



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 3 2007/08

★  
Achieved Target

■  
Missed Target

○  
Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**LIV002 (BV78a)**

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



Year	Actual	Year End Prediction	Target	Top Quartile
2006/07	28.7	29.3	29.0	25.6
2007/08	23.4	26.0	29.0	25.6

**Performance Comparisons**

↑

2006/7 Top Quartile 25.6

2007/8 SBC Target 29.0

Tolerance 2%

Polarity ↓

Target

★

**Comments:** We are on track to achieve and exceed the 2007/8 target.

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

**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



Year	Actual	Year End Prediction	Target	Top Quartile
2006/07	0.96	0.95	96.00%	99.20%
2007/08	0.976	0.97	96.00%	99.20%

**Performance Comparisons**

↑

2006/7 Top Quartile 99.20%

2007/8 SBC Target 96.00%

Tolerance 2%

Polarity ↑

Target

★

**Comments:** We are on track to achieve and exceed the 2007/8 target.

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





**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 3 2007/08

★  
Achieved Target

■  
Missed Target

○  
Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**LIV006 (BV82d(i))**      The percentage of household waste arisings which have been landfilled



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07	-	-	10.00%	59.89%
2006/07	0.092	-	10.00%	59.89%
2007/08	0.0994	-	10.00%	59.89%
2007/08	-	0.1	10.00%	59.89%

**Performance Comparisons**

↓

2006/7 Top Quartile 59.89%

2007/8 SBC Target 10.00%

Tolerance 2%

Polarity ↓

Target

★

**Comments:** Performance is significantly higher than anticipated due to the continued maintenance breakdown at the Energy from Waste plant, causing waste to be diverted to landfill. Providing there are no further breakdowns at the Energy from Waste plant the 2007/08 target should be achieved.

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

**LIV007 (BV84a)**      The number of kilogrammes of household waste collected per head of population



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07	106.5	-	490.0	472.5
2006/07	369.9	-	490.0	472.5
2007/08	110.19	-	490.0	472.5
2007/08	365.68	490.0	490.0	472.5

**Performance Comparisons**

↓

2006/7 Top Quartile 472.5kg

2007/8 SBC Target 490.0kg

Tolerance 2%

Polarity ↓

Target

★

**Comments:** Due to retrospective data being received, the Q2 cumulative performance has been recalculated to 255.5. Taking into consideration 2007/08 performance to date, previous trends and seasonal factors it is projected that the 2007/08 target will be achieved.

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



**LIV011**  
(BV199a)

Cleanliness of relevant land and highways: the percentage of inspections where grades B/C or lower were recorded

**Performance Comparisons**

↑

2006/7 Top Quartile 7.8%

2007/8 SBC Target 5.0%

Tolerance 2%

Polarity ↓

Target

★



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07	2.8%	-	5.0%	7.8%
2006/07	-	-	5.0%	7.8%
2007/08	2.5%	4.0%	5.0%	7.8%
2007/08	-	-	5.0%	7.8%

Comments: We are on schedule, with two out of three surveys having been completed to date (the third survey is due between December 2007 and March 2008). Performance is currently on track to achieve the 2007/08 target.

Head of Service: Jamie McCann (52)7071



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 3 2007/08

★  
Achieved Target

■  
Missed Target

○  
Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

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



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07	27	-	28	28
2006/07	-	30	28	28
2007/08	21.28	-	28	28
2007/08	26.83	28	28	28

**Performance Comparisons**

↑

2006/7 Top Quartile 28

2007/8 SBC Target 28

Tolerance 2%

Polarity ↓

Target

★

**Comments:** On track to achieve and exceed the target by year end. Performance has improved to 27 days at the end of December.

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

**LIV013 (BV218a)**      Percentage of new reports of abandoned vehicles investigated within 24 hours of notification



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07	99.30%	-	94.00%	99.30%
2006/07	-	94.00%	94.00%	99.30%
2007/08	99.30%	-	94.00%	99.30%
2007/08	94.00%	94.00%	94.00%	99.30%

**Performance Comparisons**

N/A

2006/7 Top Quartile 99.30%

2007/8 SBC Target 94.00%

Tolerance 2%

Polarity ↑

Target

**Comments:** Data held within Flare database which is used to report this indicator is being reviewed due to a one off occurrence regarding the way some data has transferred from handheld devices through the CRM Lagan system into Flare. Performance progress will be reported when this review is complete

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



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 3 2007/08

★  
Achieved Target

■  
Missed Target

○  
Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**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

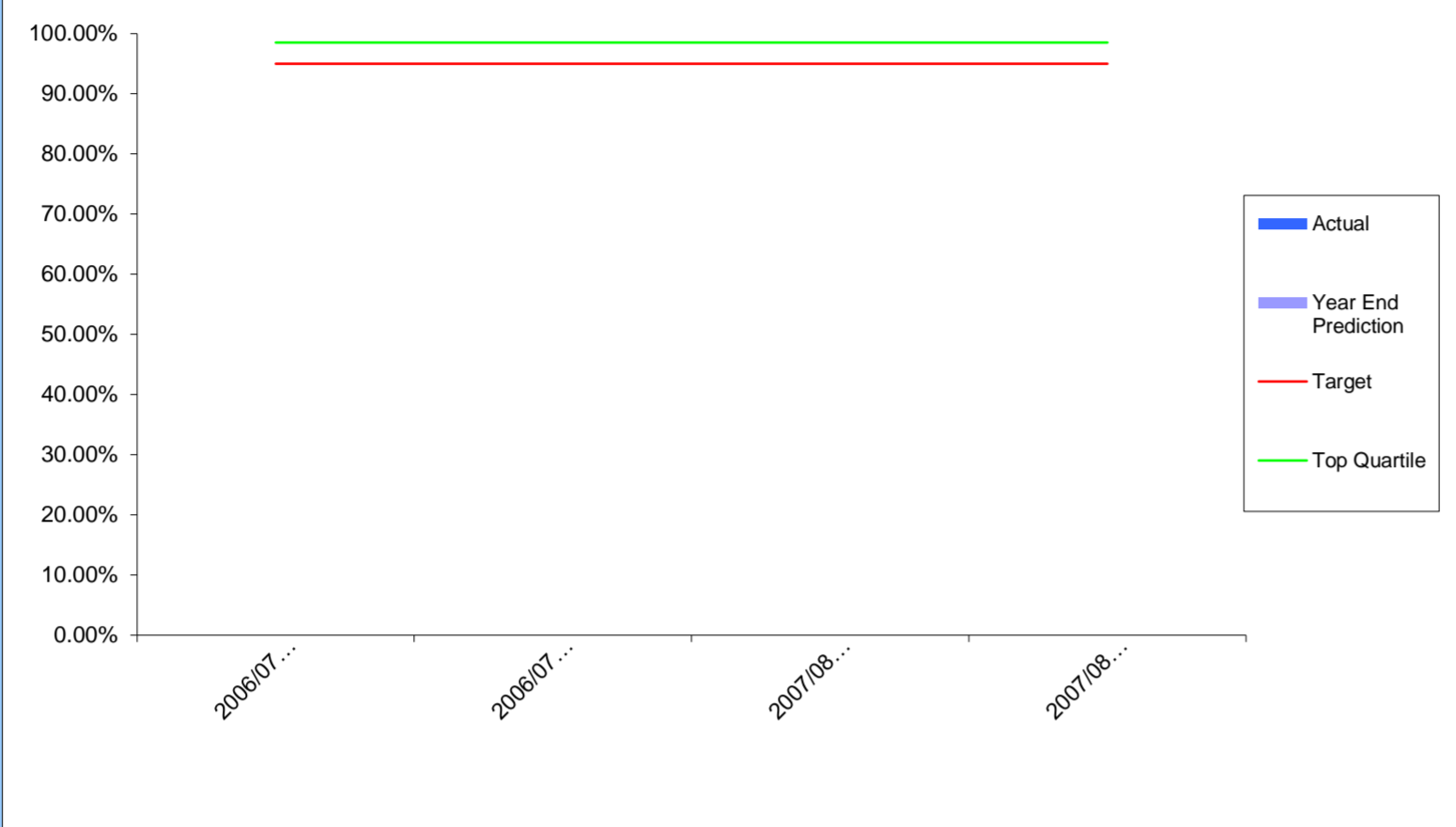
2006/7 Top Quartile 98.52%

2007/8 SBC Target 95.00%

Tolerance 2%

Polarity ↑

Target



Comments: Data held within Flare database which is used to report this indicator is being reviewed due to a one off occurrence regarding the way some data has transferred from handheld devices through the CRM Lagan system into Flare. Performance progress will be reported when this review is complete

Head of Service: Mike Batty (52)7074

**LIV015**  
(E003)

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

**Performance Comparisons**

↑

2007/8 SBC Target 1.00

Tolerance 2%

Polarity ↓

Target

★



Comments: Due to recently received information being added to the recording system, Q1 performance has been recalculated to 0.97 days. Performance is currently on track to achieve the 2007/08 target.

Head of Service: Jamie McCann (52)7071



**Stockton-on-Tees**  
BOROUGH COUNCIL

### Liveability Key Performance Indicators

Quarter 3 2007/08

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

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



Period	Actual	Year End Prediction	Target
2006/07	24	-	147
2006/07	124	-	147
2007/08	15	-	147
2007/08	61	81	147

**Performance Comparisons**

↑

2007/8 SBC Target 147

Tolerance 2%

Polarity ↓

Target

★

**Comments:** High visibility patrols and increased press coverage has resulted in a decrease of fixed penalty notices being issued. We are on track to exceed 2007/8 target.

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

#### LIV017 (BV66a) The proportion of rent collected



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07	0.9607	-	97.50%	98.56%
2007/08	0.9688	97.50%	97.50%	98.56%

**Performance Comparisons**

↑

2006/7 Top Quartile 98.56%

2007/8 SBC Target 97.50%

Improvement

Polarity ↑

Target

★

**Comments:** Performance on this indicator has increased month on month since the beginning of the year; it is projected that with the same rate of increase, the target of 97.50% will be achieved.

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

