












Code	Indicator	LAA PI	Past Performance	Current Performance				Future Performance			Future Performance (Calendar Year)			2007/08 Quartile status	Lead Service
			2007/08	2008/09		2009/10	2010/11	2011/12	2009	2010	2011				
			Outturn	Target 2008/09	2008/09 Outturn	Performance	Target	Target	Target	Target	Target	Target			
EHPI 156	Buildings accessible to people with a disability.	No	86.36%	95.24%	<b>86.36%</b>			91.00%	91.00%	91.00%	N/A	N/A	N/A		Business support services/Financial support services
EHPI 2	Net cost/subsidy per visit	No	N/A	New PI	<b>£11.44</b>	N/A	N/A	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 213	Housing Advice Service: preventing homelessness.	No	3	140	<b>222</b>			140	140	140	N/A	N/A	N/A	N/A	Health and Housing
EHPI 64	Vacant dwellings returned to occupation or demolished	No	12	12	<b>12</b>			12	12	12	N/A	N/A	N/A		Health and Housing
NI 155	Number of affordable homes delivered (gross)	Yes	N/A	200 average per year	<b>98</b>		N/A	200 average per year	200 average per year	200 average per year	N/A	N/A	N/A	N/A	Planning and Building Control
NI 156	Number of households living in temporary accommodation	No	N/A	33	<b>32</b>		N/A	33	33	33	N/A	N/A	N/A	N/A	Health and Housing
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	No	N/A	10.0 days	<b>6.6 days</b>		N/A	10.0 days	10.0 days	10.0 days	N/A	N/A	N/A	N/A	Revenues and Benefits
EHPI 3a	Usage: number of swims (under 16)	No	N/A	New PI	<b>12,156</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Community and Cultural Services

EHPI 3b	Usage: number of swims (16 - 60)	No	N/A	New PI	16,482	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 3c	Usage: number of swims (60 +)	No	N/A	New PI	3,709	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 4a	Usage: Gym (16 - 60)	No	N/A	New PI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 4b	Usage: Gym (60 +)	No	N/A	New PI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Community and Cultural Services
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Yes	N/A	Target to be disaggregated by HCC	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 2	% of people who feel that they belong to their neighbourhood	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 3	Civic participation in the local area	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 4	% of people who feel they can influence decisions in their locality	Yes	N/A	Target to be disaggregated by HCC	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 5	Overall / general satisfaction with local area	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 6	Participation in regular volunteering	Yes	N/A	Target to be disaggregated by HCC	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer	No	N/A	New PI	11.74%	N/A	N/A	10.00%	8.00%	Tbd	N/A	N/A	N/A	N/A	Customer Services
NI 15	Serious violent crime	No	N/A	New PI	39	N/A	N/A	Tbd	Tbd	Tbd	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 16	Serious acquisitive crime	Yes	N/A	Target to be disaggregated by HCC	1323	N/A	N/A	Tbd	Tbd	Tbd	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 17	Perceptions of anti-social behaviour	Yes	N/A	Target to be disaggregated by HCC	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction

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NI 20	Assault with injury crime rate	No	N/A	New PI	461	N/A	N/A	Tbd	Tbd	Tbd	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 23	Perceptions that people in the area treat one another with respect and consideration	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	No	N/A	New PI	TBD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Strategic Direction
NI 32	Repeat incidents of domestic violence	Yes	N/A	Not due to be collected until 2009/10	HUB	N/A	N/A	Tbd	Tbd	Tbd	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 35	Building resilience to violent extremism	No	N/A	New PI	Level 1	N/A	N/A	Tbd	Tbd	Tbd	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 37	Awareness of civil protection arrangements in the local area	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 41	Perceptions of drunk or rowdy behaviour as a problem	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 42	Perceptions of drug use or drug dealing as a problem	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 47	People killed or seriously injured in road traffic accidents	No	N/A	New PI	HUB	N/A	N/A	N/A	N/A	N/A	Tbd	Tbd	Tbd	N/A	Licensing and Community Safety
NI 48	Children killed or seriously injured in road traffic accidents	No	N/A	New PI	HUB	N/A	N/A	N/A	N/A	N/A	Tbd	Tbd	Tbd	N/A	Licensing and Community Safety
NI 119	Self-reported measure of people's overall health and wellbeing	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 137	Healthy life expectancy at age 65	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 138	Satisfaction of people over 65 with both home and neighbourhood	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 140	Fair treatment by local services	No	N/A	New PI	TBD	N/A	N/A	Next Survey 2010/11	TBD	Next Survey 2012/13	N/A	N/A	N/A	N/A	Strategic Direction
NI 154	Net additional homes provided	Yes	N/A	Target to be disaggregated by HCC	TBA	N/A	N/A	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Planning and Building Control

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NI 171	New business registration rate	No	N/A	New PI	<b>HUB</b>	N/A	N/A	N/A	N/A	N/A	TBD	TBD	TBD	N/A	Community and Cultural Services
NI 173	Flows on to incapacity benefits from employment	No	N/A	New PI	<b>HUB</b>	N/A	N/A	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	No	N/A	New PI	<b>SYS</b>	N/A	N/A	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Revenues and Benefits
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	No	N/A	New PI	<b>TBA</b>	N/A	N/A	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Health and Housing
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	No	N/A	New PI	<b>10%</b>	N/A	N/A	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Health and Housing
NI 187(ii)	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating (i) High energy efficiency	No	N/A	New PI	<b>24%</b>	N/A	N/A	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Health and Housing