

## NATIONAL INDICATOR SET (NIS) PERFORMANCE INDICATORS - MONITORING REPORT - 1ST QUARTER - 30TH JUNE 2008

| Ref No  | Description  | Policy Ctee | LAA Target Y/N | Polarity | Actual 2007 / 08 | Target 2008 / 09 | Position as at 30 June 2008 | Assessment Against Target | Proposed Remedial Measures (for amber or red) |
|---|--|-------------|----------------|----------|------------------|------------------|-----------------------------|---------------------------|---|
| <b>Theme 3: Higher Quality Services</b>               |  |             |                |          |                  |                  |                             |                           |   |
| <b>Improving customer care and access to services</b> |  |             |                |          |                  |                  |                             |                           |   |
| NI 004  | % of people who feel they can influence decisions in their locality PSA 21   | F & M       |                |          |                  | n/a              | n/a                         | Amber                     | No target set. No data available              |
| NI 005  | Overall/general satisfaction with local area CLG DSO   | F & M       |                |          |                  | n/a              | n/a                         | Amber                     | No target set. No data available              |
| NI 014  | Avoidable contact: The average number, of customer contacts per received customer request  | F & M       |                |          |                  | n/a              | n/a                         | Amber                     | No target set. No data available              |
| NI 139  | People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently               | F & M       |                |          |                  | n/a              | n/a                         | Amber                     | No target set. No data available              |
| <b>Better Value For Money</b>                         |  |             |                |          |                  |                  |                             |                           |   |
| NI179   | Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year CLG DSO | F & M       |                |          |                  | n/a              | n/a                         | Amber                     | No target set. No data available              |
| NI 180  | Changes in Housing Benefit/ Council Tax Benefit entitlements within the year DWP DSO   | F & M       |                |          |                  | n/a              | n/a                         | Amber                     | No target set. No data available              |