	£47.96	£50.50	£50.50	£53.04	R	↓					Increased number of households
ES 013 - The average time (days) to remove fly tips.	Low	1	1	1	0.85	G	↔					
ES 017 - Hits on the Wardens blog	High	-	-	No target set	185							
ES 020 Hours of Off Street Parking enforcement Allocated	Low	-	-		846.13							

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ES 021 - Hours of On Street Parking enforcement	Low	-	-		237.88							
HS 001 - Average length of stay (weeks) of households which are unintentionally homeless and in priority need in: Bed & Breakfast accommodation	Low	-	5	5	1.3	G	↑					
HS 002 - Households who consider themselves at threat of homelessness, (for at least 6 months)	High			50.00%	59.00%	G	↑					
HS 004 - Active Telecare referrals received	High	-	337	372	402	G	↑					
HS 005 - Number of Telecare installations	High	-	-	360	333	R						Poor performance relates to first 6 months of year. Improved performance in the second half year, but unable to achieve annual target.
HS 006 - Percentage of Telecare installations completed within 21 days of receiving notification	High	-	-	88.00%	89.00%	G						

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HS 007 - Average time taken to re-let local authority homes (days)- BV212	Low	27	21	21	22	R	↔					The target would have been met but the performance adversely affected by the letting of 17 Pear Tree Court Etwall (let after 160 days) Bed sit properties present particular letting difficulties. A suitability review of stock to be undertaken.
HS 008 - Emergency repairs undertaken by the DSO	Low	-	99.00%	99.00%	99.00%	G	↔					
HS 009 - Emergency repairs completed on time	High	-	12.00%	12.00%	12.00%	G	↔					
HS 010 - Urgent repairs completed on time	High	-	96.00%	95.00%	97.00%	G	↑					
HS 011 - Percentage of routine repairs on time	High	-	94.75%	95.00%	95.75%	G	↑					
HS 012 - Tenants satisfaction with responsive maintenance	High	-	96.75%	95.00%	96.50%	G	↔					
HS 013 - Tenants satisfaction with planned maintenance	High	-	99.00%	95.00%	97.00%	G	↓					
HS 015 - Longest (in days) outstanding property with no up to date gas certificate	Low	-	34	60	50	G	↑	-	-	-	-	

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HS 016 - Percentage of gas appliances with a valid Corgi registered certificate	High	-	99.25%	99.00%	99.47%	G	↑	-	-	-	-	
HS 017 – Collection of HRA Rent	High	-	99.50%	99.00%	99.14%	G	↓	-	-	-	-	
HS 018 Percentage of gross rent arrears more than 7 weeks in total	Low	-	2.52	2.5	2.14	G	↑	-	-	-	-	
HS 019 Rent arrears of current tenants	Low	-	£125,100	£112,500	£118,140	G	↑	-	-	-	-	
HS 020 – Amount of former tenant arrears	Low	-	£137,160	£130,000	£87,100	G	↑	-	-	-	-	
HS 021 – Percentage of former tenant arrears collected	High	-	13.55%	15.00%	20.82%	G	↑	-	-	-	-	
LCS 001 - Referrals to Next Step	High	-	-	210	281	G		-	-	-	-	
LCS 002 - Properties secured by Safer Homes Scheme	High	-	233	210	384	G	↑	-	-	-	-	
LCS 003 - Criminal damage incidents (per 1,000 population)	Low	-	-	12.00	12.17	G		-	-	-	-	
LCS 004 - Police calls for service	Low	-	-	5,100	4,914	G		-	-	-	-	