

REPORT TO CABINET

REPORT OF: Corporate Head Partnerships and Organisational Improvement

REPORT NO.: POI21

DATE: 3 November 2008

TITLE:	Council Performance Indicators Half Yearly Report (April – September)	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	N/A	
COUNCIL AIMS/PORTFOLIO HOLDER NAME AND DESIGNATION:	Cllr Ray Auger: Access and Engagement	
CORPORATE PRIORITY:	Customer Service/Use of Resources/Recycling	
INITIAL IMPACT ASSESSMENT:	Carried out and appended to the report:	Full impact assessment required:
Equality and Diversity	N/A	
Crime and Disorder	N/A	
Risk	N/A	
Climate Change	N/A	
Health and Safety	N/A	
Data Quality	See Paras 4.1-4.2	
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Local Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS:		

1. INTRODUCTION

1.1 Each year, as part of the Council's Performance Management Arrangements the Cabinet agree with the Council's Management Team a number of strategic measures (68) to help manage performance, this list of indicators is drawn from both the national indicators which central government request us to collect and local indicators developed by council managers. Many of them are used to measure progress against the Council's priorities and monthly performance reports are made to the Management Team and to Cabinet members. Each Performance measure is coded with a letter prefix followed by a number - National indicators (Central Government measures) start with NI and local indicators start with SK.

Attached is a breakdown by frequency of reporting for all the strategic measures (see appendix 1).

1.2 This report summarises the council's progress for the first six months of 2008/09 of the financial year (April- September). It is due to be considered by the Scrutiny Committee on 18th November. A full year report will also be produced for the Cabinet in May/June 2009.

2. RECOMMENDATION

2.1 That the Cabinet note the council's performance in the first six months of 2008/09 (April – September 2008) and the actions being taken to improve performance outlined in paragraph 3.4.

3. DETAILS OF REPORT

3.1 At the beginning of this financial year the council started to use a new performance management system (Covalent) to collect all performance data. This new system enables us to produce more detailed performance reports than in previous years combining the previous red, green and amber traffic light style with bar charts, graphs and a 'speed dial' illustration to show performance against specific tolerance levels.

3.2 The returns for the first six months have been compiled and compared with the previous year's results and their year-end targets. A summary of the main performance issues from the first six months (April – September) are shown below and a detailed set of performance tables and graphs is attached for further reference.

Main Findings from the First Six Months Performance

3.3 Positive Performance

Recycling/Waste Management

- **NI 191 Residual household waste per household** – in the first six months the actual weight (205kgs) of waste being collected was less than the projected target of 213kgs per household. (as shown in the attached table)
- **NI 192 % of household waste sent for reuse, recycling and composting** – by September 55.5% of the waste collected had been sent for reuse, recycling or composting compared to a target of 55% (as shown in the attached table)
- **NI 193 % of municipal waste land filled** – by September the increases in recycled/composted waste has led to 44.5% being left to be sent to landfill, with the annual target of 45%.

Housing Management

- **SK183/08** – the percentage of housing rent debt collected against the rent profile has increased since the start of the year from 66% in April to 92% in September. Further work is required to ensure the annual target of collecting 98.9% is achieved.

Planning

- **NI 157a** Processing of planning applications: Majors – actual 70% versus a target of 60%
- **NI 157b** Processing of planning applications: Minors – actual 72.10% versus a target of 65%
- **NI 157c** Processing of planning applications: Other – actual 92.6% versus a target of 80%

The planning performance statistics take account of applications at the point that they are “determined” – this is the point when the application decision, and all relevant legal agreements, have been completed.

Since late last year, as part of the service improvement plan for the development control service, there has been a concerted effort to radically change the officer and committee methodology and

process associated with major planning applications, which has resulted in a significant improvement in the turn-round time for applications received during this financial year (majors with SK08 numbers are currently running at 100%) – however since a number of applications still “on the books” for the purpose of PI calculation date from 2006/7/8 and are working their way through old systems and processes, these will hit and negatively affect the PI calculations going forward.

Therefore whilst we are currently on line to meet and exceed government targets we can expect that with a reducing number of applications as a result of the downturn in the market this PI will be increasingly squeezed.

Currently we are still projecting that we will meet the targets for planning performance. This is being constantly monitored by the Development Control management team at its fortnightly meetings, and reported to the Development Control improvement board (which includes the Development Control Committee Chairman and Portfolio Holder for planning) on a monthly basis.

Council Tax/Non Domestic Rates (NDR)

- **SK208/08** % of Council Tax collected – by the end of September we had collected 60.3% compared to a target of 58.7%.
- **SK209/08** % of NDR collected – by the end of September we had collected 60.1% compared to a target of 59.7%.

Housing Solutions

NI 155 Number of affordable homes delivered – actual 127 versus a target of 75.

Working with our RSL partners and with the Housing Corporation we have been successful in securing a further £2m for purchasing ‘unsold private sector developments’. The current figures include 12 new properties which have been acquired by Leicester HA on Dysart Road, Grantham. This is a positive achievement within the current economic climate, which will allow the council to support affordable housing.

We can also now count the 34 properties on Worth Court Bourne, which were completed in August, this development should have been completed by the end of 2007/08 but was delayed until 2008/09.

3.4 Negative Performance

Managing Sickness

- **SK144/08** The average working days lost due to sickness absence has fallen since the end of 2007/8 from 9.98 days per employee to 9.53 days in September. However this falls short of our target of 8 days and further work is taking place as described below.

This year we are also recording the proportions of absence caused by short term sickness and long term sickness, these are shown below.

- **SK145/08** % of absence due to short term sickness – actual 45.54% versus a target of 40% (September)
- **SK146/08** % of absence due to long term sickness – actual 54.46% versus a target of 60% (September)

Council improving on Sickness Absence, the following key actions are taking place to aid further improvements:

- A new sickness management toolkit for managers has been developed as an active intervention guide to assist with short term and long term sickness.
 - The toolkit is being piloted within Street Scene, Supported Housing and Repairs & Improvement.
 - Attention has now been focused on Tenancy & Neighbourhood and Revenues & Benefits.
 - Review of the pilot with these services will take place in November with a rollout of the toolkit to all services by the end of the year.
 - These pilots are already having an impact on total actual working days lost to sickness:

April	579 days lost
May	529 days lost
June	447 days lost
July	451 days lost
August	309.26 days lost (Street Scene excluded due to incomplete data)
September	343.04 days lost

This is reducing month on month compared to January 2008 when actual days lost was at 613. The PI is a cumulative projection.

- Increased use of Occupational Health is continuing.

- New policies have been developed and are currently going through consultation and approval process.

Once this process is complete, the new policies and procedures will be rolled out to the council and a new staff leaflet will be developed and issued to staff.

- New style of sickness absence management reports now being supplied to service managers to inform and prompt action.

4. IMPACT ASSESSMENT

- 4.1 In collecting performance information it is important to ensure that the quality of data being used is verified and that the data is accurate. The Performance Management team works with service managers to ensure that the performance information (particularly those covering national performance indicators) complies with the definitions set down by central government. The new Performance Management System (Covalent) contains these definitions and any updates made by government throughout the year are added and made available to managers.
- 4.2 Each year a selection of national indicators are audited by the council's external auditors to ensure they are accurate and have been collected properly.

5. COMMENTS OF SECTION 151 OFFICER

- 5.1 As part of good corporate governance it is important members of the Scrutiny Committee review the performance of Council activities and identify any areas that require further scrutiny.

6. COMMENTS OF MONITORING OFFICER

- 6.1 While this report is for information purposes it is important to note that The Local Government and Public Involvement in Health Act 2007 has introduced the requirement to collect certain National Indicators, and the performance that they reveal will be open to scrutiny and evaluation under the new Corporate Area Assessment performance regime.

7. CONCLUSION/SUMMARY

7.1 This report shows that the council has made a good start to the year in managing its performance, plans are in place to bridge gaps where they exist and it is hoped that the council will be able to meet or exceed the majority of the performance targets it has set itself.

8. CONTACT OFFICER

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Performance Management Six Monthly Strategic Report

Report Author: Sam Selby

Report Type: PI Report

Generated on: 7th October 2008

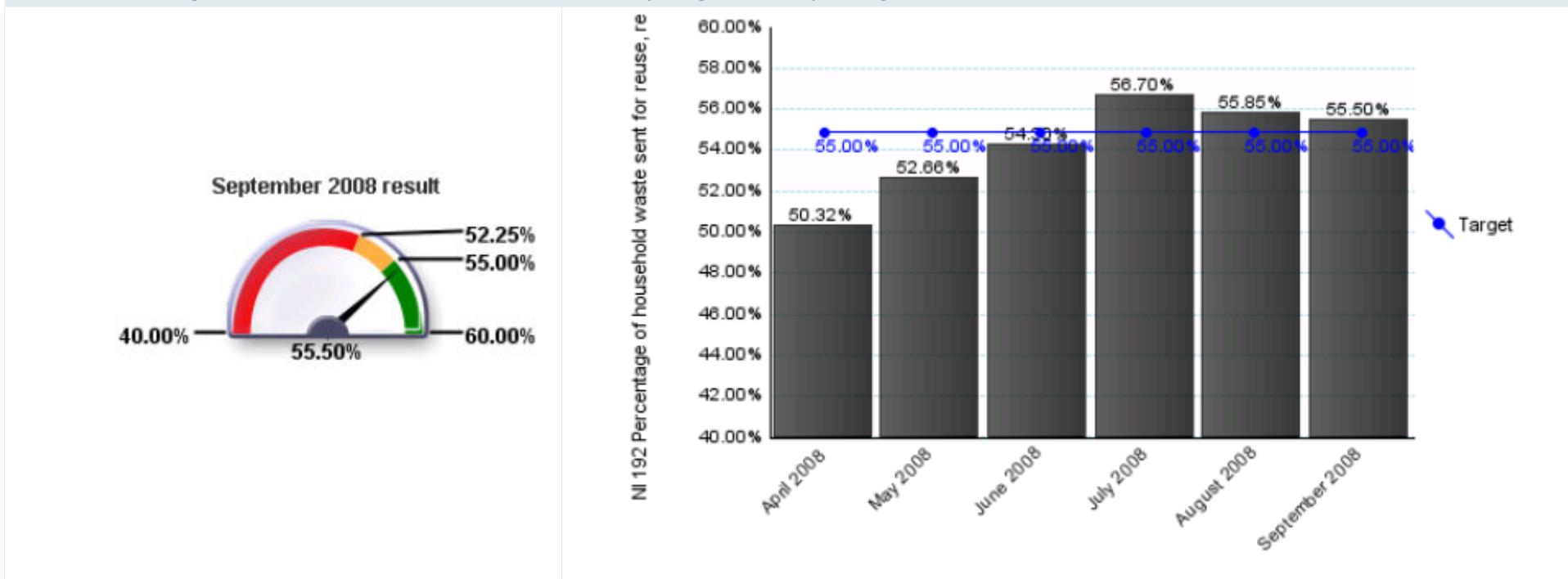


Rows are sorted by Traffic Light.

PI Status		
	This PI is significantly below target.	
	This PI is slightly below target.	
	This PI is on target.	

Category Code & Description: 1 Recycling

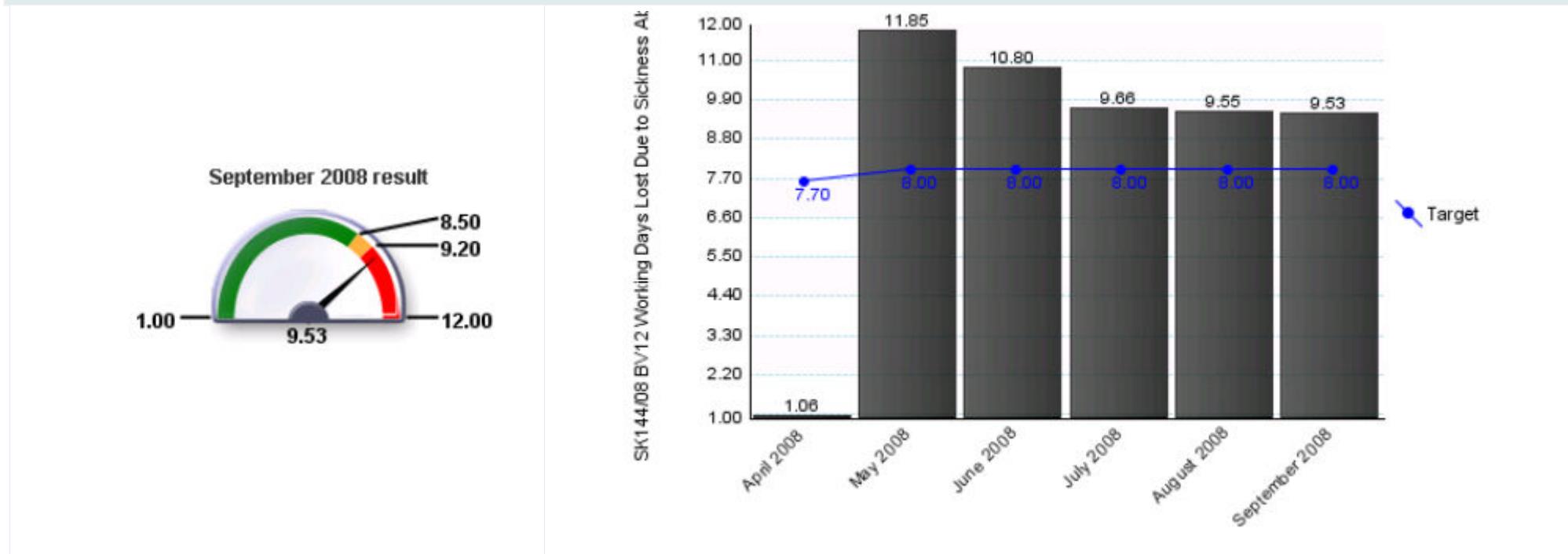
NI 192 Percentage of household waste sent for reuse, recycling and composting



Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half Ann 2008		2nd Half Ann 2008		2007/08 Ann 2008		Latest Note		
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
Green	NI 191 Residual household waste per household	39	36	77	71	106	106	Not Collected		136	142	168	178	205	213	Not Collected		426								
Green	NI 193 Percentage of municipal waste land filled	49.70%	45.00%	47.35%	45.00%	45.70%	45.00%	Not Collected		43.30%	45.00%	44.15%	45.00%	44.50%	45.00%	Not Collected		45.00%								
Green	NI 192 Percentage of household waste sent for reuse, recycling and composting	50.32%	55.00%	52.66%	55.00%	54.30%	55.00%	Not Collected		56.70%	55.00%	55.80%	55.00%	55.50%	55.00%	Not Collected		55.00%								

Category Code & Description: 11 Corporate Health

SK144/08 Working Days Lost Due to Sickness Absence



Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half 2008/09		Annual 2008	Annual 2009	Latest Note		
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Value	Value		
🔴	SK146/08 % absence due to long term sickness	57%	60%	50%	60%	49.2%	60%	Not Collected	44%	48.9%	60%	56.1%	60%	54.4%	60%	Not Collected	66%	60%	60%	60%	60%	60%	60%	8 employees account for the long term sickness.
🔴	SK144/08 Working Days Lost Due to Sickness Absence	1.06	7.70	11.85	8.00	10.80	8.00	Not Collected	5	9.66	8.00	9.55	8.00	9.53	8.00	Not Collected	8.00	8.00	8.00	8.00	8.00	8.00	8.00	Total days sickness for the month 343.04 days. 5 service areas had no sickness at all.
⚠	SK145/08 % of absence due to short term sickness	43%	40%	50%	40%	50.7%	40%	Not Collected	6%	51.0%	40%	43.8%	40%	45.5%	40%	Not Collected	4%	40%	40%	40%	40%	40%	40%	

Category Code & Description: **11 Corporate Health continued**

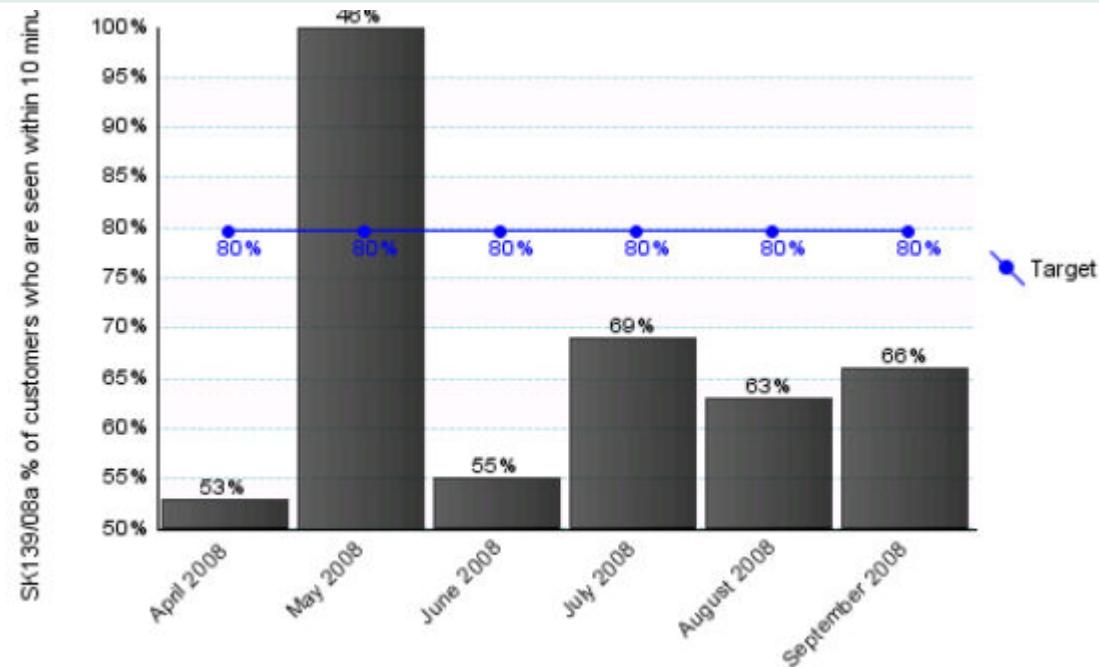
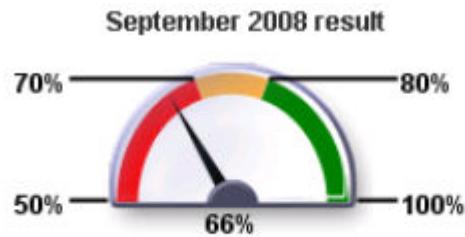
Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half 2008/09		Annual 2008/09		200 Annual 2008/09		Latest Note
		Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	
✓	NI 157a Processing of planning applications: Major applications	80.0%	60.0%	87.5%	60.0%	75.0%	60.0%	Not Collected	65.0%	60.0%	68.0%	60.0%	70.3%	60.0%	Not Collected	60.0%	38.6%	60.0%	0%	4%	0%			
✓	SK147/08 % turnover of leavers	10.6%	10.0%	07.9%	10.0%	07.0%	10.0%	Not Collected	06.5%	10.0%	06.4%	10.0%	06.5%	10.0%	Not Collected	10.0%								4 voluntary leavers in September 2008 giving a total of 23 for year to date.
✓	SK148/08 % of leavers within first 12 months	3.5%	10%	2.65%	10%	2.34%	10%	Not Collected	1.74%	10%	1.36%	10%	1.14%	10%	Not Collected	10%								Total of 4 leavers out of 23 have left within 12 months of commencing their employment with the authority.
✓	NI 157b Processing of planning applications: Minor applications	75.6%	65.0%	71.6%	65.0%	71.7%	65.0%	Not Collected	72.4%	65.0%	71.4%	65.0%	72.1%	65.0%	Not Collected	65.0%	61.0%	65.0%	0%	9%	0%			
✓	NI 157c Processing of planning applications: Other applications	94.7%	80.0%	92.4%	80.0%	91.5%	80.0%	Not Collected	93.1%	80.0%	92.9%	80.0%	92.6%	80.0%	Not Collected	80.0%	79.0%	80.0%	0%	4%	0%			
✓	SK119/07 % of FOI Enquiries responded to within statutory 20 days	100%	99%	100%	99%	100%	99%	Not Collected	100%	99%	100%	99%	100%	99%	Not Collected	99%	100%	99%	0%					

Category Code & Description: **13 Other Strategic Indicators**

Traffic Light Icon	PI Code & Short Name																					Latest Note		
		April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half 2008/09		Annual 2008	Annual 2008/09	Annual 2008	Annual 2008/09	
		Val	Tar	Val	Tar	Val	Tar	Val	Tar	Val	Tar	Val	Tar	Val	Tar	Val	Tar	Val	Val	Val	Val	Val		
Red	SK194/08 Abandoned vehicles - % investigated within 24 hrs	86.00%	100.00%	77.00%	100.00%	50.00%	100.00%	Not Collected	67.00%	100.00%	100.00%	66.60%	100.00%	Not Collected	100.00%	96.70%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	All supervisors and enforcement officers have been trained, there are more officers available to cover investigations. The changes made have been successful, though there is ongoing monitoring to ensure that performance remains high and on target. The enforcement co-ordinator has been tasked with monitoring the progress of this PI.	
Red	SK43/07 Average length of stay in designated homeless units within SKDC stock (for completed occupancies)	54	58	78.75	58	59.8	58	Not Collected	71.6	58	83.35	58	77.3	58	Not Collected	58	93	60						
Green	NI 154 Net additional homes provided	67	33	67	67	95	100	Not Collected	138	133	209	167	330	200	Not Collected	400								
Green	NI 159 Supply of ready to develop housing sites	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	Not Collected	100.00%	90.00%	153.00%	90.00%			Not Collected	90.00%								

Category Code & Description: 2 Customer Services

SK139/08a % of customers who are seen within 10 minutes (Grantham CSC only)



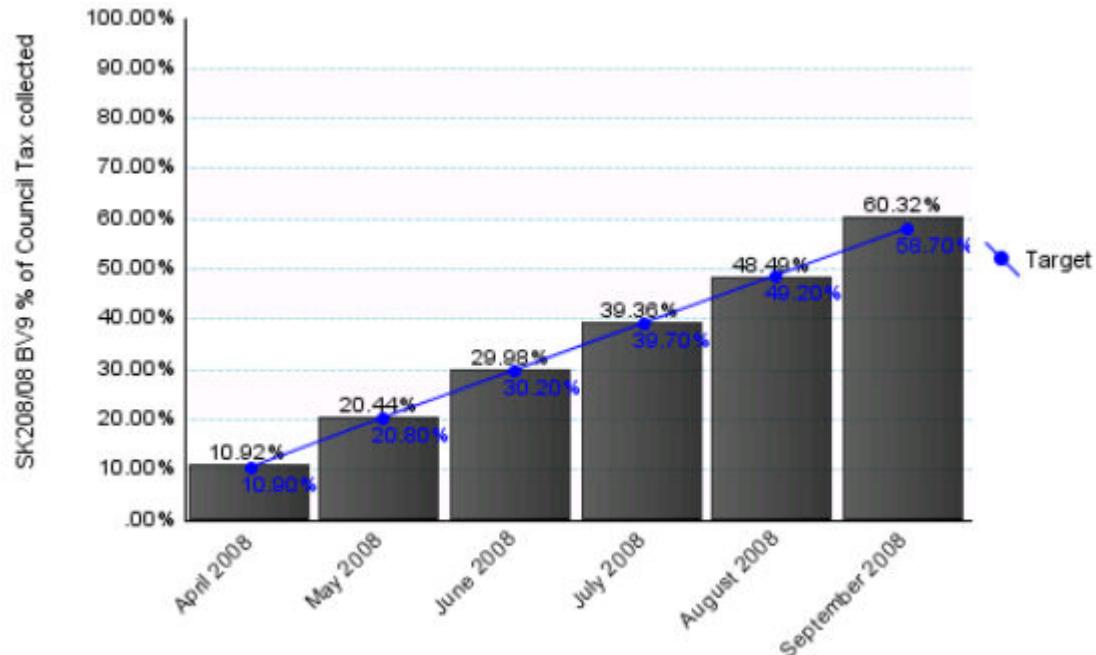
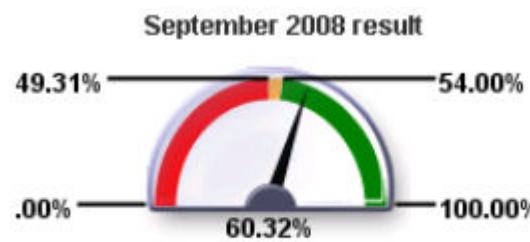
Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half 2008/09		Annual 2008/09	Annual 2008/09	Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
●	SK139/08a % of customers who are seen within 10 minutes (Grantham CSC only)	53%	80%	46%	80%	55%	80%	Not Collected	69%	80%	63%	80%	66%	80%	Not Collected	80%	80%	80%	80%	80%	80%	

Category Code & Description: 2 Customer Service continued

Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half 2008/09		Annual 2008	Annual 2008	Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Value	
	SK139/08b % of customers who are seen within 10 minutes - Grantham CSC only (YTD)	53%	80%	49%	80%	51%	80%	Not Collected	56%	80%	56%	80%	58%	80%	Not Collected	80%	80%	80%	80%	80%	80%	We are seeing gradual improvement in this and an action plan to make further improvements from October onwards is being produced.
	SK136/08b % of calls answered within 28 seconds (YTD)	51%	85%	51%	85%	51%	85%			59%	85%	65%	85%	67%	85%			85%				
	SK135/08b % of contacts offered that were abandoned (YTD)	15%	5%	16%	5%	17%	5%	Not Collected	14%	5%	13%	5%	12%	5%	Not Collected	5%	5%	5%	5%	5%	5%	Performance has continued to improve throughout the first six months
	SK26/07b % calls answered (lines in the CSC only) (YTD)	85%	95%	84%	95%	83%	95%			86%	95%	87%	95%	88%	95%			95%	79%	85%	95%	79%
	SK26/07a % calls answered (lines in the CSC only) (YTD)	85%	95%	84%	95%	81%	95%	Not Collected	95%	95%	96%	95%	93%	95%	Not Collected	95%	79%	85%	95%	79%	85%	
	SK135/08a % of contacts offered that were abandoned	15%	5%	16%	5%	19%	5%	Not Collected	5%	5%	4%	5%	7%	5%	Not Collected	5%	5%	5%	5%	5%	5%	Performance has continued to improve throughout the first six months
	SK136/08a % of calls answered within 28 seconds	51%	100%	52%	100%	51%	85%			83%	85%	84%	85%	78%	85%			85%			85%	
	SK26/07b % calls answered (lines in the CSC only) (YTD)	85%	95%	84%	95%	83%	95%	Not Collected	86%	95%	87%	95%	88%	95%	Not Collected	95%	79%	85%	95%	79%	85%	

Category Code & Description: 5 Use of Resources

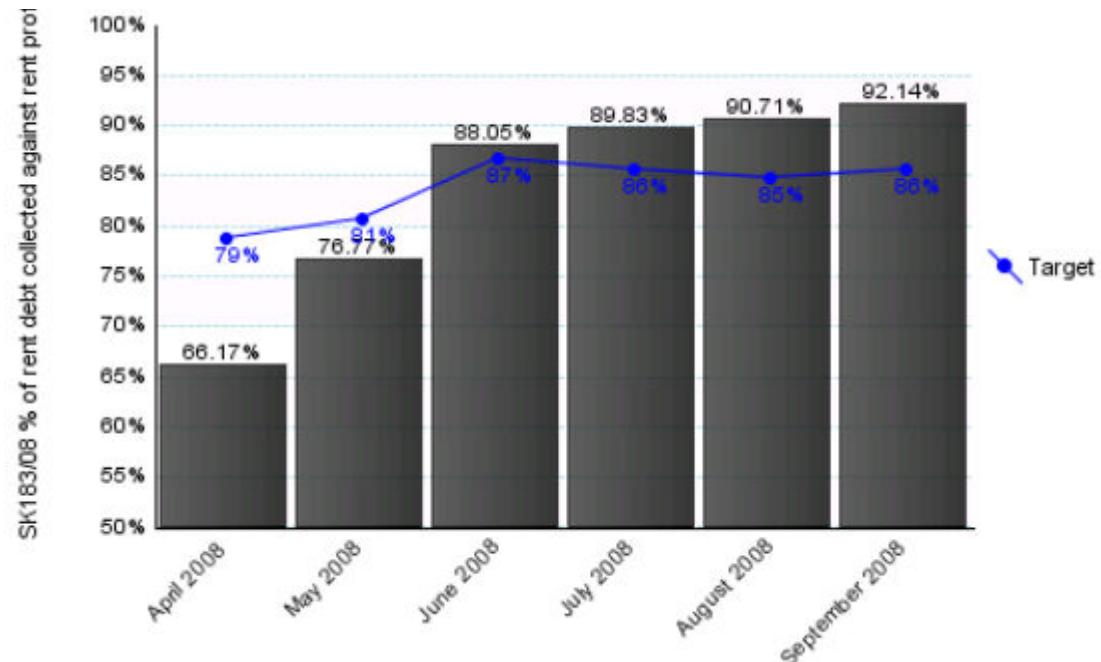
SK208/08 % of Council Tax collected



Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		Septem ber 2008		Q2 2008/09		1st Half 2008/09		Ann ual 2008/09	200 Ann ual 2008/09	Latest Note
		Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	
✓	SK209/08 Percentage of Non-domestic Rates Collected	14.30%	12.80%	24.85%	23.80%	32.41%	32.90%	Not Collected		42.11%	41.60%	50.81%	51.60%	59.19%	59.70%	Not Collected		99.60%	98.60%	98.50%		
✓	SK173/08 % of assets reviewed for utilization purposes	16%		Not Collected		16%	9.75%	Not Collected		20%	19.5%	Not Collected		39%								
✓	SK208/08 % of Council Tax collected	10.92%	10.90%	20.44%	20.80%	29.98%	30.20%	Not Collected	6%	39.30%	39.70%	48.44%	49.26%	60.32%	58.70%	Not Collected		98.60%	98.50%	98.50%		

Category Code & Description: 7 Local Neighbourhoods

Traffic Light Icon	PI Code & Short Name	April 2008	May 2008	June 2008	Q1 2008/09	July 2008	August 2008	September 2008	Q2 2008/09	1st Half 2008/09	Annual 2008	200 Annual 2008	Latest Note	
		Val ue	tar get	Val ue	tar get	Val ue	tar get	Val ue	tar get	Val ue	tar get	Val ue	tar get	
	NI 187(ii) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	Not Collected								14.1%	14.0%	15.0%		
	NI 172 Percentage of small businesses in an area showing employment growth	2.0%	2.0%	2.0%	Not Collected	2.0%	2.0%	Not Collected		2.0%	2.0%	Not Collected	2.0%	
	NI 187(i) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	Not Collected								12.5%	12.5%	12.0%		
	NI 155 Number of affordable homes delivered (gross)	11	11	23	23	23	38	Not Collected	69	50	106	62	127	75
	NI 156 Number of households living in temporary accommodation	135	6	Not Collected	111	75	Not Collected		68	75	Not Collected	75		Continued success with purchasing 'unsold private sector developments'

SK183/08 % of rent debt collected against rent profile

Traffic Light Icon	PI Code & Short Name	April 2008		May 2008		June 2008		Q1 2008/09		July 2008		August 2008		September 2008		Q2 2008/09		1st Half 2008/09		Annual 7/08	2008	Annual 7/08	2008	Latest Note	
		Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	Tar get	Val ue	2008				
🔴	SK184/08 % of total tenants with more than 7 weeks of rent arrears	5.49%	3.8%	6.57%	7.5%	6.75%	1.12%	Not Collected	6.57%	1.50%	6.98%	1.88%	6.70%	2.25%	Not Collected	4.50%	5.98%	4.90%							
⚠	NI 158 % non-decent council homes	2%	2%	2%	2%	2%	2%	Not Collected	2%	2%	2%	2%	2%	1%	Not Collected	2%	2%	4%							
🟢	SK183/08 % of rent debt collected against rent profile	66.17%	79%	76.78%	81%	88.05%	87%	Not Collected	89.83%	86%	90.78%	85%	92.18%	86%	Not Collected	98.9%									

Appendix 1

Strategic National & Local Performance Indicators

In the following tables groups of measures have been split into different frequencies of reporting.

Group 1 -Monthly

All of these indicators are reported to Management Team and Private Cabinet monthly.

PI Code	Performance Indicator Description
NI 155	Number of affordable homes delivered (gross)
NI 157a	% planning applications determined within 13 weeks - major
NI 157b	% planning applications determined within 8 weeks - minor
NI 157c	% planning applications determined within 8 weeks - other
NI 158	% decent council homes
NI 159	Supply of ready to develop housing sites
NI 191	Residual household waste per head
NI 192	% Household waste recycled and composted
NI 193	Municipal waste landfilled
SK209/08	% of Business Rates collected
SK119/07	% of FOI Enquiries responded to within statutory 20 days
SK144/08	Average working days lost due to sickness absence per employee
SK145/08	Average working days lost due to short term sickness absence per employee
SK146/08	Average working days lost due to long term sickness absence per employee
SK147/08	% Turnover of leavers (this is both a health barometer and an early warning that there are issues to address - report quarterly)
SK148/08	% of leavers within first 12 months (retention is a key reflection of culture - report quarterly)
SK183/08	% of rent debt collected per month against rent profile
SK208/08	% of Council Tax collected
NI 14	Avoidable contact: The average number of customer contacts per resolved request
NI 154	Net additional homes provided
NI 15	Serious violent crime
NI 16	Serious acquisitive crime
NI 20	Assault with injury crime rate
SK26/07	% calls answered (lines in the CSC only)
SK135/08	% of contacts offered that abandon.
SK136/08	% of calls answered within 28 seconds.
SK137/08	Average call waiting time (seconds)
SK138/08	Average transaction time (seconds).
SK139/08	Average visit waiting time (seconds).

Group 2 – Quarterly

All of these indicators are reported to Management Team and Private Cabinet quarterly.

PI Code	Performance Indicator Description
SK165/08	% of customers that have used the website and were happy that they had found what they wanted.
SK173/08	% of assets reviewed for utilization purposes
NI 137	Healthy life expectancy at age 65
NI 172	VAT registered businesses in the area showing growth
NI 170	Previously developed land that has been vacant or derelict for more than 5 years
NI 185	CO2 reduction from Local Authority operations
NI 189	Flood and coastal erosion risk management
NI 194	Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations
NI 32	Repeat incidents of domestic violence
NI 36	Protection against terrorist attack

Group 3 – Every 4 months

All of these indicators are reported to Management Team and Private Cabinet every 4 months.

PI Code	Performance Indicator Description
NI 195a	Improved street and environmental cleanliness of levels of litter
NI 195b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus
NI 195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti
NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting

Group 4 – Half yearly

All of these indicators are reported to Management Team and Private Cabinet half yearly, to be reported in October for the first 6 months.

PI Code	Performance Indicator Description
NI 186	Per capita reduction in CO2 emissions in the LA area
NI 188	Adapting to climate change
NI 196	Improved street and environmental cleanliness - fly tipping
NI 179	Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year

Group 5 – Annually

All of these indicators are reported to Management Team and Private Cabinet at the end of each financial year.

PI Code	Performance Indicator Description
NI 187 (i)	Tackling fuel poverty - people receiving income based benefits living in homes with - low energy efficiency rating
NI 187 (ii)	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating
SK118/06	Use of Resources - Assessment Score
SK159/08	% of staff that feel well informed about changes that directly affect their work
SK160/08	% of staff that are informed about changes that affect the whole council
SK161/08	% of customers that find SKToday informative
SK162/08	% of customers that feel informed by the council about the services & benefits we provide
SK163/08	% of customers that think the council offers value for Money
SK143/08	Level of Equality Standard for Local Government

Group 6 – Place Survey

This group of indicators are being set out as questions within the New Place Survey. The Place survey is the new government survey which SKDC will run biennially as set out in the guidance. The first survey is currently being worked on and will be sent out to residents within the next few months, we would expect to get results at the year end.

PI Code	Performance Indicator Description
NI 119	Self-reported measure of people's overall health and wellbeing
NI 1	% of people who believe people from different backgrounds get on well together in their local area
NI 138	Satisfaction of people over 65 with both home and neighbourhood
NI 139	The extent to which older people receive the support they need to live independently at home
NI 140	Fair treatment by local services
NI 17	Perceptions of anti-social behaviour
NI 2	% of people who feel that they belong to their neighbourhood
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area
NI 23	Perceptions that people in the area treat one another with respect and consideration
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police
NI 3	Civic participation in the local area
NI 37	Awareness of civil protection arrangements in the local area
NI 4	% of people who feel they can influence decisions in their locality
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem
NI 5	Overall / general satisfaction with local area
NI 6	Participation in regular volunteering