



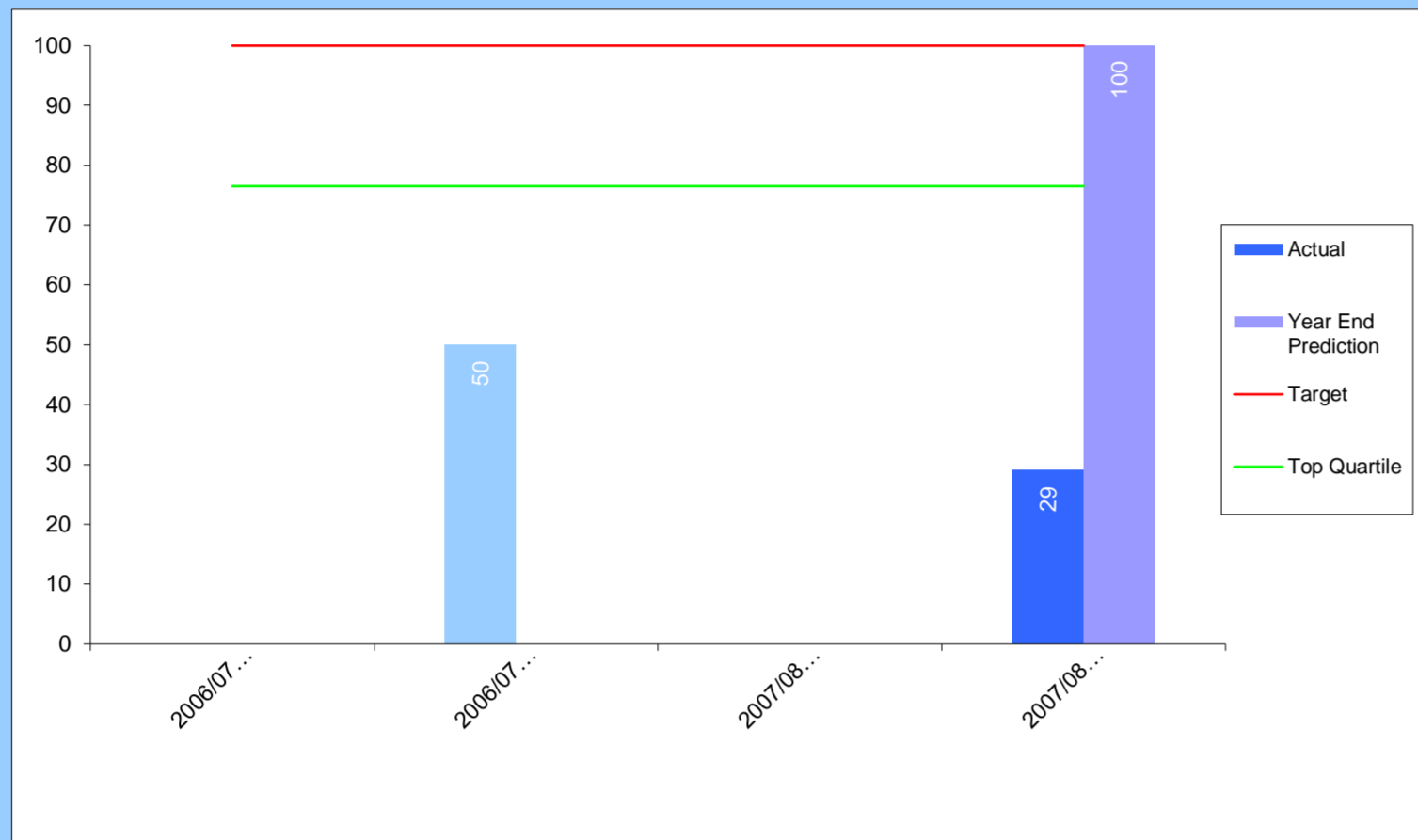
Liveability Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 2 2007/08

LIV001  
(BV64)

The number of private sector dwellings that are returned into occupation or demolished as a direct result of action by the Local Authority



Performance Comparisons

↓

2005/6 Top Quartile 76.5

2007/8 SBC Target 100

Tolerance 2%

Polarity ↑

Target

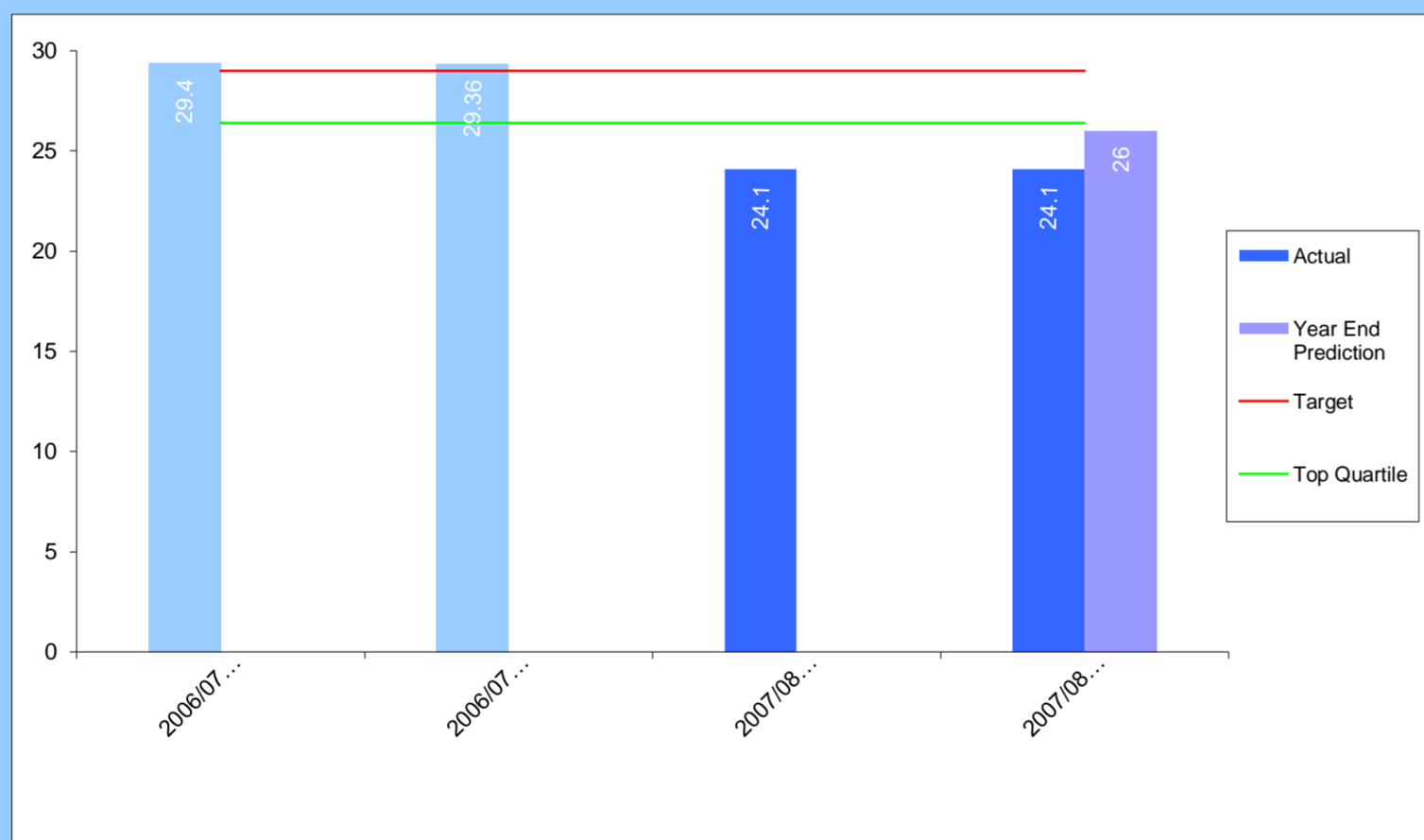
★

Comments: The majority of demolitions are scheduled to take place during the quarter three and quarter four of 2007/8 therefore we fully expect to achieve this target by the end of the year.

Head of Service: Julie Allport (52)7072

LIV002  
(BV78a)

Average time for processing new claims (Housing and Council Tax benefit)



Performance Comparisons

↑

2005/6 Top Quartile 26.4

2007/8 SBC Target 29.0

Tolerance 2%

Polarity ↓

Target

★

Comments: On schedule to achieve annual target.

Head of Service: Julie Allport (52)7072



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 2 2007/08

★  
 Achieved Target

■  
 Missed Target

○  
 Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**LIV003 (BV79a)**      The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07 Q1	92.80%	-	96.00%	99.00%
2006/07 Q2	94.40%	-	96.00%	99.00%
2007/08 Q1	99.20%	-	96.00%	99.00%
2007/08 Q2	98.80%	97.00%	96.00%	99.00%

**Performance Comparisons**

↑

2005/6 Top Quartile 99.00%

2007/8 SBC Target 96.00%

Tolerance 2%

Polarity ↑

Target

★

**Comments:** On schedule to achieve annual target.

**Head of Service:** Julie Allport (52)7072

**LIV004 (BV82a&b)**      The percentage of household waste arisings which have been recycled or sent for composting / treatment by anaerobic digestion



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07 Q1	-	-	25.00%	33.92%
2006/07 Q2	21.52%	-	25.00%	33.92%
2007/08 Q1	-	-	25.00%	33.92%
2007/08 Q2	30.66%	25.50%	25.00%	33.92%

**Performance Comparisons**

↑

2005/6 Top Quartile 33.92%

2007/8 SBC Target 25.00%

Tolerance 2%

Polarity ↑

Target

★

**Comments:** Performance has decreased slightly at the end of Q2 in comparison to Q1, this is due to the plastics and cardboard trial ceasing in July and poor weather in the summer. Performance is currently on track to achieve target.

**Head of Service:** Jamie McCann (52)7071



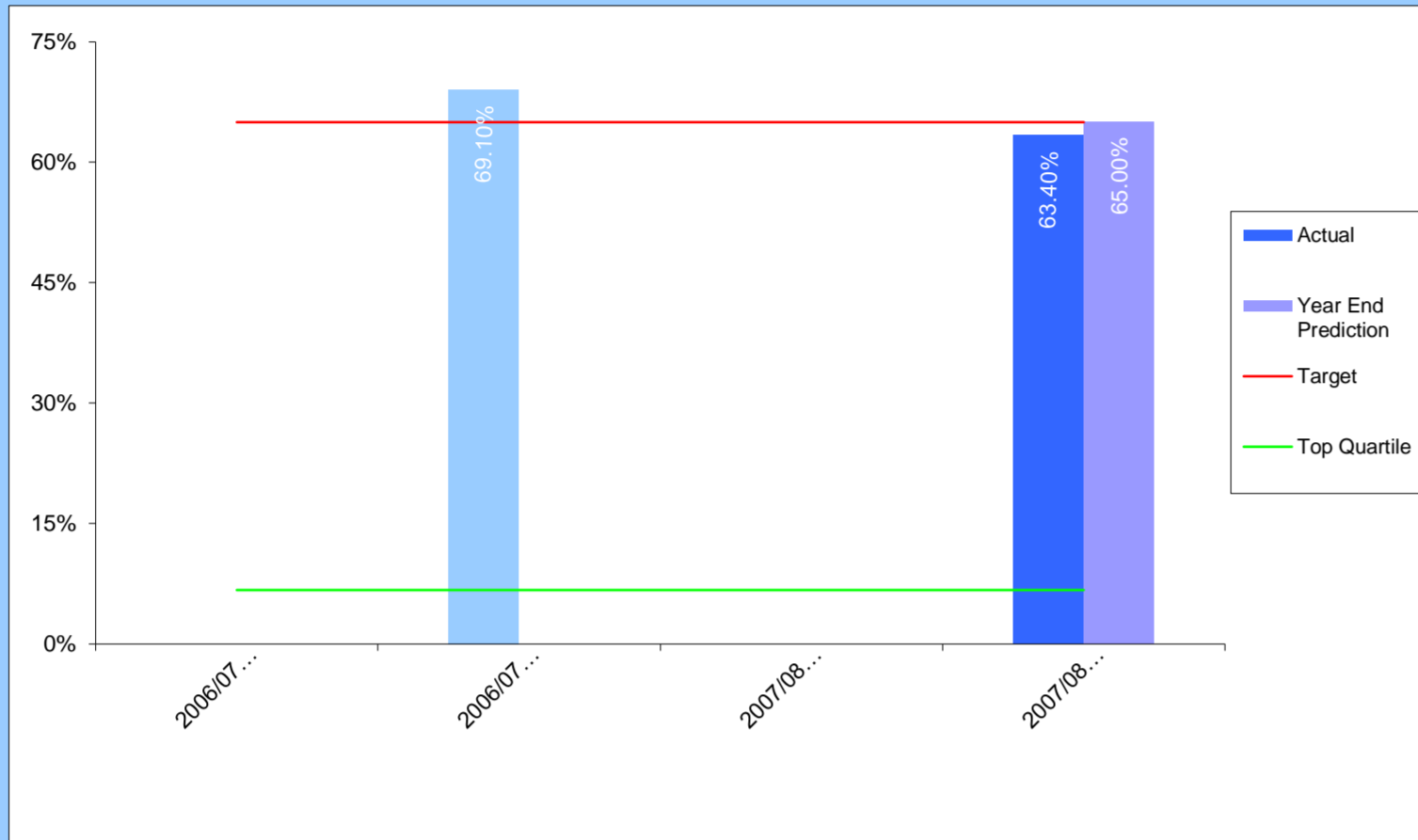
Liveability Key Performance Indicators

- ★ Achieved Target
- Missed Target
- Within Tolerance
- Quartiles: 1st = Top; 4th = Bottom

Quarter 2 2007/08

LIV005  
(BV82c(i))

The percentage of household waste arisings which have been used to recover heat, power and other energy sources



Performance Comparisons

↓

2005/6 Top Quartile 6.72%

2007/8 SBC Target 65.00%

Tolerance 2%

Polarity ↑

Target

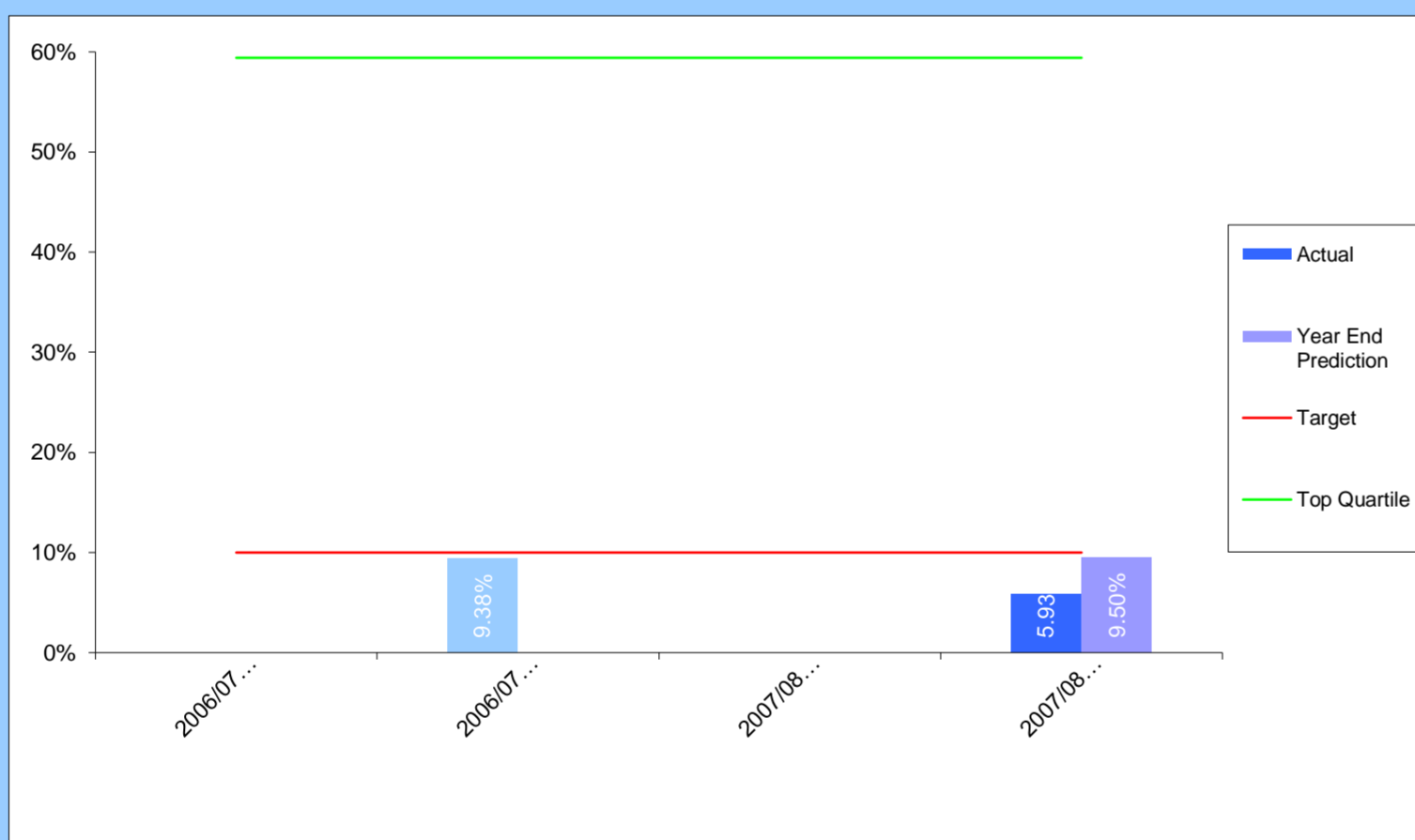
★

Comments: The decrease in performance at the end of Q2 is due to an unexpected breakdown at the Energy From Waste plant in September. It is projected that the 2007/08 target will be achieved.

Head of Service: Jamie McCann (52)7071

LIV006  
(BV82d(i))

The percentage of household waste arisings which have been landfilled



Performance Comparisons

↑

2005/6 Top Quartile 59.41%

2007/8 SBC Target 10.00%

Tolerance 2%

Polarity ↓

Target

★

Comments: The increase in the landfill percentage at the end of Q2 is due to waste being diverted from the Energy From Waste plant during an unexpected breakdown. It is projected that the year end target will be achieved.

Head of Service: Jamie McCann (52)7071



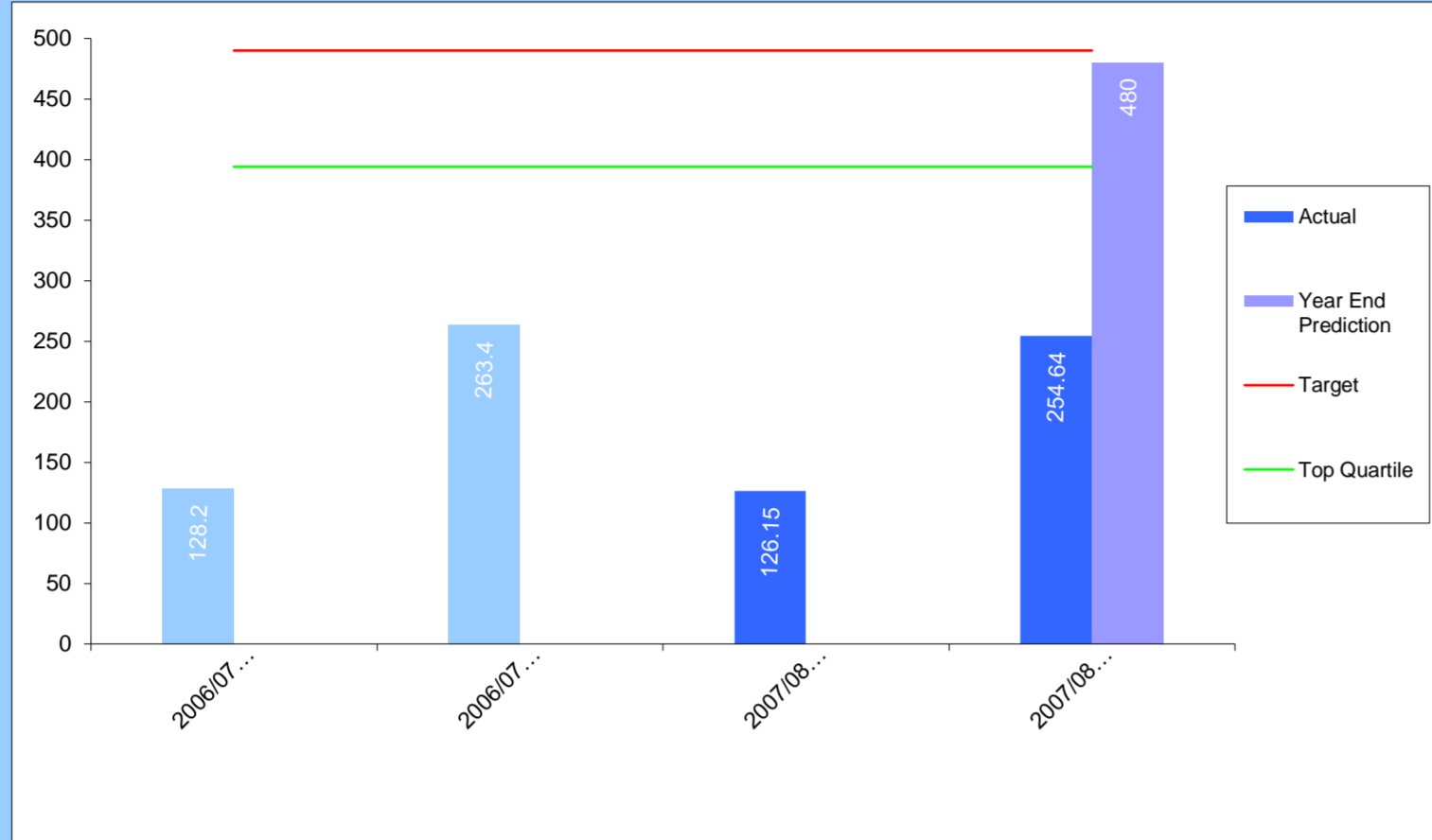
Liveability Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 2 2007/08

LIV007  
(BV84a)

The number of kilogrammes of household waste collected per head of population



Performance Comparisons

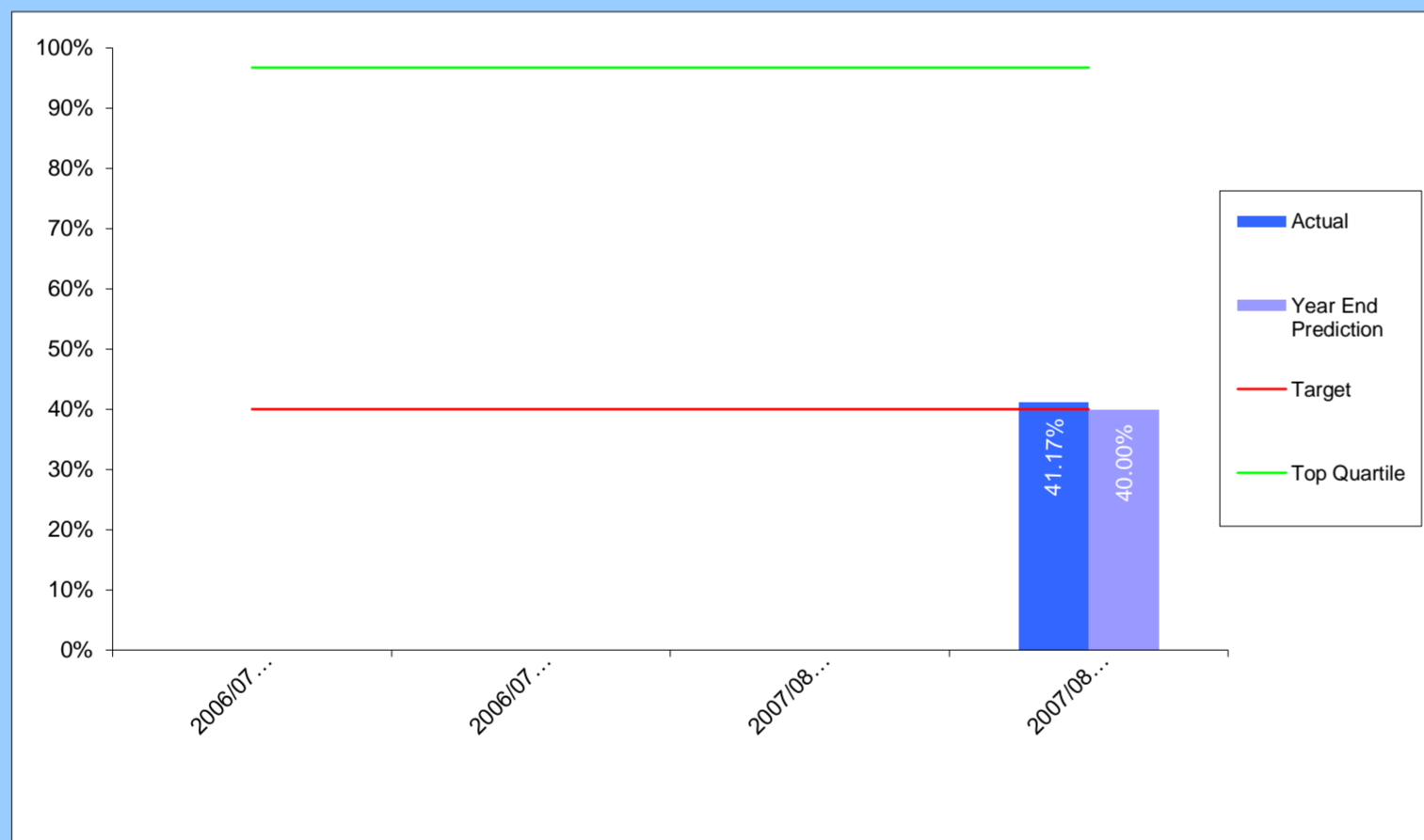
↑  
 2005/6 Top Quartile 394.0kg  
 2007/8 SBC Target 490.0kg  
 Tolerance 2%  
 Polarity ↓  
 Target  
★

Comments: The Q1 performance has been recalculated to 128.4 and also takes into consideration the updated population figure of 189,100. Taking into consideration 2007/08 performance to date, previous trends and seasonal factors it is projected that the target will be achieved.

Head of Service: Jamie McCann (52)7071

LIV008  
(BV106)

The percentage of new homes built on previously developed land



Performance Comparisons

N/A  
 2005/6 Top Quartile 96.74%  
 2007/8 SBC Target 40.00%  
 Tolerance 2%  
 Polarity ↑  
 Target  
★

Comments: On track to achieve 2007/8 target. (No data available for Q2 2006/07)

Head of Service: Carol Straughan (52)7026



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 2 2007/08

★  
Achieved Target

■  
Missed Target

○  
Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**LIV009 (BV183b)**      The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks)



Period	Actual (Weeks)	Target (Weeks)	Year End Prediction (Weeks)
2006/07...	6.5	8.0	8.0
2006/07...	6.4	8.0	8.0
2007/08...	5.03	8.0	8.0
2007/08...	8.84	8.0	8.0

**Performance Comparisons**

↓

2005/6 Top Quartile 0.00

2007/8 SBC Target 8.00

Tolerance 2%

Polarity ↓

Target

★

**Comments:** Although performance in quarter one was poor, the significant reduction in the use of hostel accommodation during quarter two means that we are now almost on target for the first two quarters. We expect this good performance to continue, working towards the overall target of 8 weeks for 2007/8.

**Head of Service:** Julie Allport (52)7072

**LIV012 (BV212)**      Average time (in calendar days) to relet local authority housing



Period	Actual (Days)	Target (Days)	Year End Prediction (Days)
2006/07...	30	28	28
2006/07...	32	28	28
2007/08...	30	28	28
2007/08...	30	28	28

**Performance Comparisons**

↔

2005/6 Top Quartile 29

2007/8 SBC Target 28

Tolerance 2%

Polarity ↓

Target

★

**Comments:** The average length of void time was consistent throughout the first five months of 2007/8 however this increased slightly during September. Meetings have taken place to discuss the importance of minimising void time. We expect performance to improve during the second half of the year and that the annual target will be achieved. At this stage last year, the average length of void time was reduced by two full days by the end of the year.

**Head of Service:** Julie Allport (52)7072



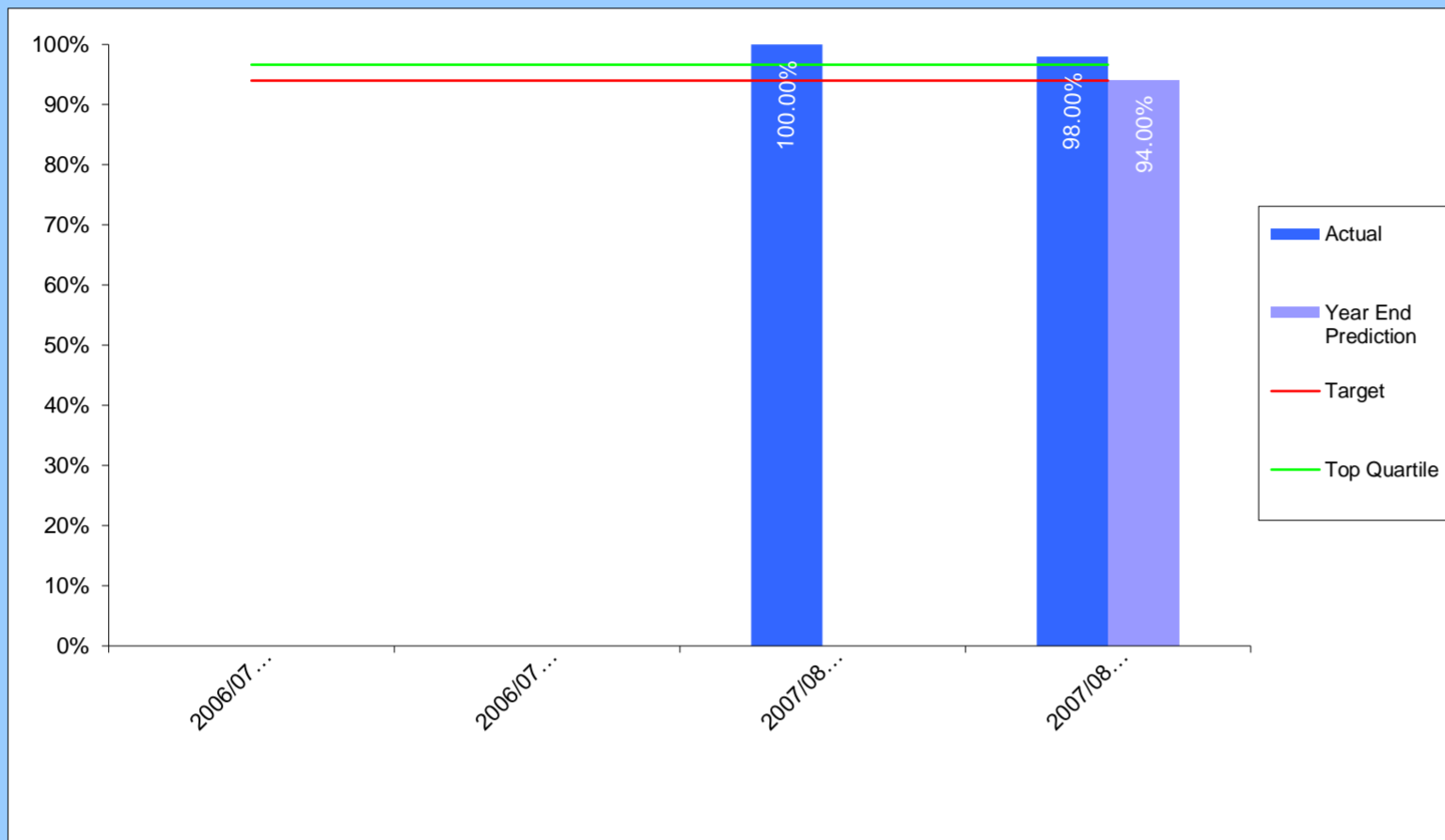
Liveability Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 2 2007/08

LIV013  
(BV218a)

Percentage of new reports of abandoned vehicles investigated within 24 hours of notification



Performance Comparisons

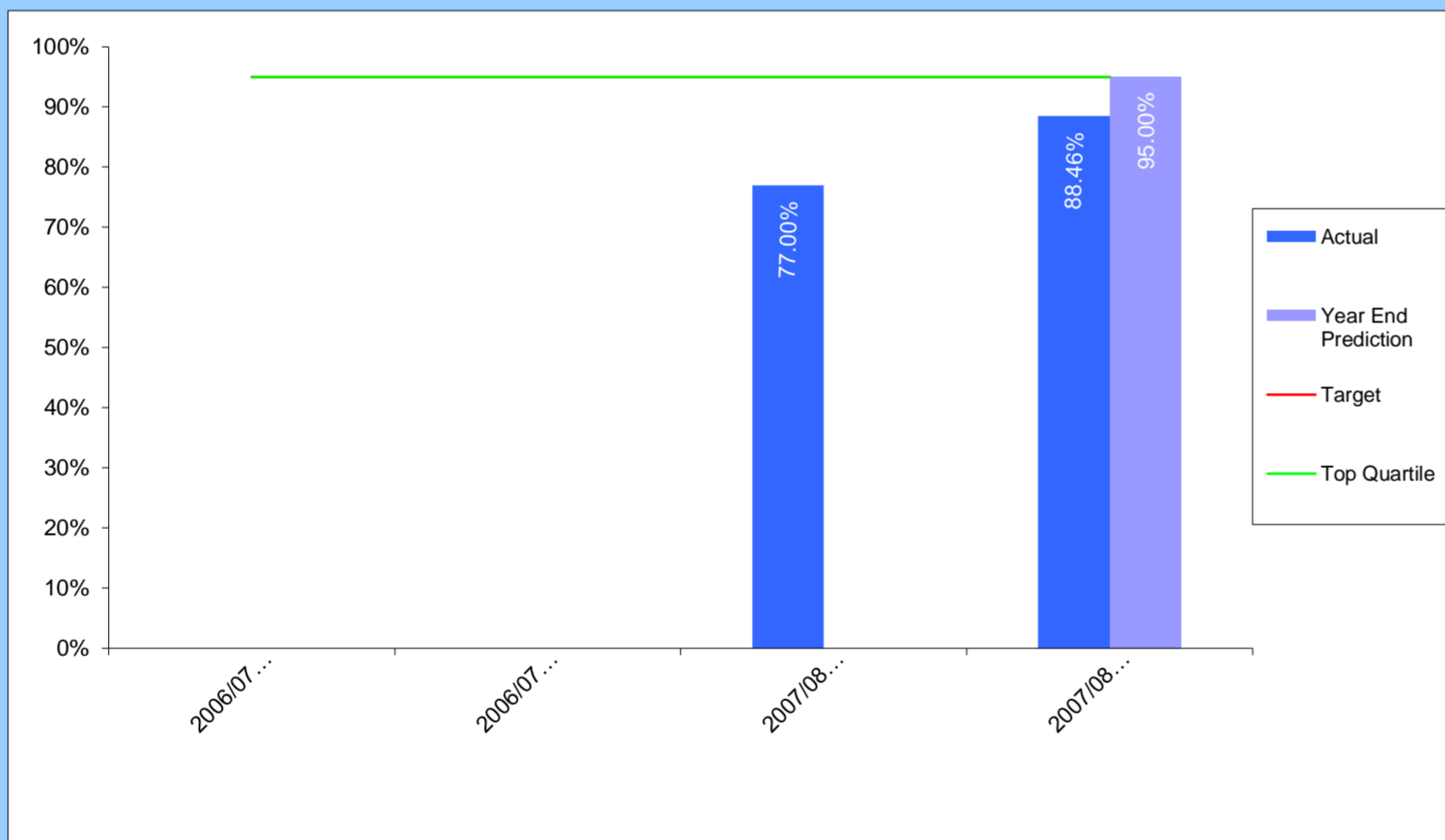
N/A  
 2005/6 Top Quartile 96.64%  
 2007/8 SBC Target 94.00%  
 Tolerance 2%  
 Polarity ↑  
 Target  
★

Comments: 93 vehicles were reported to the enforcement team as being abandoned, of which 91 were investigated. We are on track to achieve 2007/8 target.

Head of Service: Mike Batty (52)7074

LIV014  
(BV218b)

Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle



Performance Comparisons

N/A  
 2005/6 Top Quartile 95.00%  
 2007/8 SBC Target 95.00%  
 Tolerance 2%  
 Polarity ↑  
 Target  
★

Comments: 23 out of 26 vehicles were removed within 24 hours. On track to achieve the 2007/8 target.

Head of Service: Mike Batty (52)7074



**Stockton-on-Tees**  
BOROUGH COUNCIL

Liveability Key Performance Indicators

Quarter 2 2007/08

★ Achieved Target

○ Within Tolerance

■ Missed Target

Quartiles: 1st = Top; 4th = Bottom

LIV015 (E003)
Average time taken to remove fly-tips (calendar days)



Period	Actual	Year End Prediction	Target
2006/07 Q1	0.98	-	1.00
2006/07 Q2	1	-	1.00
2007/08 Q1	0.99	-	1.00
2007/08 Q2	0.98	1	1.00

**Performance Comparisons**

↔

2007/8 SBC Target 1.00

Tolerance 2%

Polarity ↓

Target

★

**Comments:** Q1 performance has been recalculated to 0.97 days. On schedule to achieve the 2007/08 annual target

**Head of Service:** Jamie McCann (52)7071

LIV016 (E004)
Number of sanctions of offenders for dumping, littering or dog fouling



Period	Actual	Year End Prediction	Target
2006/07 Q1	34	-	147
2006/07 Q2	100	-	147
2007/08 Q1	18	-	147
2007/08 Q2	46	80	147

**Performance Comparisons**

↑

2007/8 SBC Target 147

Tolerance 2%

Polarity ↓

Target

★

**Comments:** Education and enforcement activities continue to drive down the number of sanctions issued for these types of littering offences. We are on track to achieve 2007/8 target.

**Head of Service:** Mike Batty (52)7074



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 2 2007/08

★  
 Achieved Target

■  
 Missed Target

○  
 Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**LIV017**  
(BV66a)

The proportion of rent collected

**Performance Comparisons**

↑

2005/6 Top Quartile 98.59%

2007/8 SBC Target 97.50%

Improvement

Polarity ↑

Target

★

Year	Actual	Year End Prediction	Target	Top Quartile
2006/07	95.27%	-	97.50%	98.59%
2007/08	95.56%	97.50%	97.50%	98.59%

**Comments:** Although performance is currently below target, it is better than at the same period in 2006/7. Given previous trends it is projected that the 2007/8 target will be achieved.

**Head of Service:** Julie Allport (52)7072

**LIV021**  
(BV63)

Energy efficiency of Local Authority owned dwellings, measured by the average standard assessment procedure rating

**Performance Comparisons**

↑

2005/6 Top Quartile 69

2007/8 SBC Target 78

No Tolerance

Polarity ↑

Target

★

Year	Actual	Year End Prediction	Target	Top Quartile
2006/07	70	-	78	69
2007/08	77	78	78	69

**Comments:** On track to achieve annual target.

**Head of Service:** Julie Allport (52)7072



