

Appendix B Local Performance Indicators

LOCAL Indicator	Description	2002-03 outturn	2003-04 outturn	2004-05 outturn	2005-06 outturn	2005-06 target	2006-07 target	2007-08 target	2008-09 target
	Revenue Services: Benefits								
RS1	New claims processed within 14 days when all information received	61%	72%	87%	89%	90%	90%	95%	95%
RS2	Visits made within 10 working days of request	98%	98%	100%	100%	100%	100%	100%	100%
RS3	Documents returned within 2 working days	98%	100%	100%	100%	100%	100%	100%	100%
RS8	The % of Council Tax payers paying by Direct Debit		62.51%	67.00%	69.29%	67.00%	68.00%	68.50%	69.00%
	Property and Facilities Services: Printing and Communications								
PF4	% of phone calls at Reception answered within 20 seconds	79.50%	75.36%	71.39%	74.75%	90.00%	85.00%	87.00%	90.00%
	Democratic Services: Electoral Services								
DS3	% of Hackney carriage/private hire vehicle licenses determined within 15 working days or receipt of application		72.00%	72.00%	78.00%	75.00%	75.00%	85.00%	90.00%
	Planning Services: Conservation and Landscape								
PS12	Number of parishes with appointed Tree Wardens	94	94	93	92	95	95	96	97
	Planning Services: Planning Administration								

LOCAL Indicator	Description	2002-03 outturn	2003-04 outturn	2004-05 outturn	2005-06 outturn	2005-06 target	2006-07 target	2007-08 target	2008-09 target
PS1	Number of customers satisfied with reception service (based on those answering good or very good)	82%	89%	98%	99%	100%	99%	100%	100%
	Planning Services: Development Control								
PS7	% of householder applications determined within 8 weeks	96%	93%	92%	95%	65%			
	Environmental Services: Direct Services								
ES14	Number of bins missed per 100,000 collections of household waste	4.0	9.4	14.3	20.5	14.0	14.0	14.0	14.0
	Environmental Services: Environmental Protection								
ES12	% of scheduled Health and Safety inspections achieved	100%	98%	98%	97%	100%	100%	100%	100%
ES10	% of food premises inspections that should have been carried out for: High Risk premises	100%	100%	100%	100%	100%	100%	100%	100%
ES11	% of food premises inspections that should have been carried out that were carried out for: Other premises	100%	100%	100%	100%	100%	100%	100%	100%
	Strategic Housing: Housing Renewal								
SHS1	Number of people with disability helped to stay in their homes	53	52	175	138	120	130	130	130
SHS18	The number of homes made more energy efficient			611	591	200	200	200	200

LOCAL Indicator	Description	2002-03 outturn	2003-04 outturn	2004-05 outturn	2005-06 outturn	2005-06 target	2006-07 target	2007-08 target	2008-09 target
	Strategic Housing: Housing and Advice Services								
SHS2	% of homelessness applications within 33 working days	69.16%	71.00%	61.22%	73.58%	75.00%	75.00%	80.00%	80.00%
SHS29	Nominations to partnering RSLs met within 3 working days (excluded sheltered)						85.00%	90.00%	90.00%
	Strategic Housing: Strategy and Enabling								
SHS20	The number of affordable dwellings completed within the financial year	76	37	26	71	60	106	242	191
	Leisure Services: Sports Facilities								
LS1	The number of Passport to Leisure uses at our Leisure Centres (WLC, LSLC, DSFC)			30065	33619	33072	35552	37330	39197
LS2	The number of current Passport to Leisure card holders			3252	3219	2367	3460	3633	3815
	Leisure Services: Cultural Development								
LS8	The number of children attending holiday schemes				4059	4568	4181	4306	4435
LS13	The amount of external funding for Cultural Development community projects				£27.5K	£20K	£15K	£15K	£15K