

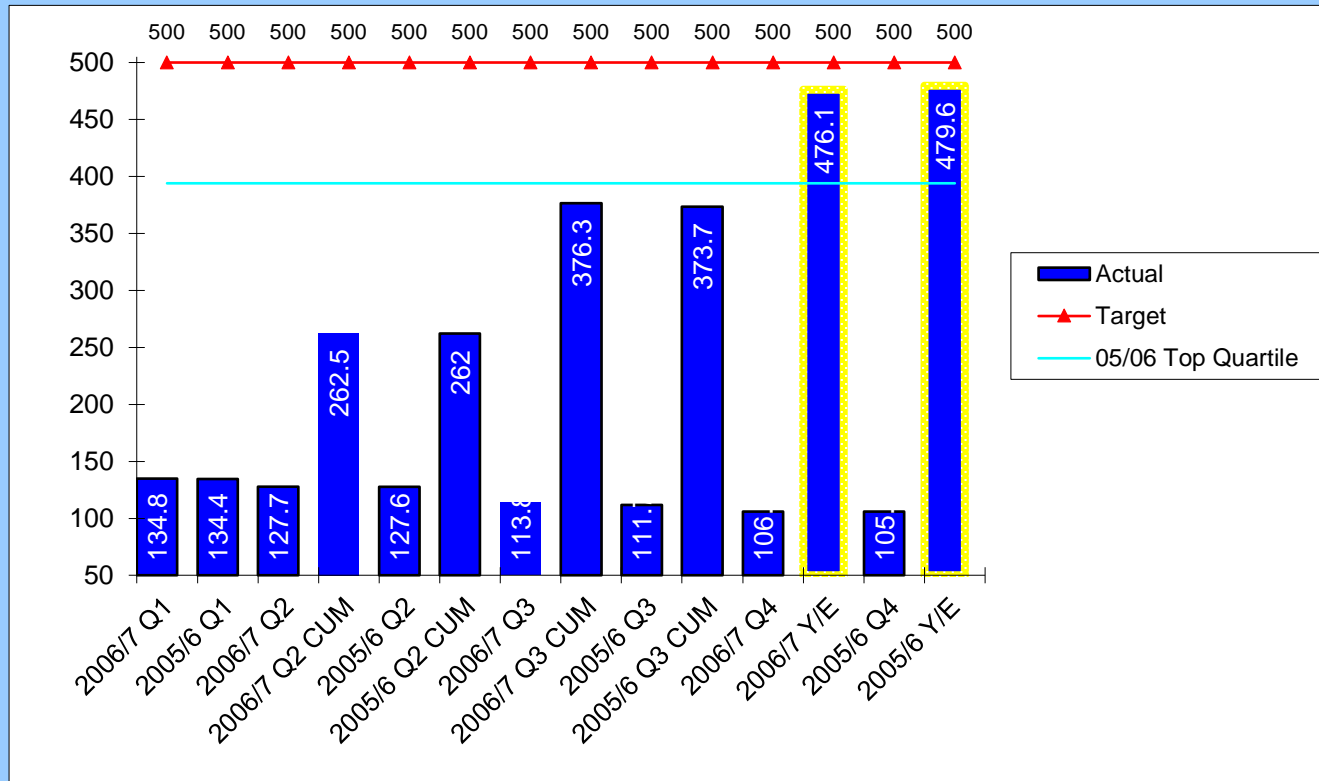


Liveability Key Performance Indicators

Quarter 4 2006/7

- ★ Target achieved
- Target not achieved
- Within 2% of target
- Quartile position: 1st = best (top); 4th = worst

LIV001 (BV 84a) - kg of household waste collected per head of population



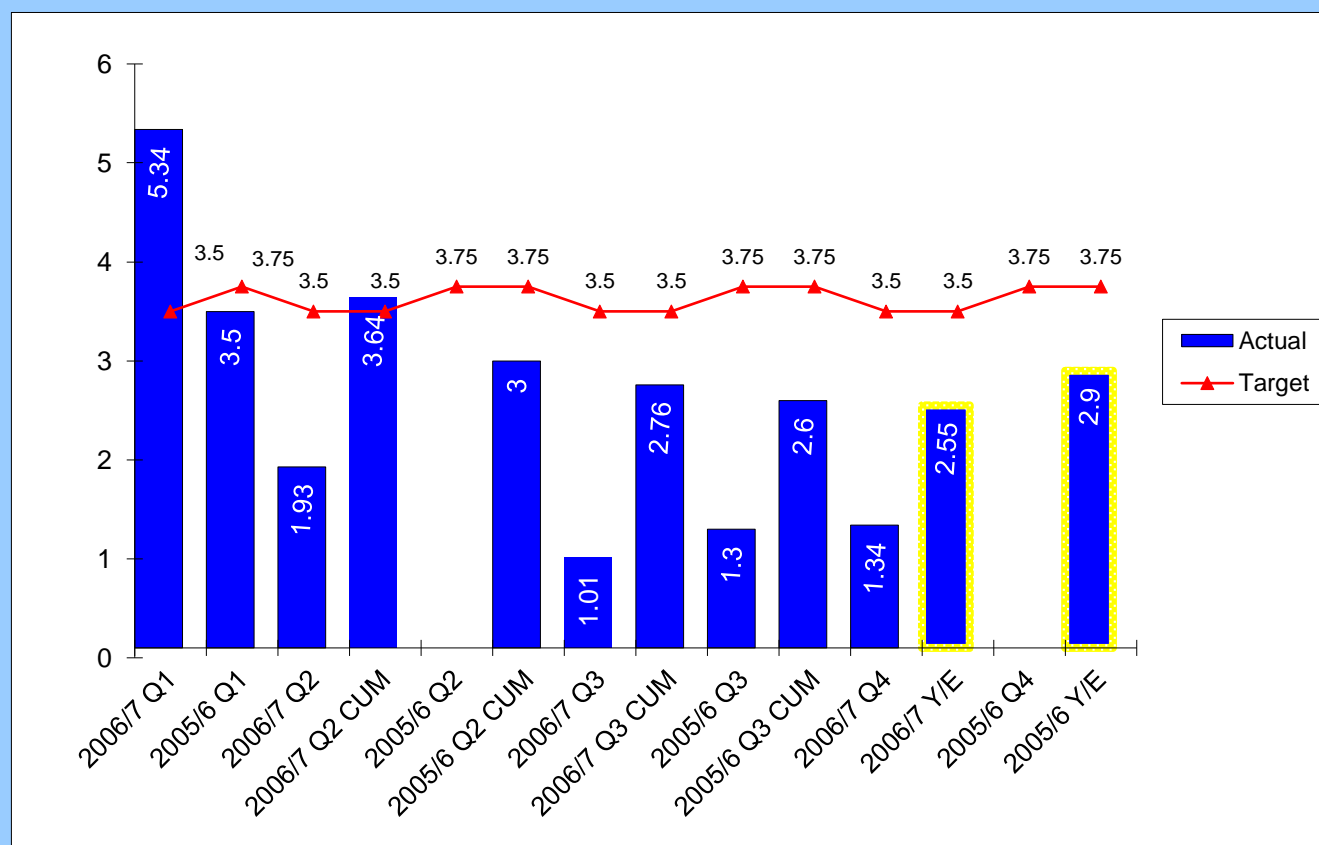
Performance Comparisons



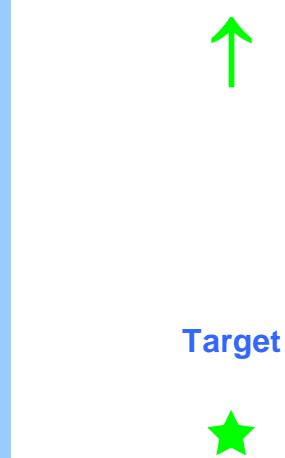
Comments: Revised quarterly stand alone performance should read Q1 = 135.2kg, Q2 = 128.2kg, Q3 = 106.5kg, Q4 = 106.1kg.

Head of Service contact details: Jamie McCann (52)7071

LIV002 (E001) - number of missed bin collections per 100,000 collections of household waste



Performance Comparisons



Comments: No 2005/6 Q2 & Q4 standalone data. Up until Q4, the incorrect household figure had been used to calculate this indicator. Subsequently, the revised stand alone figures for 2006/7 are Q1 = 5.57, Q2 = 2.02, Q1 + Q2 = 3.79, Q3 = 1.25, Q1 + Q2 + Q3 = 2.95, Q4 = 1.34 and Year-end 2.55.

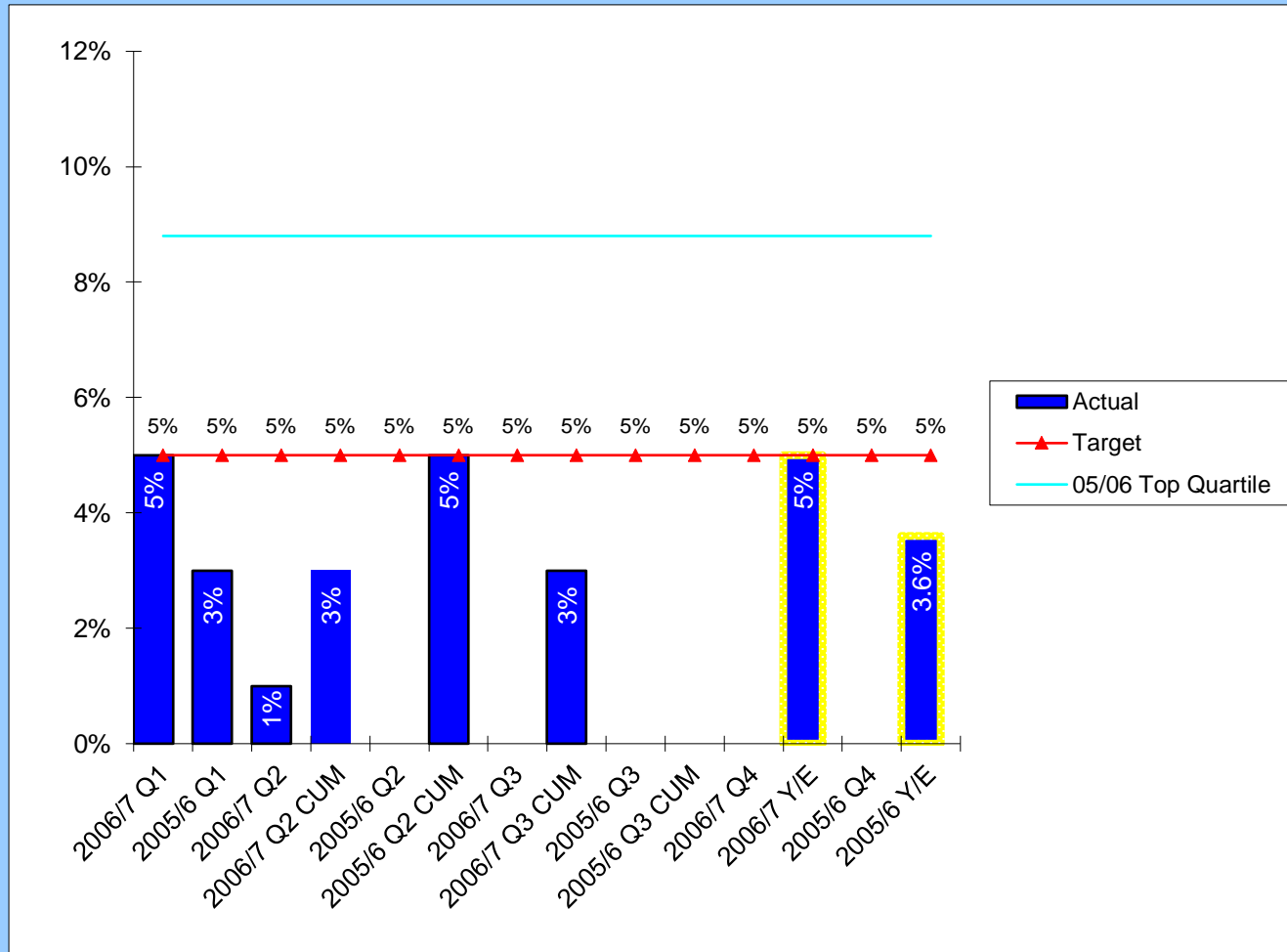
Head of Service contact details: Jamie McCann (52)7071



Liveability Key Performance Indicators

Quarter 4 2006/7

LIV003 (BV 199a) - local street and environmental cleanliness



Performance Comparisons

↓

2005/6 Top Quartile 8.8%
SBC Top Quartile

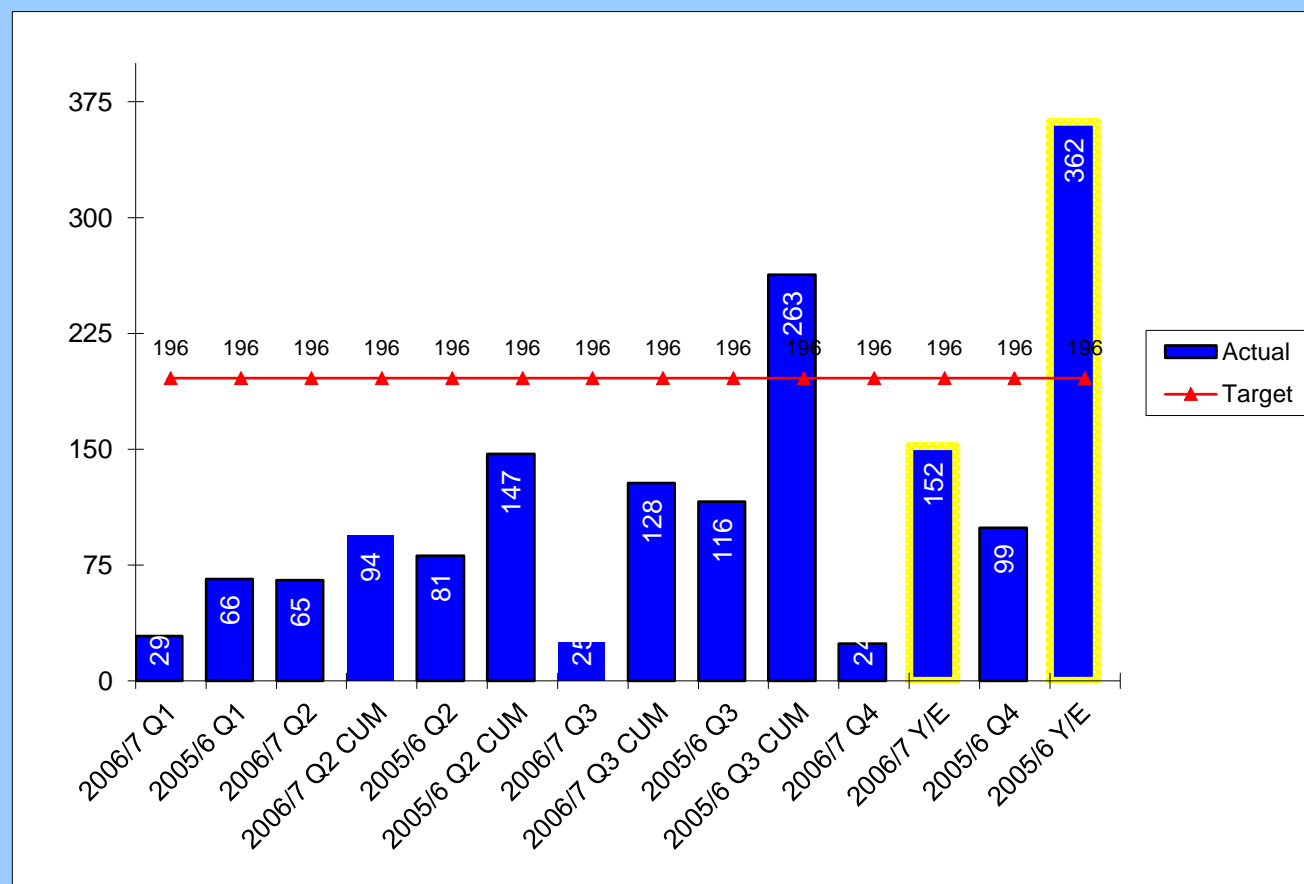
Target

★

Comments: Surveys are undertaken every four months in approximately June, October and February each year. The result at the end of the first survey was 5.0%; at the end of surveys 1 and 2, it was 3.0% (cumulative). At the end of all three surveys, it was 5.0% (cumulative). The target is in line with previous performance and reflects the robust cleansing schedules in place for the land classifications types included in this indicator. To set a target of less than 5% is not operationally viable, the national target is 19% and we aim to sustain our target over the next couple of years.

Head of Service contact details: Jamie McCann (52)7071

LIV004 (E004) - number of prosecutions of offenders for dumping, littering or dog fouling



Performance Comparisons

↑

Target

★

Comments: Systems assessment 2006/07 Q1 29 changed to 33; Q2 65 changed to 70.

The new preventative approach has seen increased usage of initial warnings, education and awareness. This has, in turn, led to a reduction in the use of fixed penalties and other sanctions.

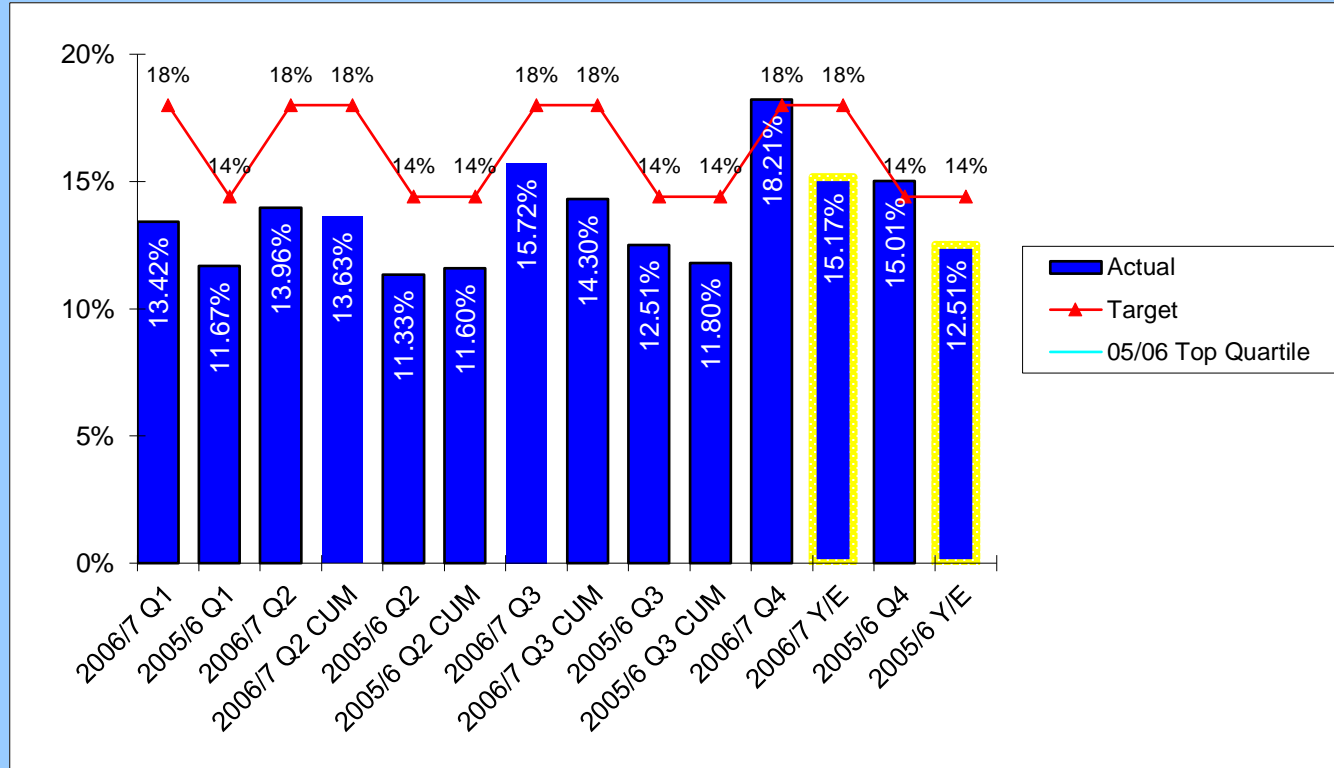
Head of Service Contact Details: Mike Batty (52)7074



Liveability Key Performance Indicators

Quarter 4 2006/7

LIV005 (BV 82a(i)) - household waste arisings: percentage recycled



Performance Comparisons

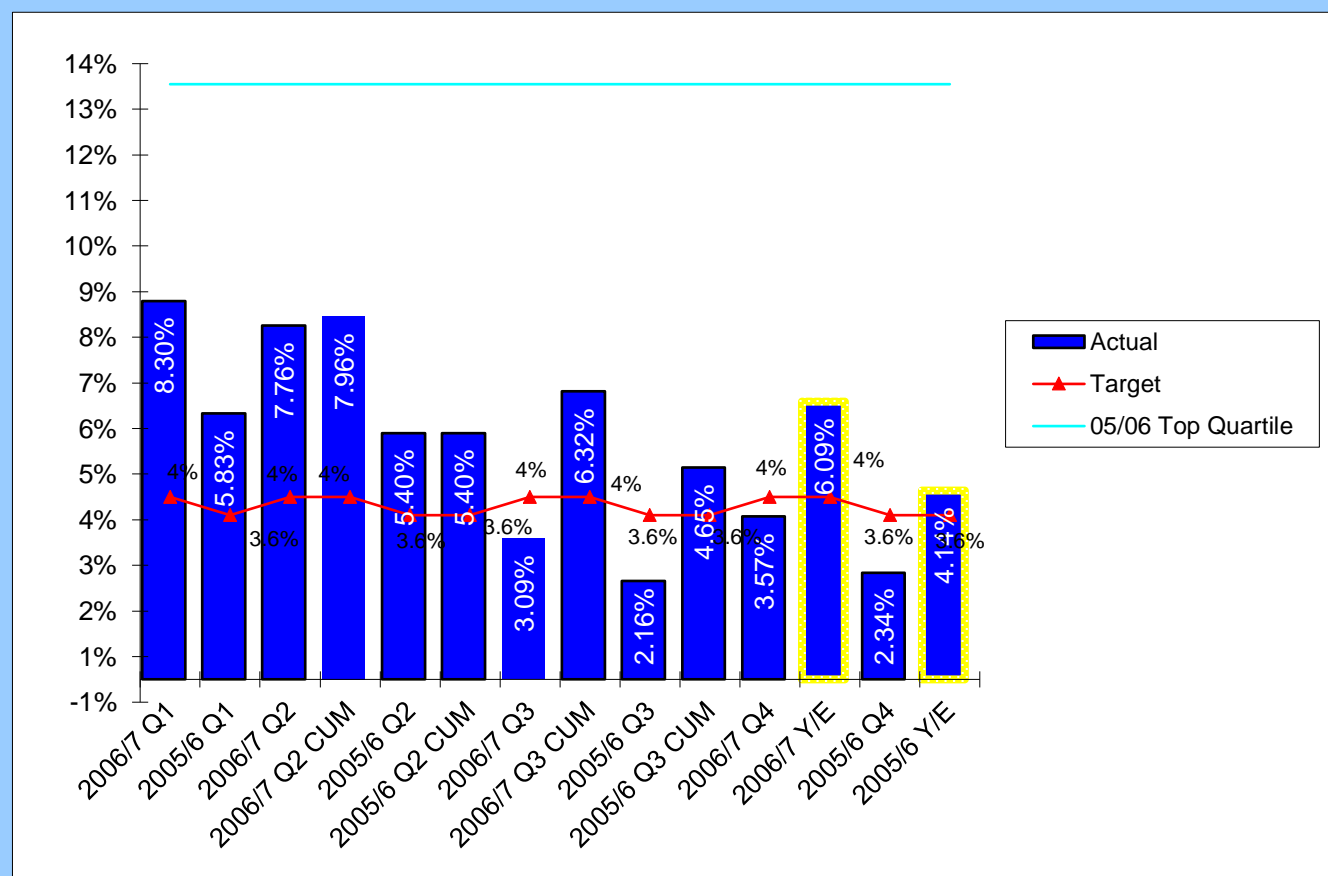
↑
 2005/6 Top Quartile 20.87%
 SBC 4th Quartile
 Target
 ■

Comments: Due to a detailed systems assessment, figures should read Q1 = 13.26%, Q2 = 13.93%, Q3 = 16.06%, Q4 = 18.21%.

Although a rate of 18.21% was achieved in quarter four of 2006/07 it was not achievable over the full year due to the introduction of new working practices during the latter part of the year. These working practices will continue into 2007/08 and will assist us in working to achieve the 2007/08 target of 18%.

Head of Service Contact Details: Jamie McCann (52)7071

LIV006 (BV 82b(i)) - household waste arisings: percentage composted



Performance Comparisons

↑
 2005/6 Top Quartile 13.05%
 SBC 3rd Quartile
 Target
 ★

Comments: Due to a detailed systems assessment, figures should read Q1 = 8.14%, Q2 = 7.72%, Q3 = 4.04%, Q4 = 3.57%.

A further 12,000 properties were offered the green waste collection service this year compared to last year. This, along with changes to the disposal route for street cleansing residues and gully waste, has accounted for a significant increase in performance.

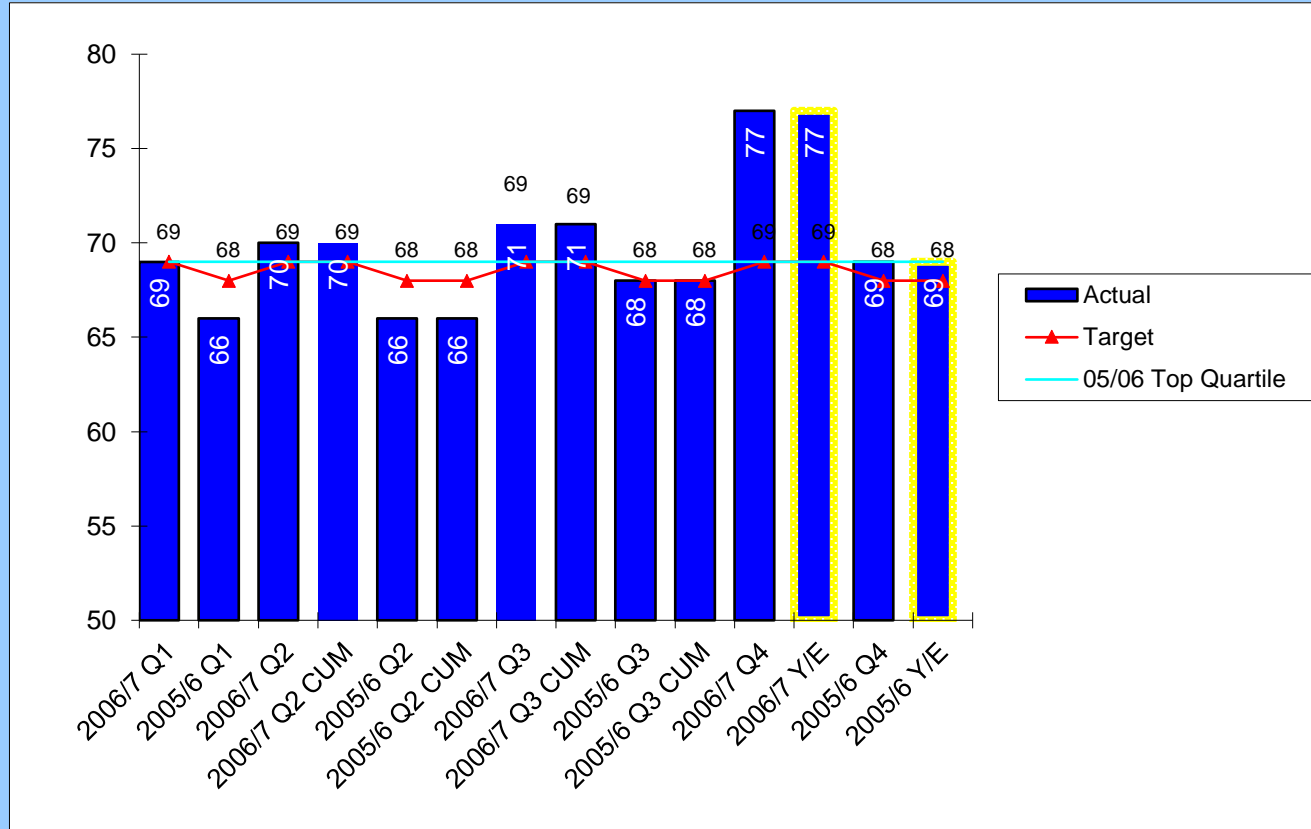
Head of Service Contact Details: Jamie McCann (52)7071



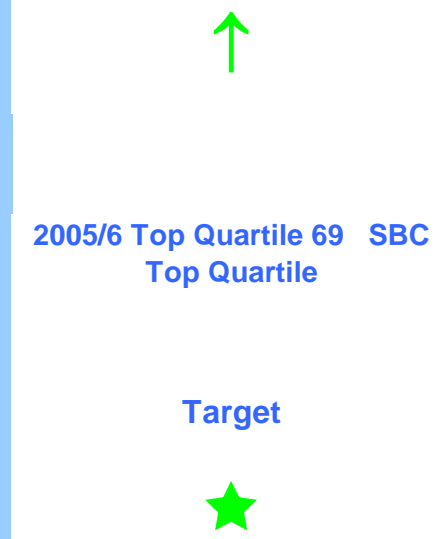
Liveability Key Performance Indicators

Quarter 4 2006/7

LIV007 (BV 63) - energy efficiency of local authority dwellings per SAP rating



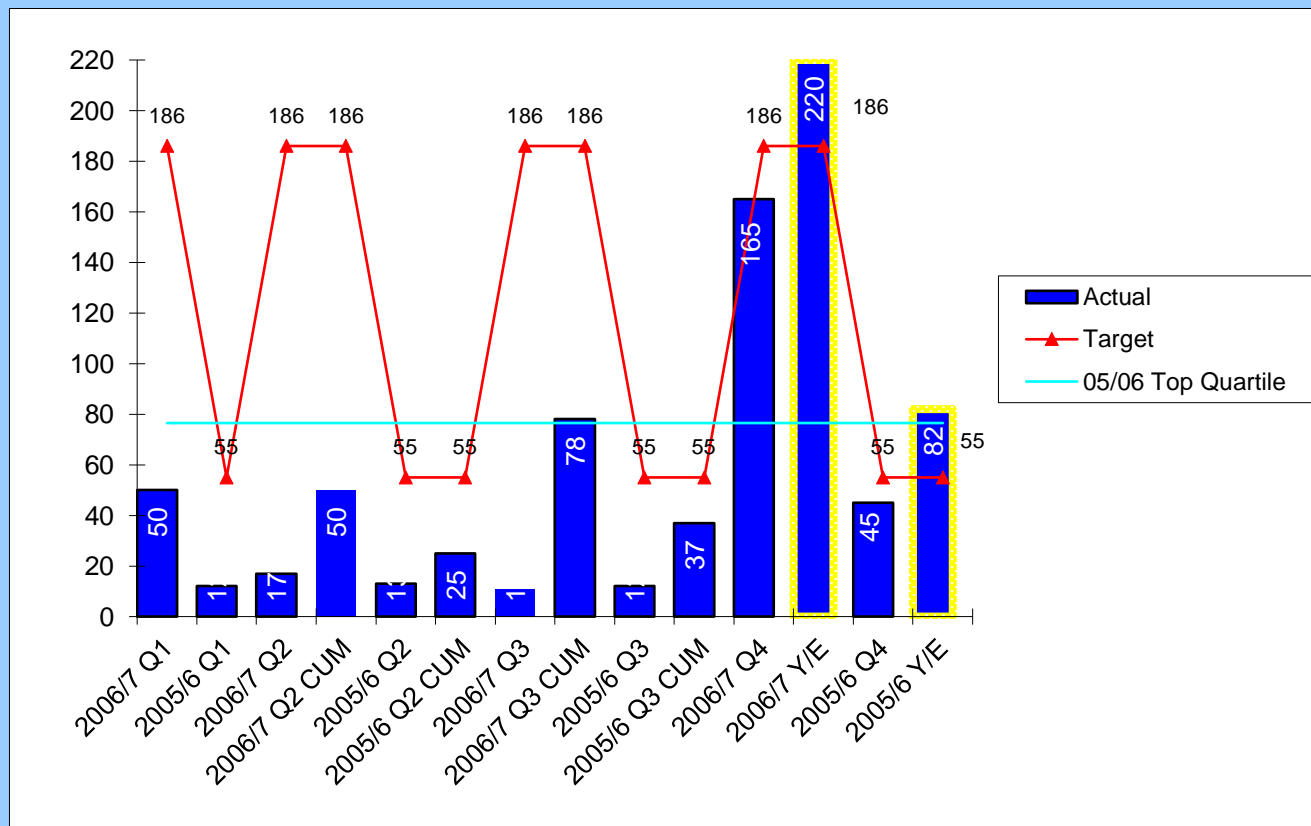
Performance Comparisons



Comments: The 2006/7 performance is significantly above target due to a large data cleansing operation that has impacted positively on the average SAP rating of Council dwellings.

Head of Service Contact Details: Julie Allport (52)7072

LIV008 (BV 64) - number of private sector dwellings returned into occupation or demolished as a result of local authority action



Performance Comparisons



Comments: Following systems assessment work: Q1 2006/7 should be 35, Q2 should be 9, Q3 should be 11 and Q4 is 165 - outturn equals 220. The target of 186 has been comfortably achieved and exceeded.

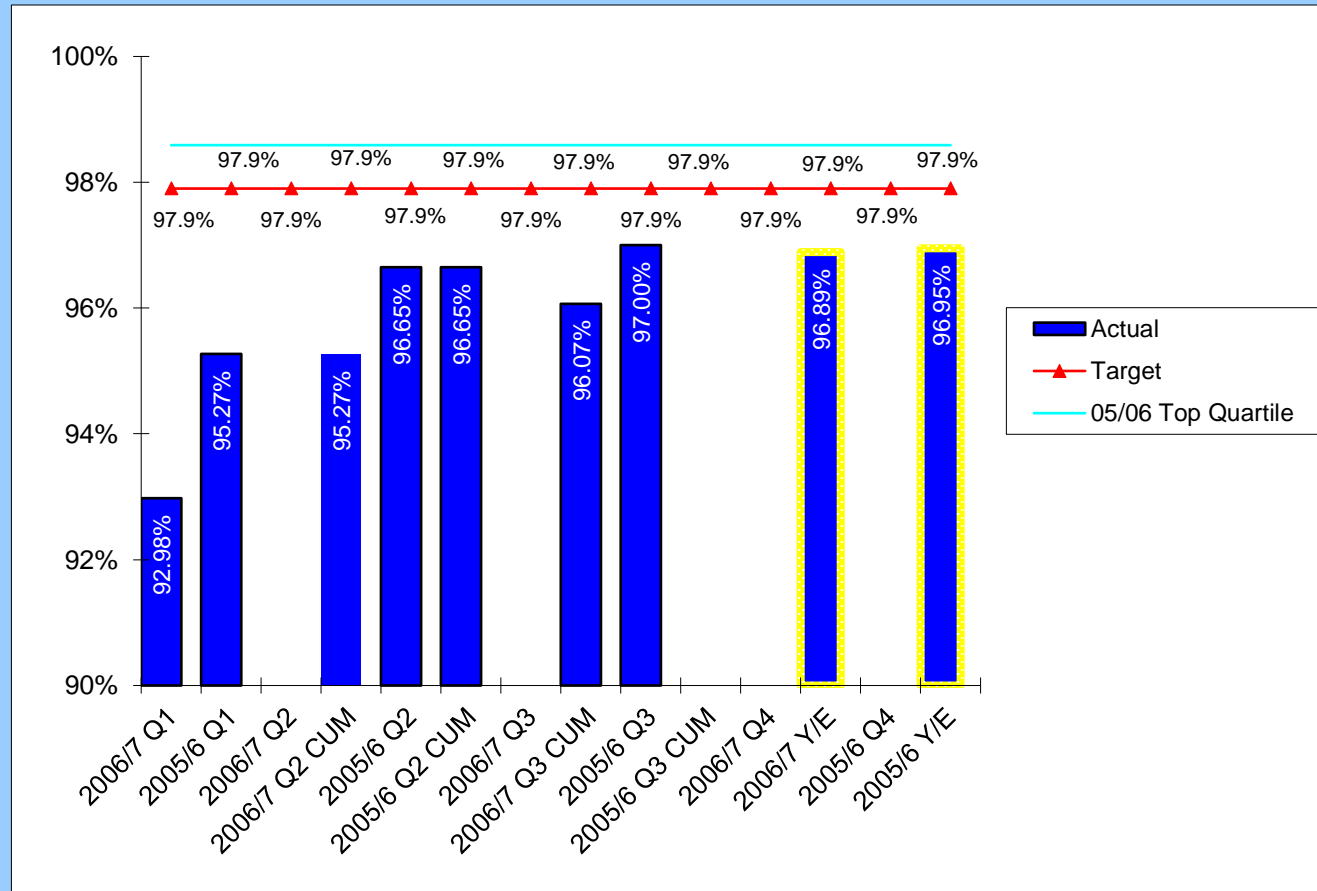
Head of Service Contact Details: Julie Allport (52)7072



Liveability Key Performance Indicators

Quarter 4 2006/7

LIV009 (BV 66a) - proportion of local authority housing rent collected



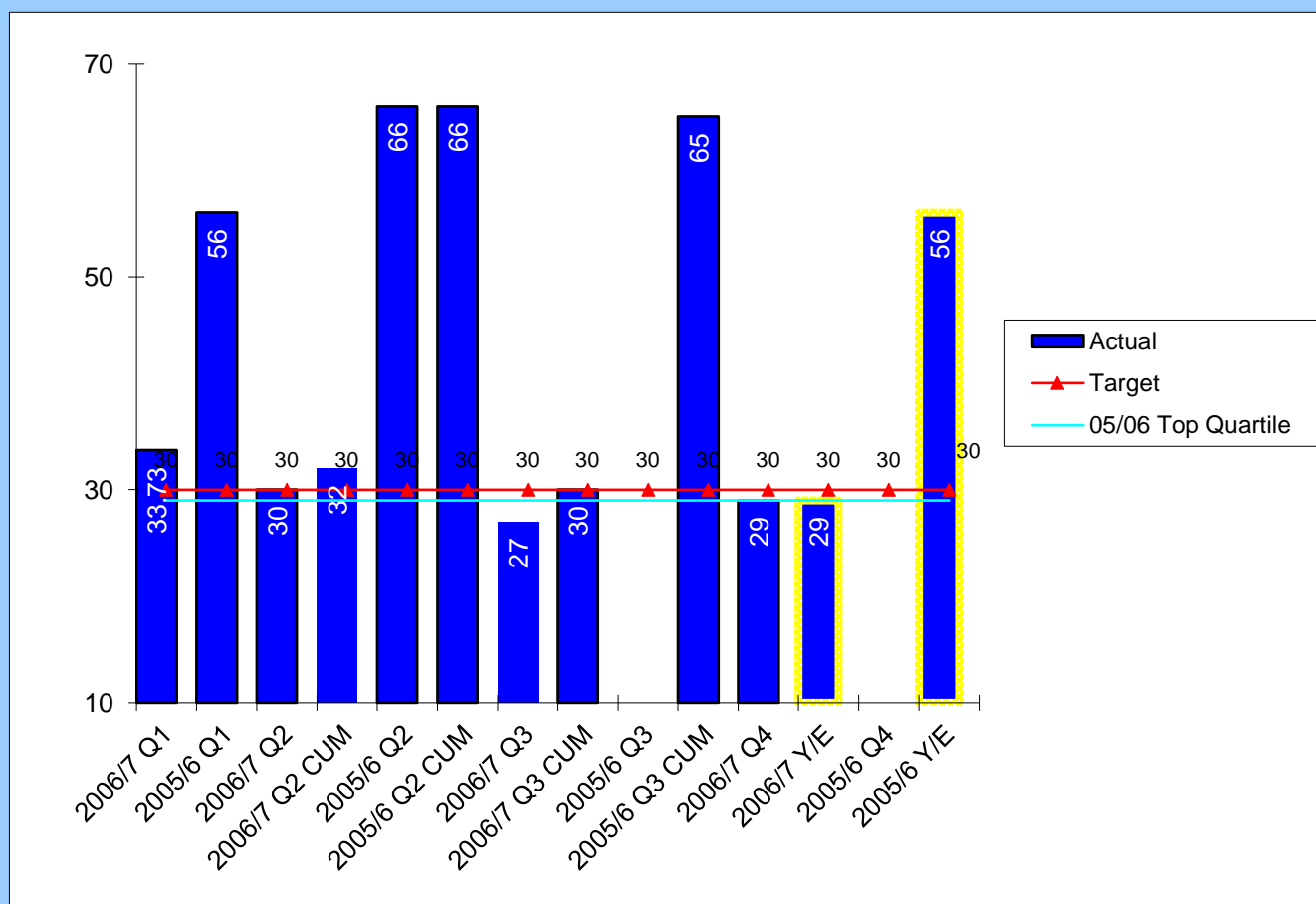
Performance Comparisons



Comments: No 2006/7 Q2, Q3 or Q4 standalone data for 2006/7 data. New debt prevention procedures that were introduced earlier in the year had a negative impact on this indicator. Performance has steadily improved throughout the year however it still did not quite meet the target.

Head of Service Contact Details: Julie Allport (52)7072

LIV010 (BV 212) - average time (calendar days) to relet local authority housing




Performance Comparisons



Comments: No 2005/6 Q3 and Q4 standalone data. Following systems assessments work, Q2 stand alone figure should read 28, Q3 should read 26.

Head of Service Contact Details: Julie Allport (52)7072

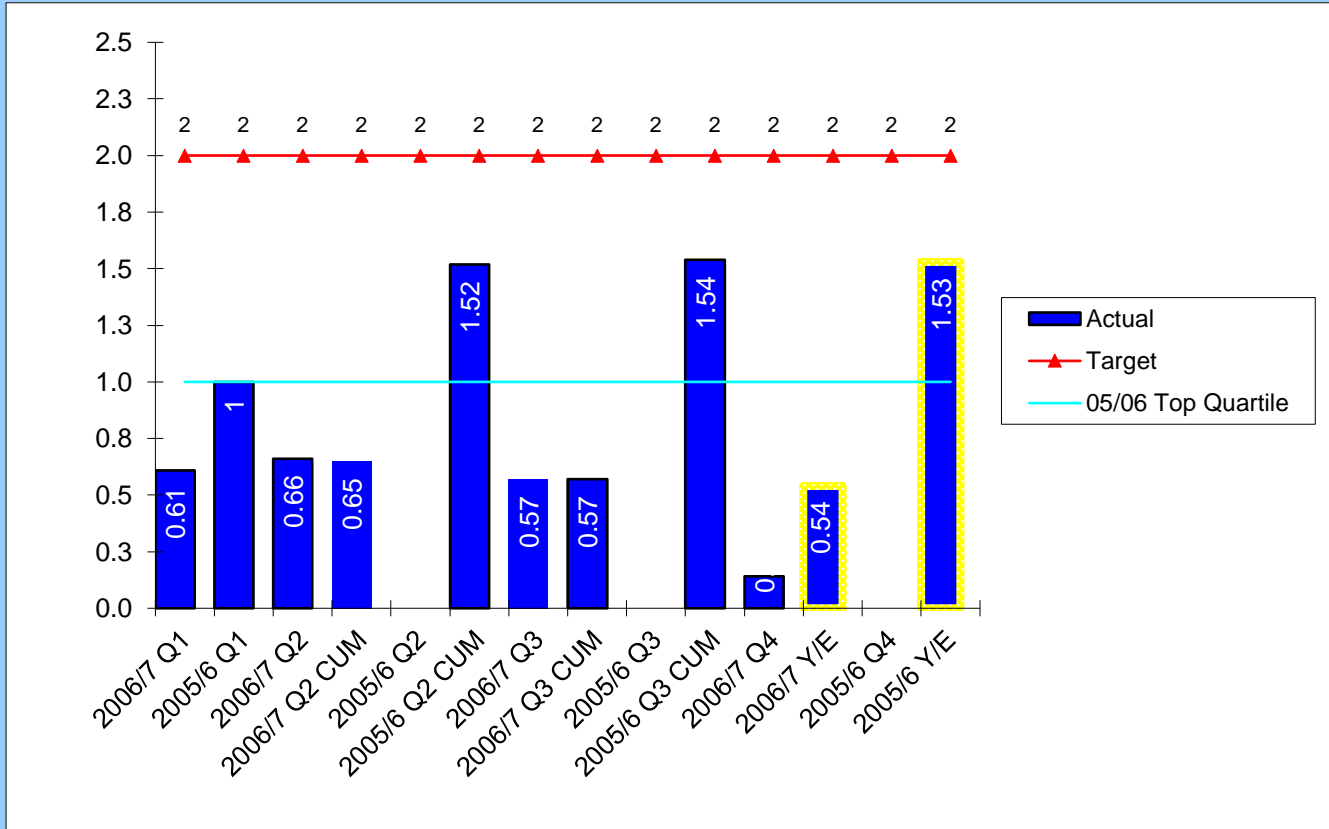


Stockton-on-Tees
BOROUGH COUNCIL

Liveability Key Performance Indicators

Quarter 4 2006/7

LIV011 (BV 183a) - average length of stay (in weeks) in bed & breakfast accommodation



Period	Actual	Target	05/06 Top Quartile
2006/7 Q1	0.61	2.0	1.0
2005/6 Q1	1.0	2.0	1.0
2006/7 Q2	0.66	2.0	1.0
2006/7 Q2 CUM	0.65	2.0	1.0
2005/6 Q2	-	2.0	1.0
2005/6 Q2 CUM	1.52	2.0	1.0
2006/7 Q3	0.57	2.0	1.0
2006/7 Q3 CUM	0.57	2.0	1.0
2005/6 Q3	-	2.0	1.0
2005/6 Q3 CUM	1.54	2.0	1.0
2006/7 Q4	0	2.0	1.0
2006/7 Y/E	0.54	2.0	1.0
2005/6 Q4	-	2.0	1.0
2005/6 Y/E	1.53	2.0	1.0

Performance Comparisons

↑

2005/6 Top Quartile 1
SBC 2nd Quartile

Target

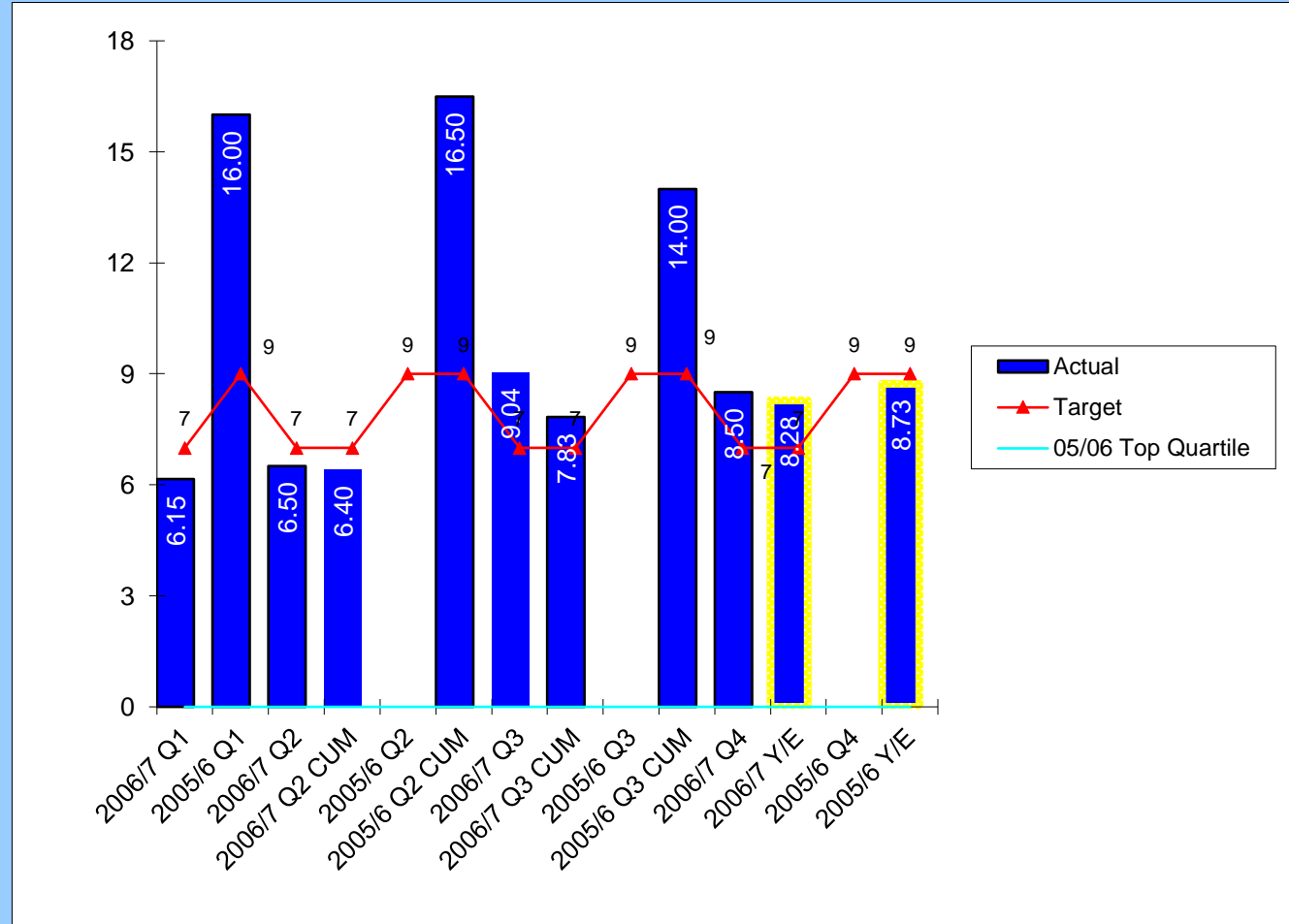
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Comments: Following a systems assessment, 2006/07 Q1 changed from 0.61 to 0.71 and Q2 changed from 0.66 to 0.51.

No 2005/6 Q2,Q3 & Q4 standalone data. The provision of more suitable hostel accommodation over recent years and the overall reduction in homeless acceptances due to homeless prevention work has led to a significant reduction in the use of Bed and Breakfast accommodation in 2006/7. Therefore the target of 2 weeks has been comfortably achieved and exceeded.

Head of Service Contact Details: Julie Allport (52)7072

LIV012 (BV 183b) - average length of stay (in weeks) in hostel accommodation



Period	Actual	Target	05/06 Top Quartile
2006/7 Q1	6.15	7	0
2005/6 Q1	16.00	9	0
2006/7 Q2	6.50	7	0
2006/7 Q2 CUM	6.40	7	0
2005/6 Q2	-	9	0
2005/6 Q2 CUM	16.50	9	0
2006/7 Q3	9.04	9	0
2006/7 Q3 CUM	7.83	9	0
2005/6 Q3	-	9	0
2005/6 Q3 CUM	14.00	9	0
2006/7 Q4	8.50	9	0
2006/7 Y/E	8.28	9	0
2005/6 Q4	-	9	0
2005/6 Y/E	8.73	9	0

Performance Comparisons

↑

2005/6 Top Quartile 0
SBC 3rd Quartile

Target

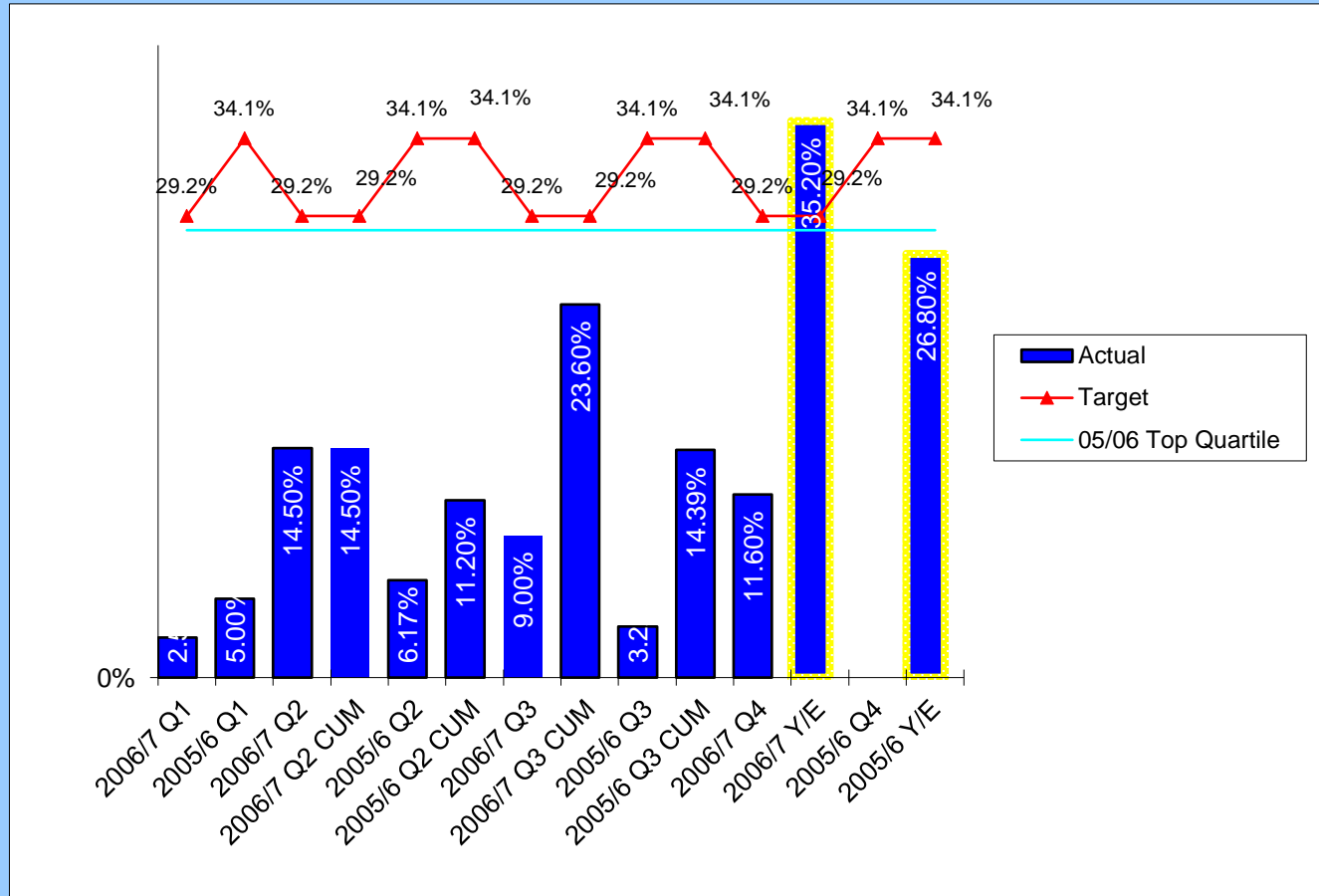
■

Comments: Following a systems assesment, Q1 2006/07 changed from 6.15 to 6.18 and Q2 changed from 6.5 to 6.97.

No 2005/6 Q2,Q3 & Q4 standalone data. Although the average length of stay in hostel accommodation has reduced during 2006/7, the target of seven weeks was not achieved. The major factor that has impacted upon this, is the significant reduction in the average length of stay by families in bed and breakfast accommodation during 2006/7 (BV183a). Use of bed and breakfast accommodation as emergency temporary accommodation only has resulted in slightly higher usage of hostel accommodation than expected.

Head of Service Contact Details: Julie Allport (52)7072

LIV013 (BV 184b) - percentage change in the proportion of 'non-decent' homes



Performance Comparisons

↑

2005/6 Top Quartile 28.3%
SBC 2nd Quartile

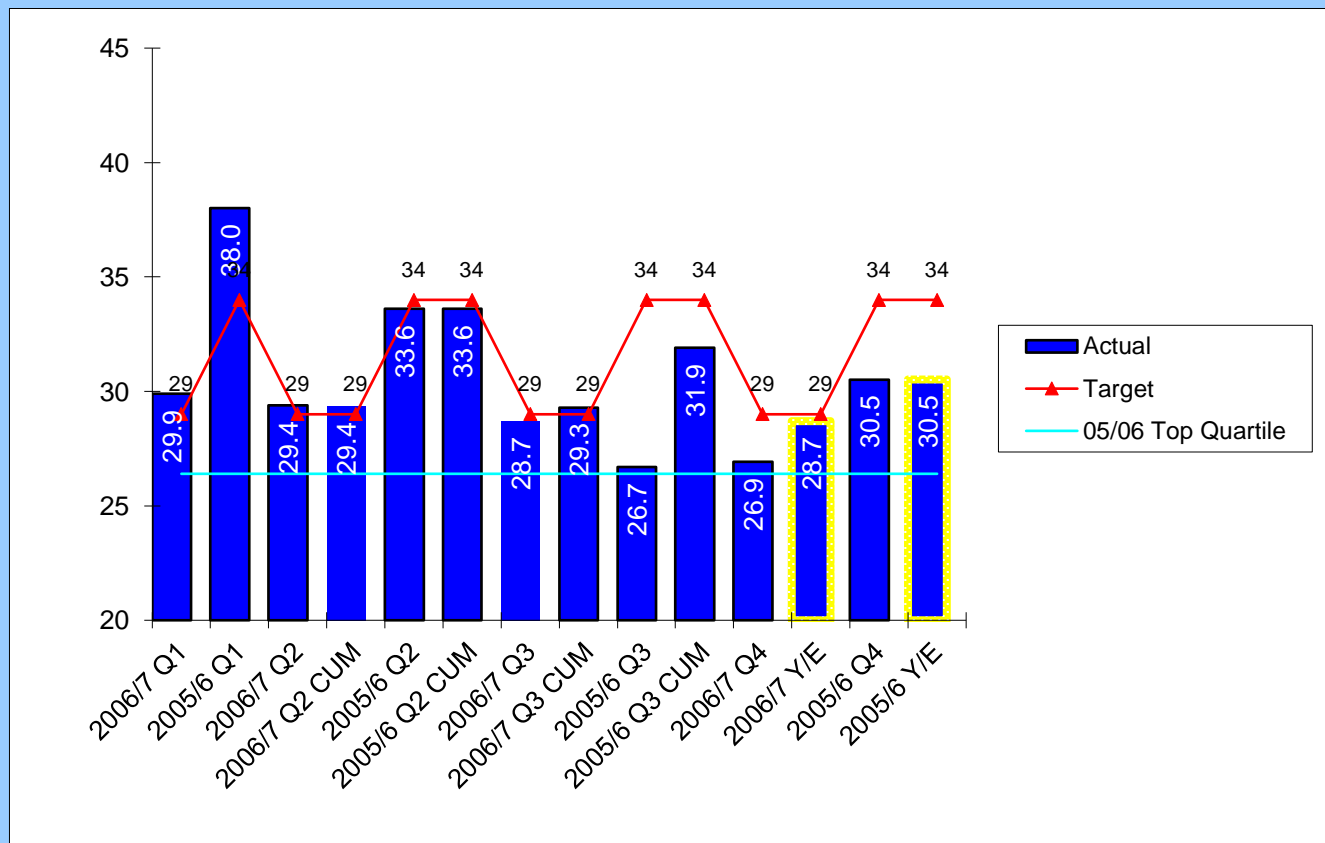
Target

★

Comments: No 2005/6 Q4 standalone data. Following a systems assessment Q1 2006/07 changed from 2.6% to 6.6% and Q2 changed from 14.5% to 8%. Performance was significantly above target for 2006/7 for three reasons: 1) Less properties than expected became non-decent during the year, 2) More non-decent properties were demolished than originally forecasted, and 3) A number of properties that were due to have decent standards work during 2007/8 were brought forward into 2006/7.

Head of Service Contact Details: Julie Allport (52)7072

LIV014 (BV 78a) - speed of benefits processing - average time for processing new claims (calendar days)



Performance Comparisons

↑

2005/6 Top Quartile 26.4
SBC 2nd Quartile

Target

★

Comments: The target has been comfortably achieved.

Head of Service Contact Details: Julie Allport (52)7072