



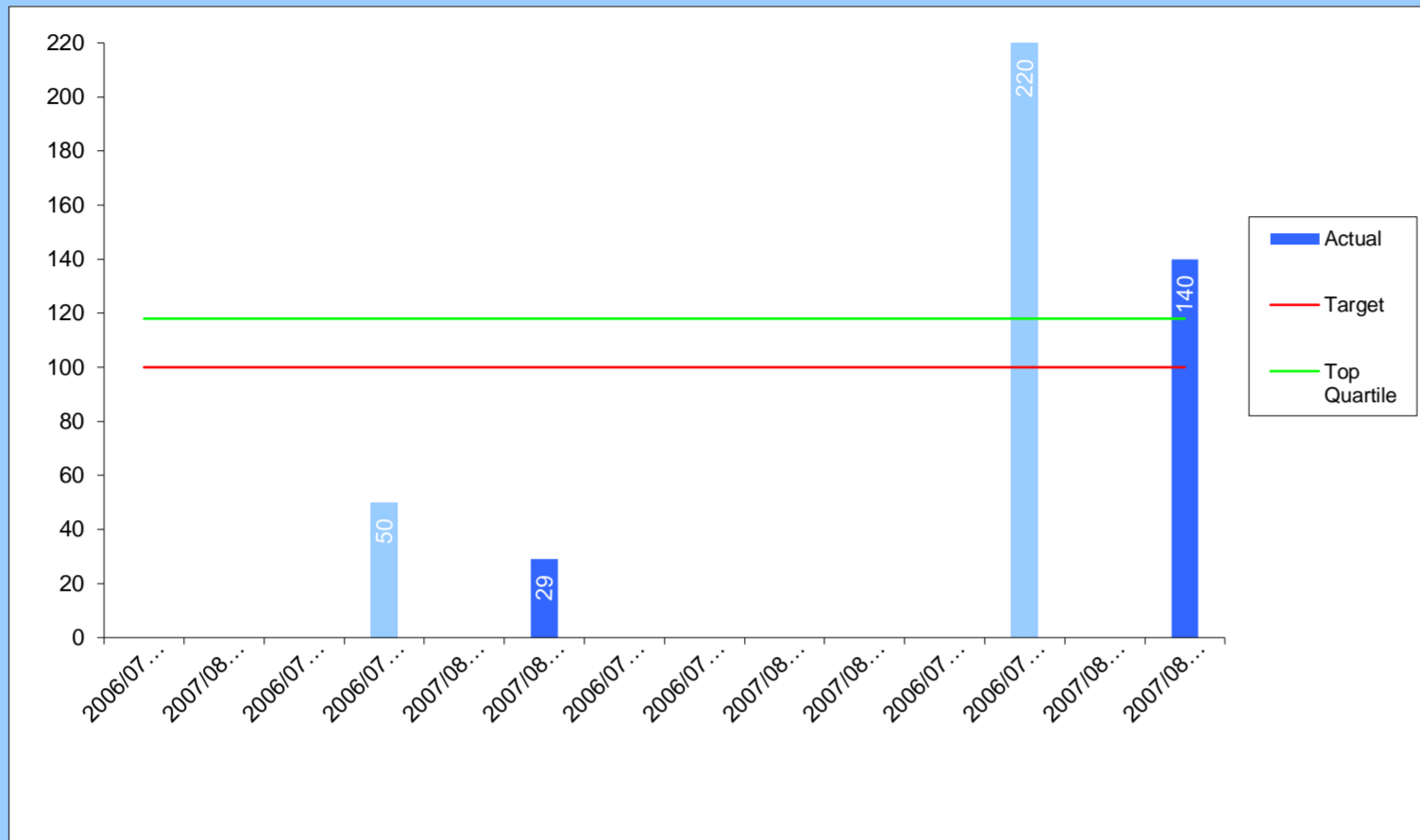
Liveability Key Performance Indicators

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

Quarter 4 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

↓

2006/7 Top Quartile 95

2007/8 SBC Target 100

Tolerance 2%

Polarity ↑

Target

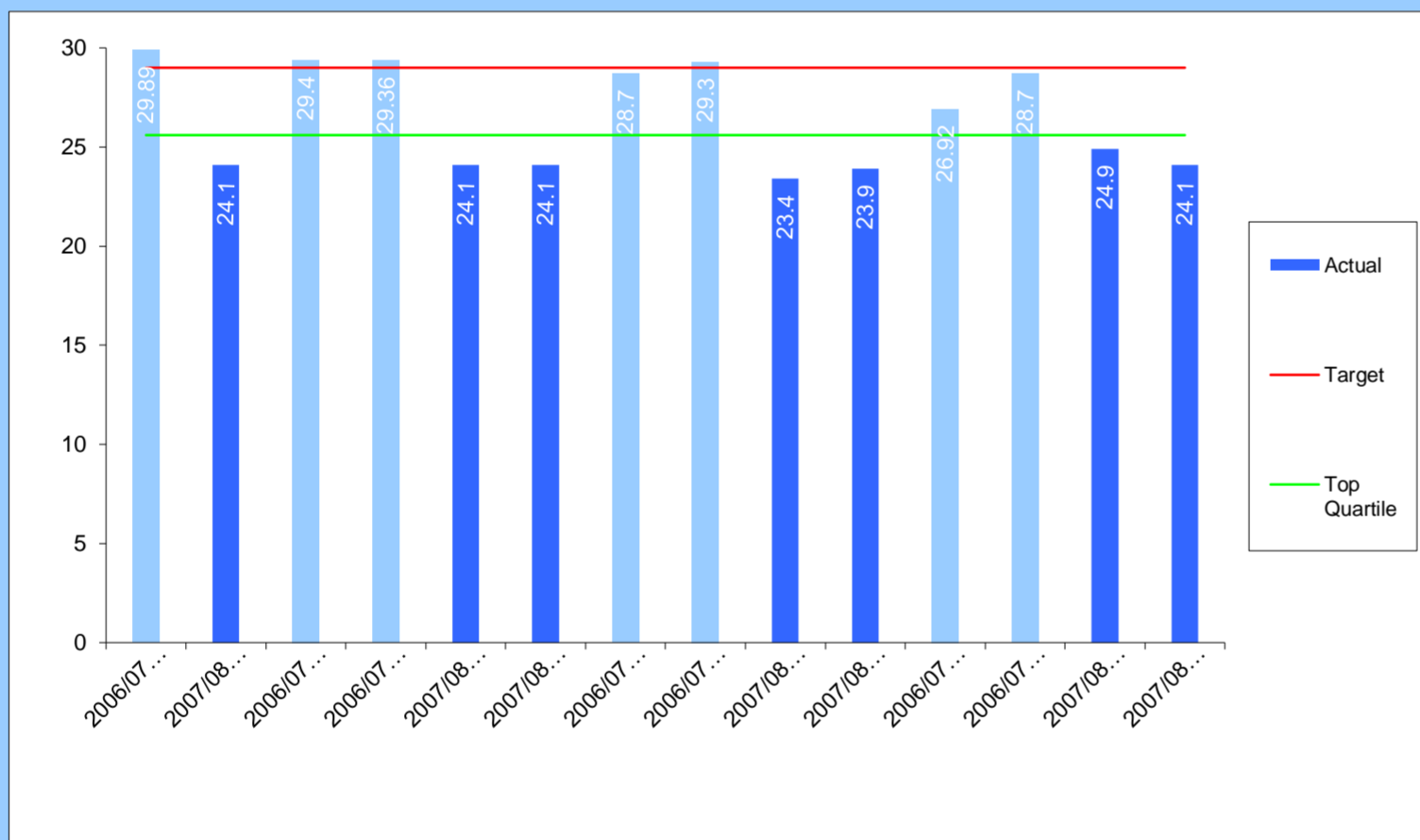
★

Comments: The target of 100 has been comfortably achieved and exceeded.

Head of Service: Julie Allport (52)7072

LIV002  
(BV78a)

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



Performance Comparisons

↑

2006/7 Top Quartile 25.6

2007/8 SBC Target 29.0

Tolerance 2%

Polarity ↓

Target

★

Comments: A lower figure reflects good performance. Year end performance of 24.1 means that the annual target of 29 days has been comfortably achieved and exceeded.

Head of Service: Julie Allport (52)7072



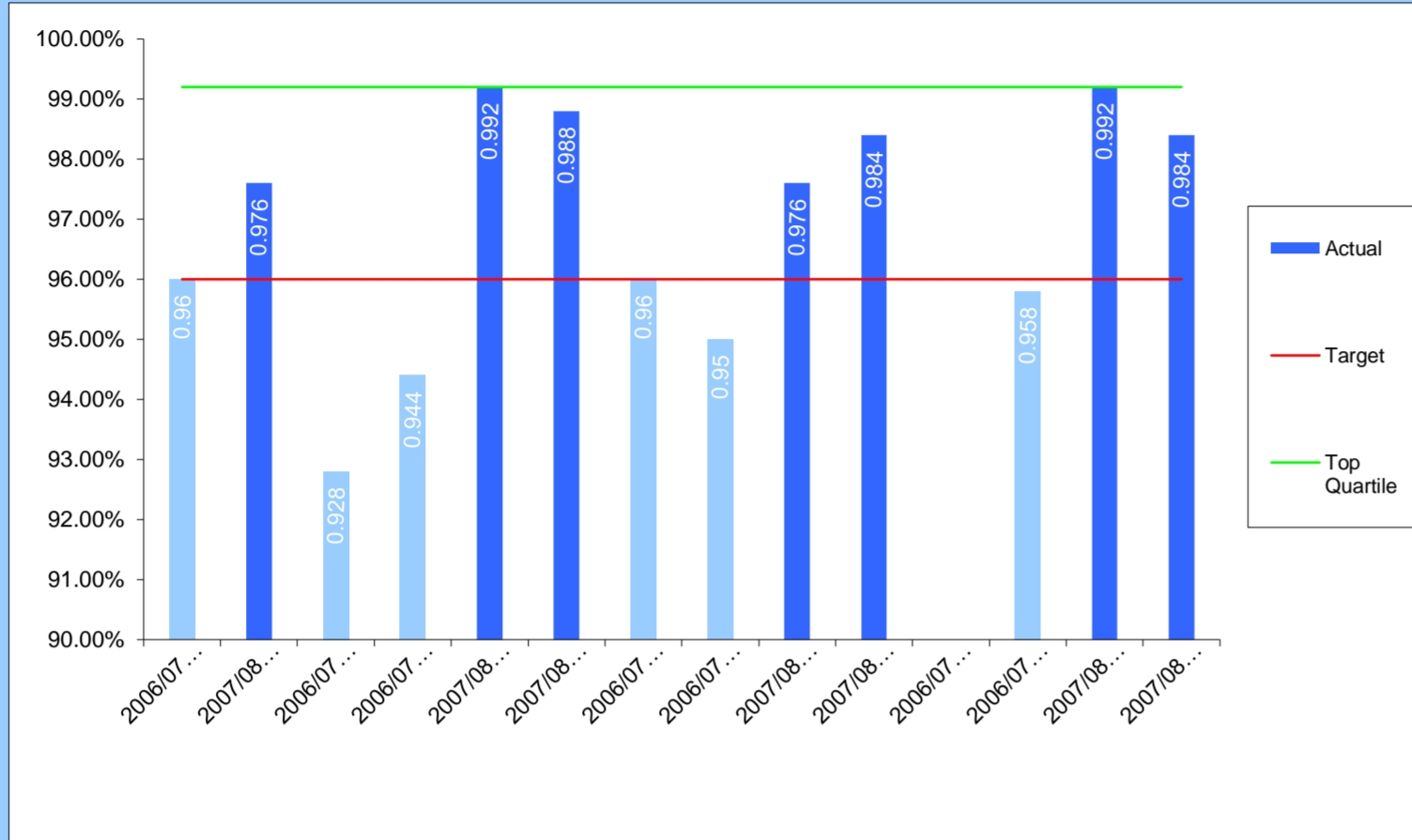
Liveability Key Performance Indicators

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

Quarter 4 2007/08

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



Performance Comparisons

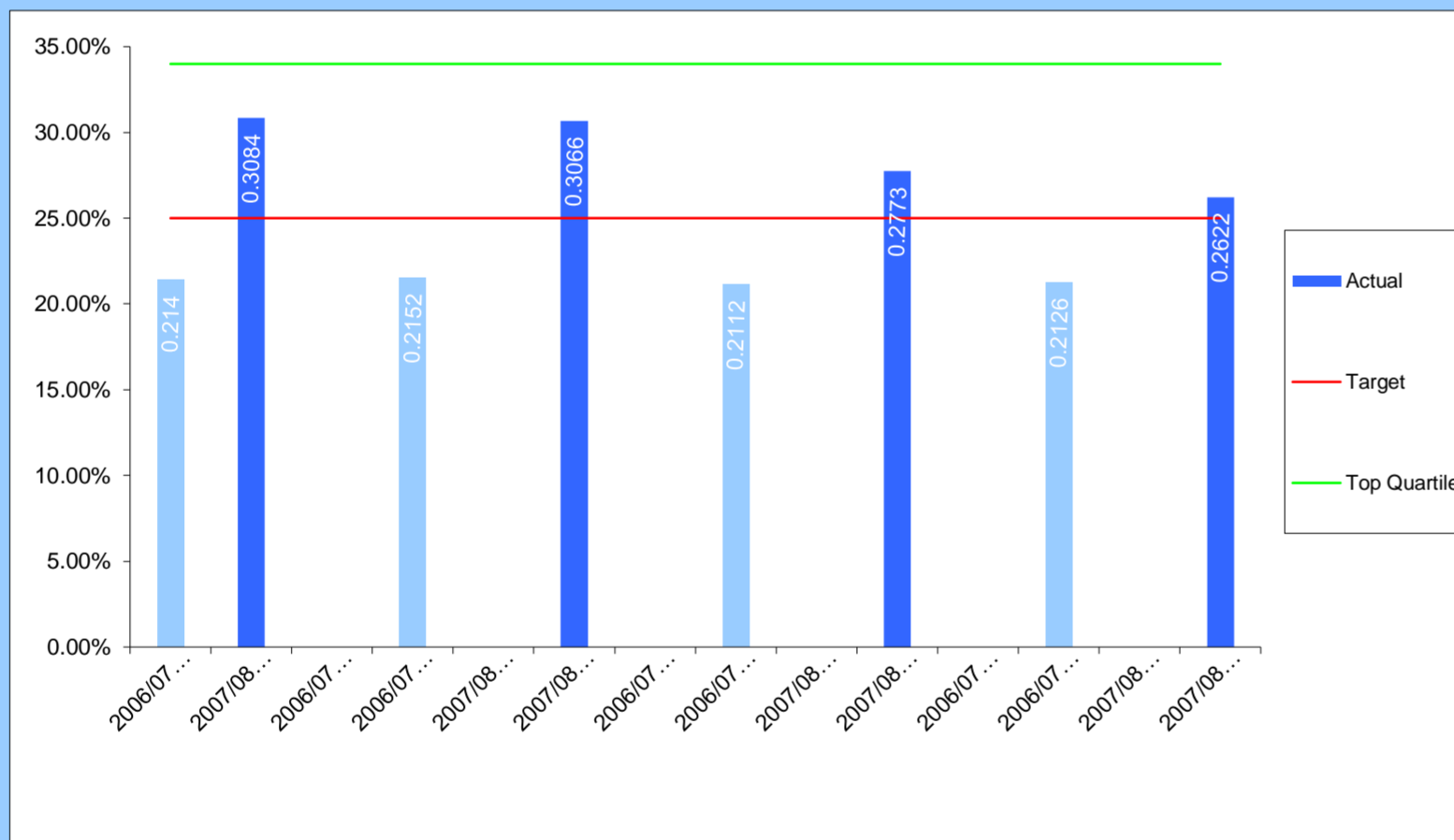
↑  
 2006/7 Top Quartile 99.20%  
 2007/8 SBC Target 96.00%  
 Tolerance 2%  
 Polarity ↑  
 Target  
★

Comments: The target of 96.00% has been comfortably achieved and exceeded.

N.B The 2007/8 Q2 Cum and 2007/8 Q3 Cum figures are incorrect. They should read 98.40% and 98.10% respectively.  
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



Performance Comparisons

↑  
 2006/7 Top Quartile 33.99%  
 2007/8 SBC Target 25.00%  
 Tolerance 2%  
 Polarity ↑  
 Target  
★

Comments: Figures throughout the year require updating as follows - Q1 stand alone 30.97%, Q2 cumulative 30.65%, Q3 cumulative 27.81%.

Head of Service: Jamie McCann (52)7071



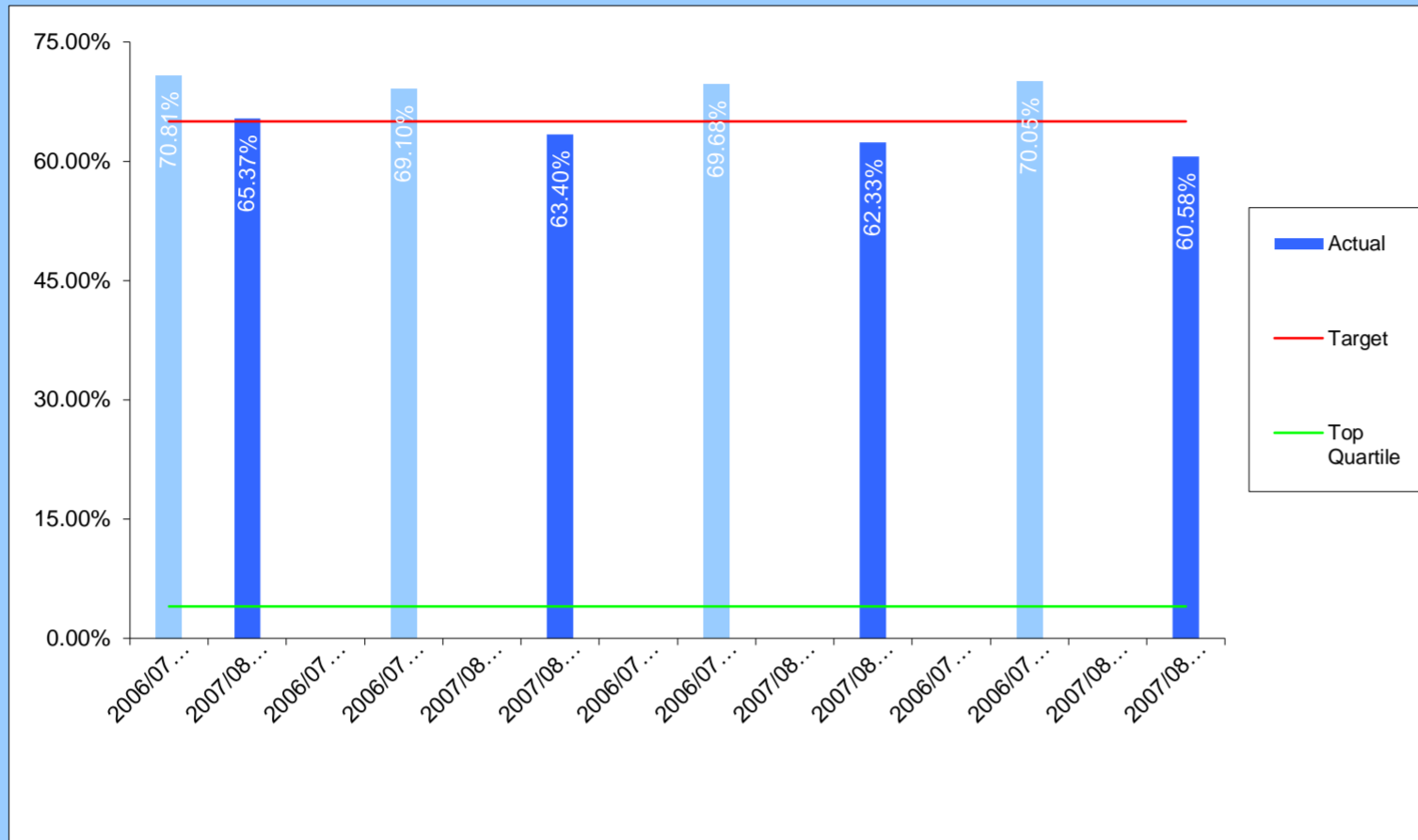
Liveability Key Performance Indicators

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

Quarter 4 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

↓

2006/7 Top Quartile 4.01%

2007/8 SBC Target 65.00%

Tolerance 2%

Polarity ↑

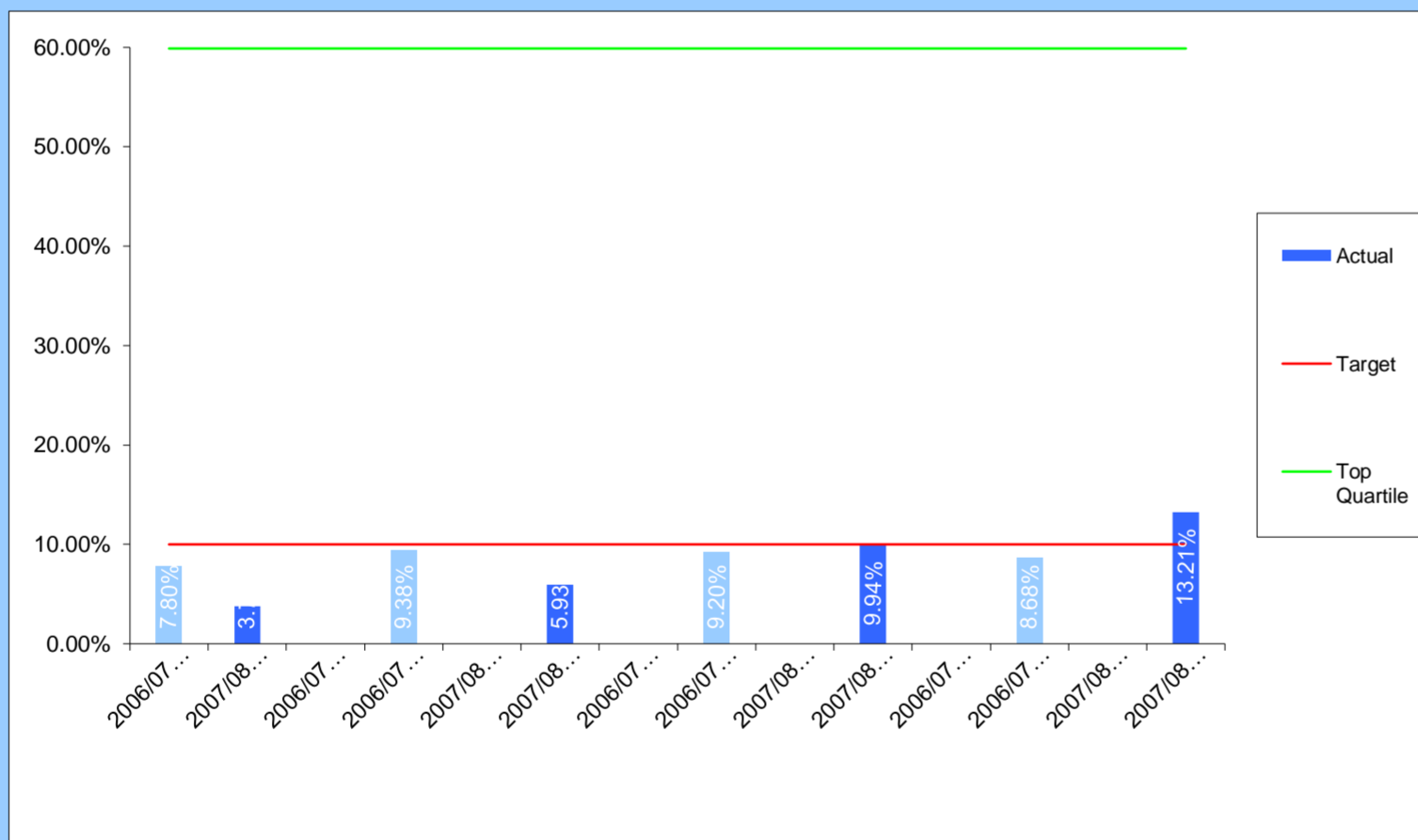
Target

■

Comments: Figures throughout the year require updating as follows - Q1 stand alone 65.24%, Q2 cumulative 63.40%, Q3 cumulative 62.22%. During 2007/08 there has been a significant volume of scheduled maintenance and unexpected breakdowns at the Energy from Waste plant, resulting in the need for additional waste being diverted to landfill.  
Head of Service: Jamie McCann (52)7071

LIV006  
(BV82d(i))

The percentage of household waste arisings which have been landfilled



Performance Comparisons

↓

2006/7 Top Quartile 59.89%

2007/8 SBC Target 10.00%

Tolerance 2%

Polarity ↓

Target

■

Comments: Figures throughout the year require updating as follows - Q1 stand alone 3.78%, Q2 cumulative 5.95%, Q3 cumulative 9.97%. During 2007/08 there has been a significant volume of scheduled maintenance and unexpected breakdowns at the Energy from Waste plant, resulting in the need for additional waste being diverted to landfill.  
Head of Service: Jamie McCann (52)7071





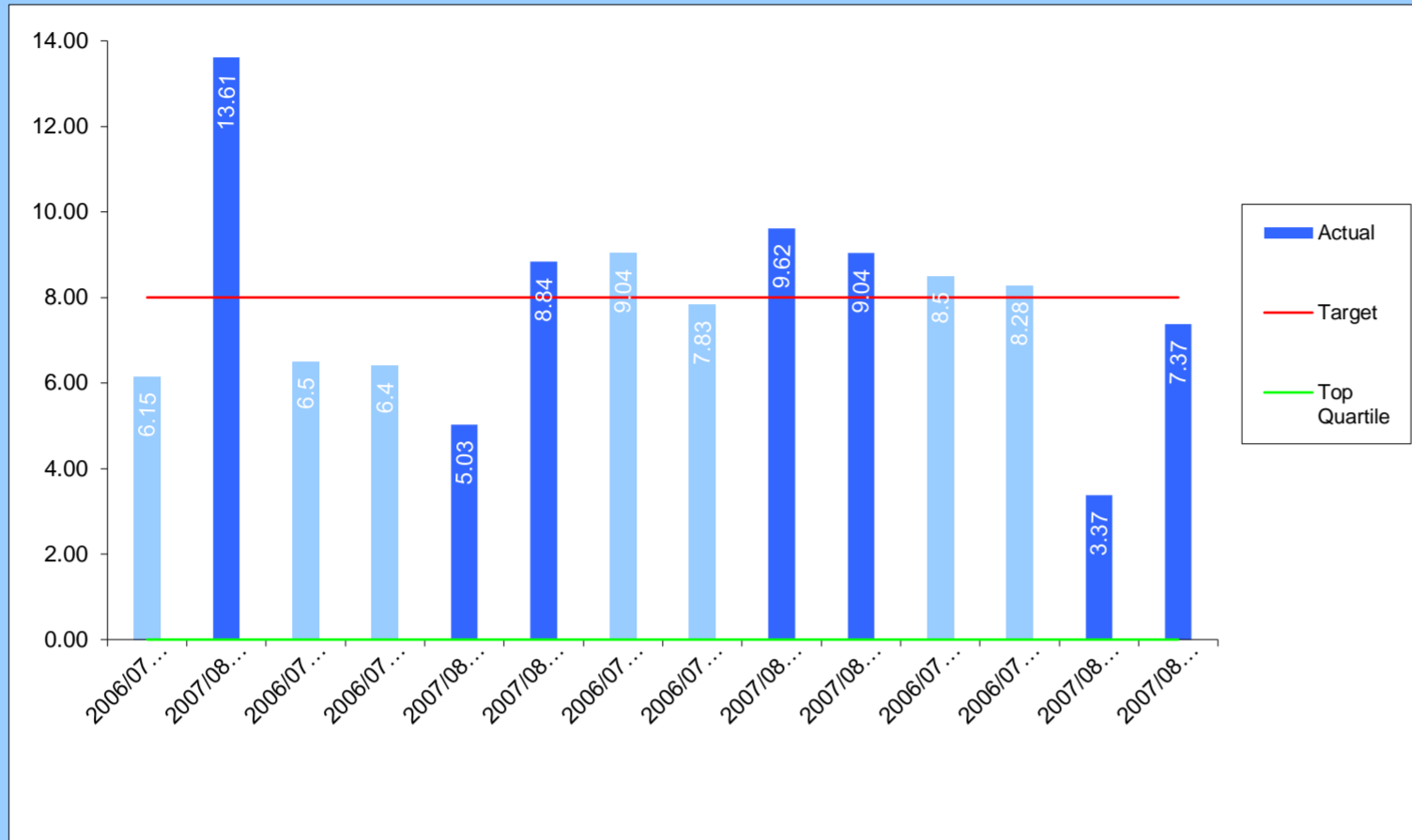
Liveability Key Performance Indicators

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

Quarter 4 2007/08

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)



Performance Comparisons

↑

2006/7 Top Quartile 0.00

2007/8 SBC Target 8.00

Tolerance 2%

Polarity ↓

Target

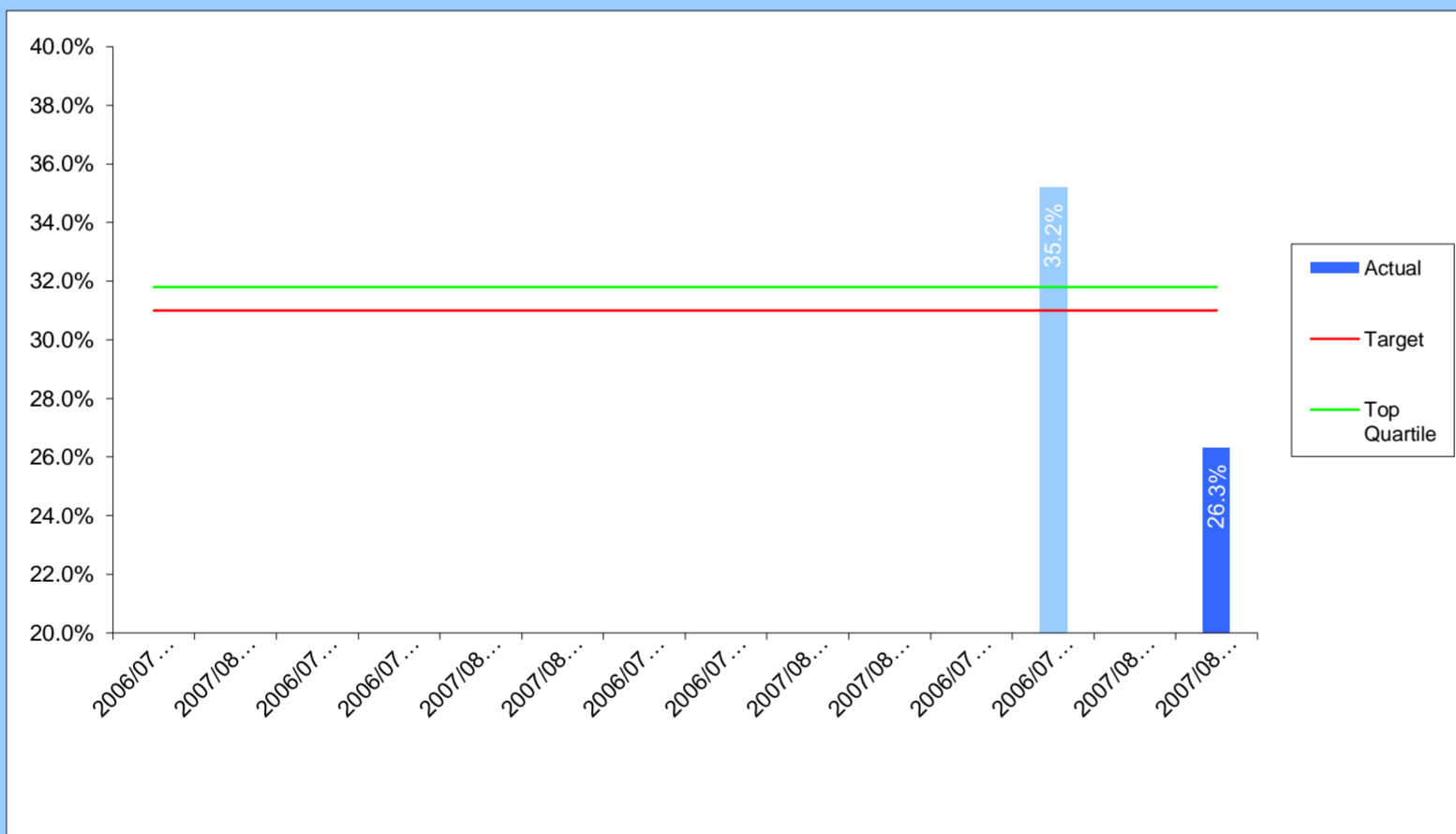
★

Comments: The target of 8 weeks has been comfortably achieved and exceeded.

Head of Service: Julie Allport (52)7072

LIV010  
(BV184b)

The percentage change in the proportion of 'non-decent' dwellings between the start and end of the financial year



Performance Comparisons

↓

2006/7 Top Quartile 31.8%

2007/8 SBC Target 31.0%

Tolerance 2%

Polarity ↑

Target

■

Comments: The number of properties made decent was actually above target. However, surveys carried out by Savills and Tristar's in-house team resulted in a net movement of 121 properties into non decency. Therefore the percentage change between the start and end of the year was behind target.

Head of Service: Jamie McCann (52)7071



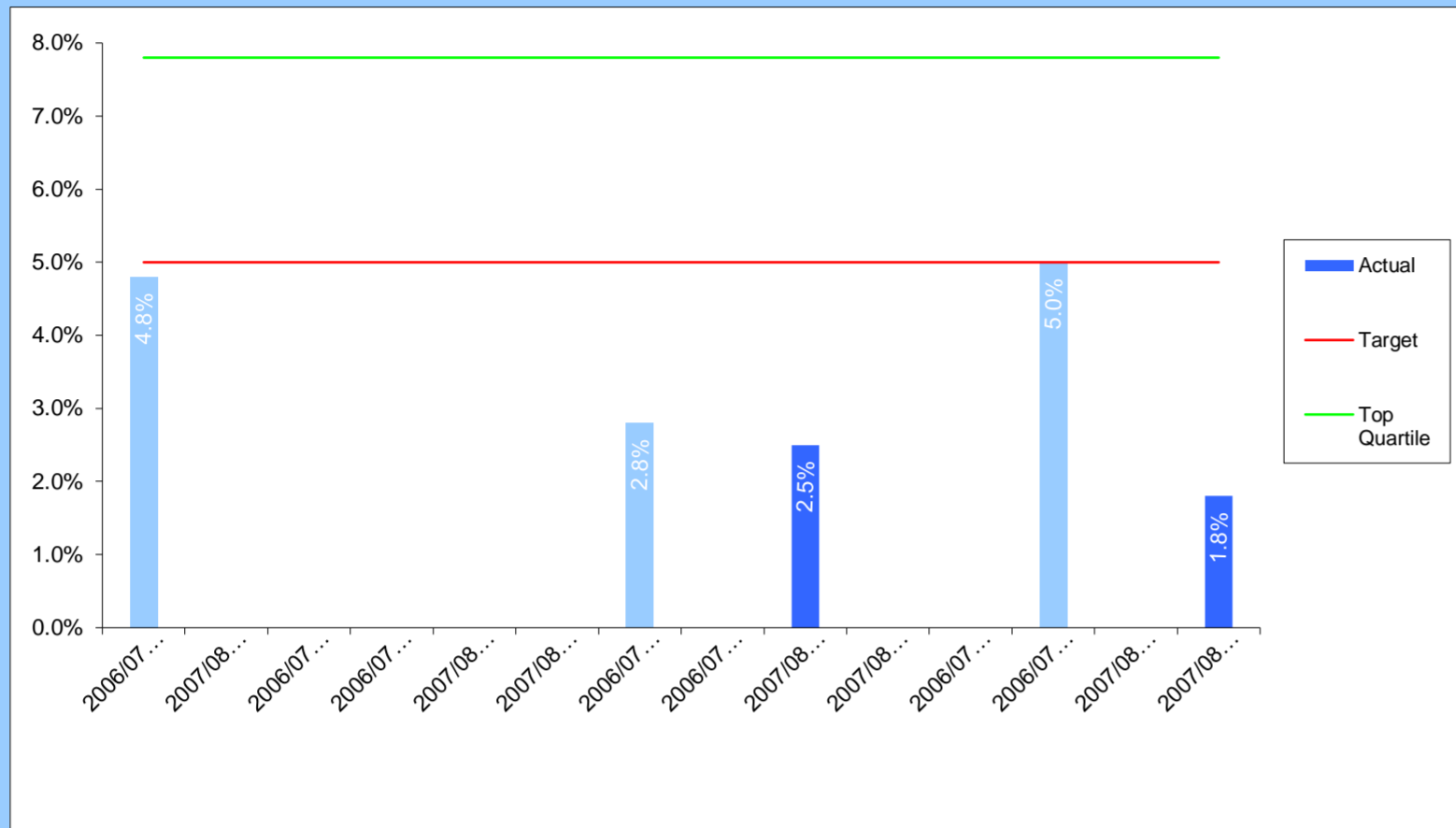
Liveability Key Performance Indicators

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

Quarter 4 2007/08

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

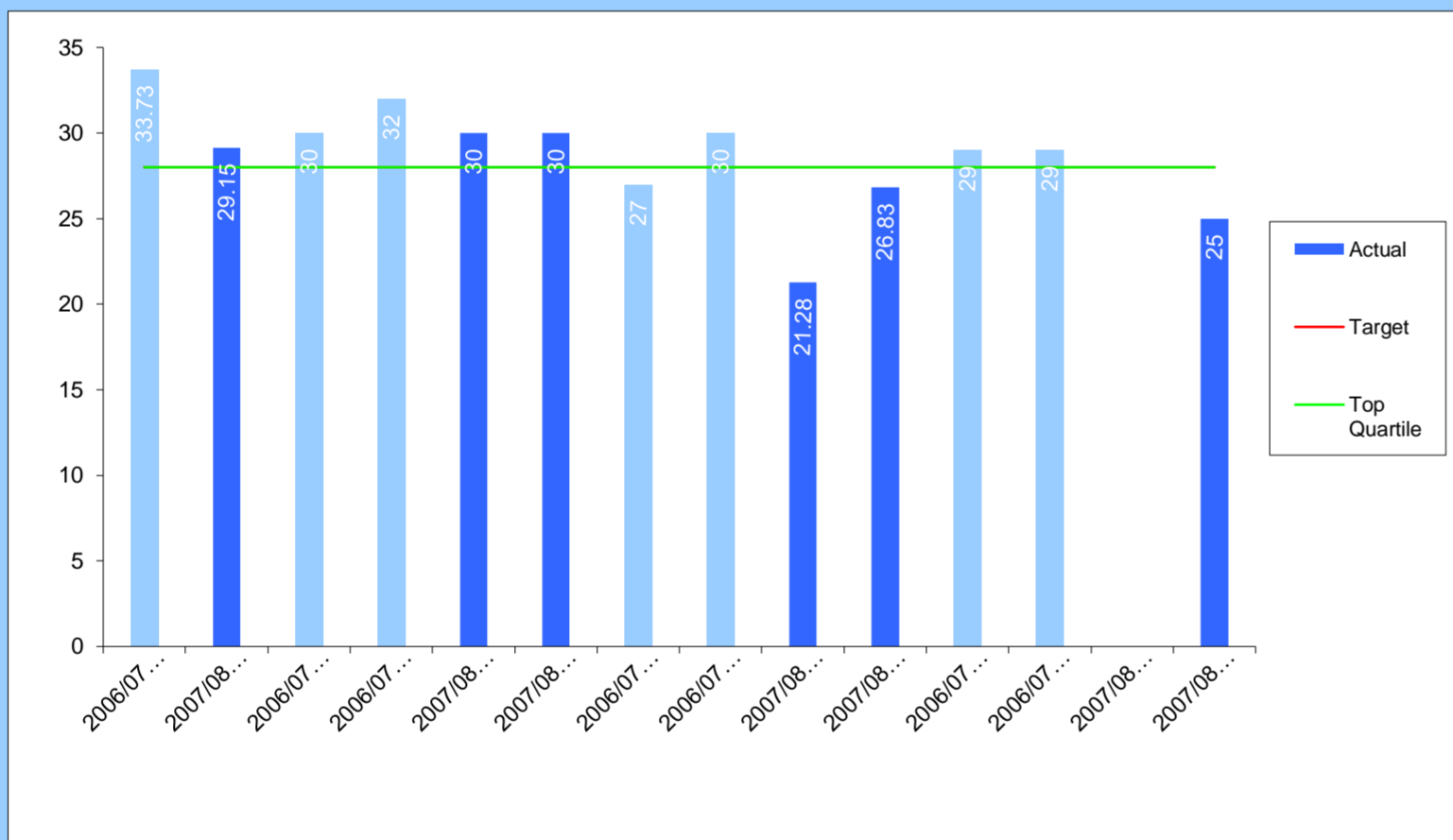
★

Comments: The annual target has been exceeded.

Head of Service: Jamie McCann (52)7071

LIV012  
(BV212)

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



Performance Comparisons

↑

2006/7 Top Quartile 28

2007/8 SBC Target 28

Tolerance 2%

Polarity ↓

Target

★

Comments: The target of 28 calendar days has been comfortably achieved and exceeded.

Head of Service: Julie Allport (52)7072



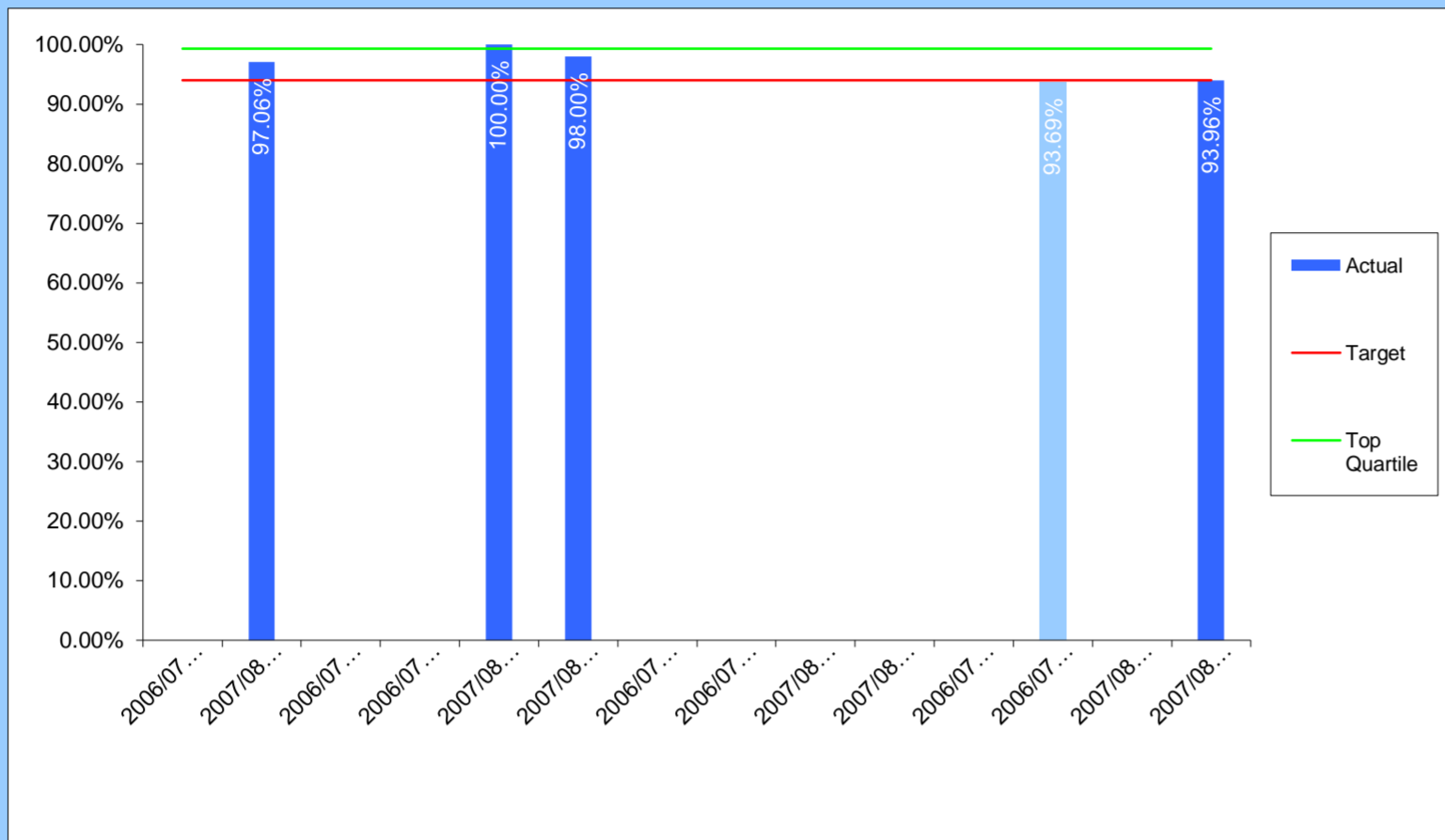
Liveability Key Performance Indicators

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

Quarter 4 2007/08

LIV013  
(BV218a)

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



Performance Comparisons

↑

2006/7 Top Quartile 99.30%

2007/8 SBC Target 94.00%

Tolerance 2%

Polarity ↑

Target

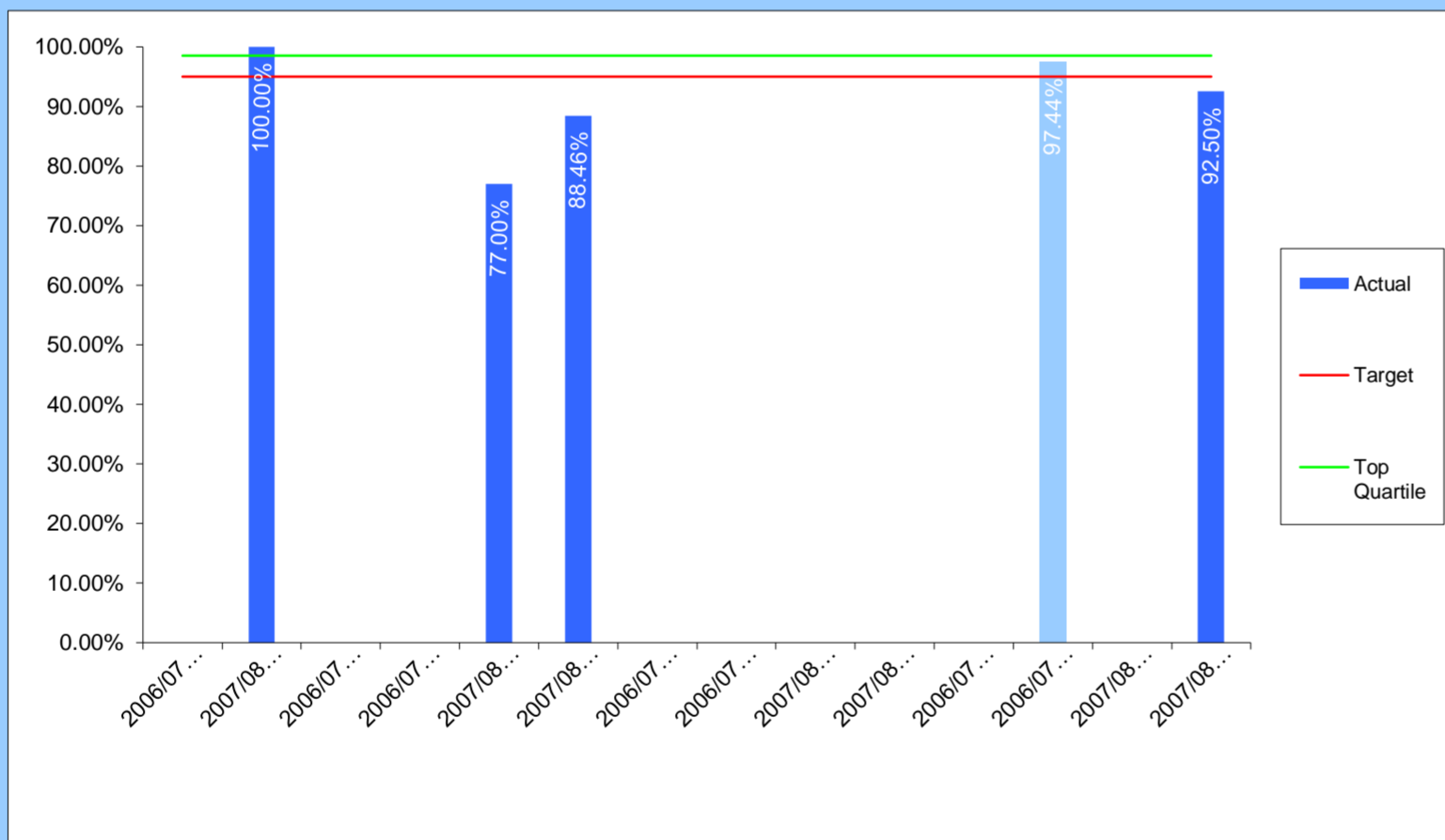
○

Comments: There were 182 reports of abandoned vehicles of which 171 were responded to within 24 hours.

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

↓

2006/7 Top Quartile 98.52%

2007/8 SBC Target 95.00%

Tolerance 2%

Polarity ↑

Target

■

Comments: Of the 40 abandoned vehicles removed 37 were removed within 24 hours of the legal notice, just below the target of 95%.

Head of Service: Mike Batty (52)7074



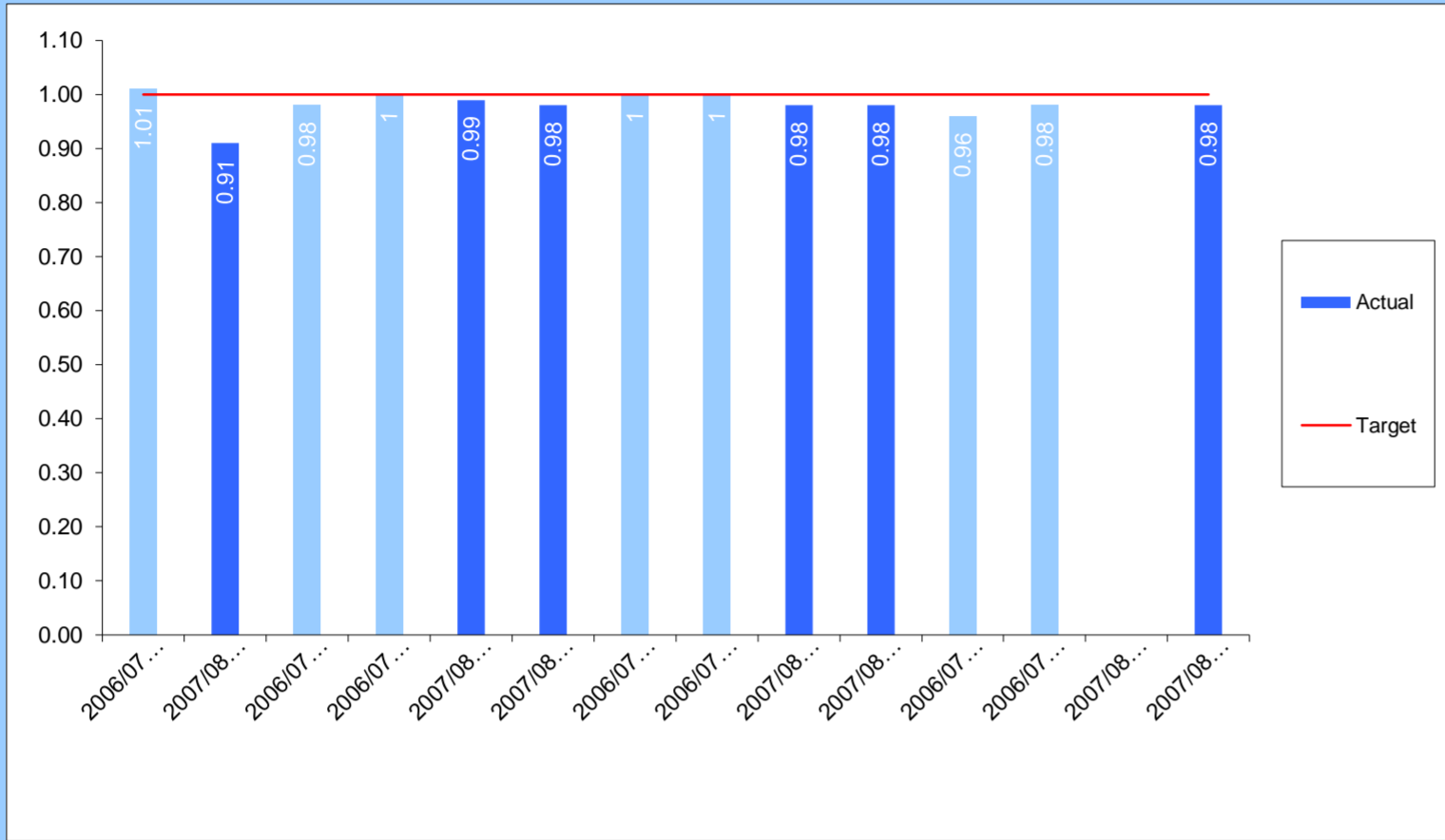
Liveability Key Performance Indicators

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

Quarter 4 2007/08

LIV015  
(E003)

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



Performance Comparisons

↔

2007/8 SBC Target 1.00

Tolerance 2%

Polarity ↓

Target

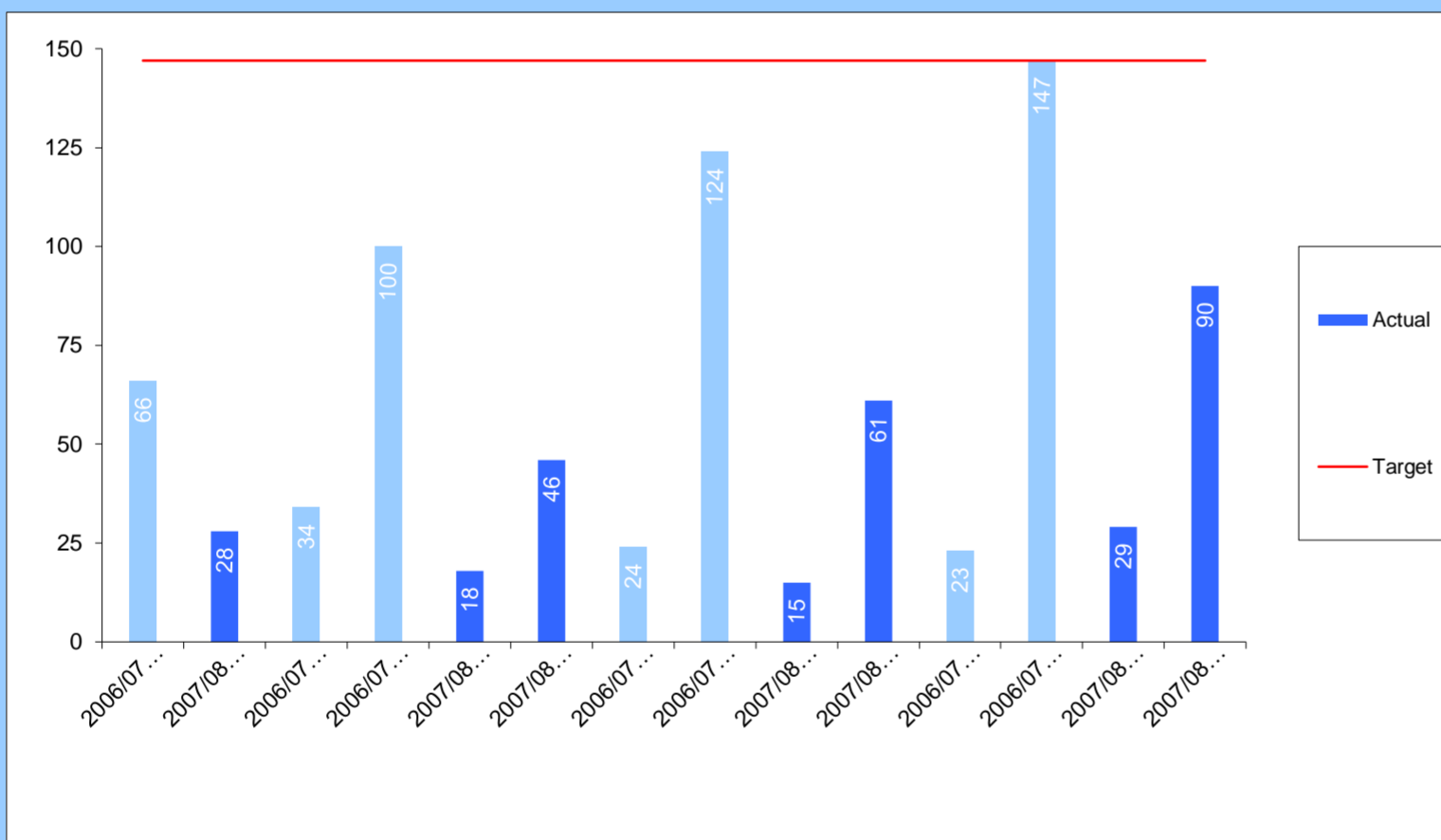
★

Comments: Figures have been revised as follows - Q1 stand alone 0.97, Q2 stand alone 1.00, Q3 stand alone 0.99. Q2 cumulative 0.98, Q3 cumulative 0.98.

Head of Service: Jamie McCann (52)7071

LIV016  
(E004)

Number of sanctions of offenders for dumping, littering or dog fouling



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.

Head of Service: Mike Batty (52)7074





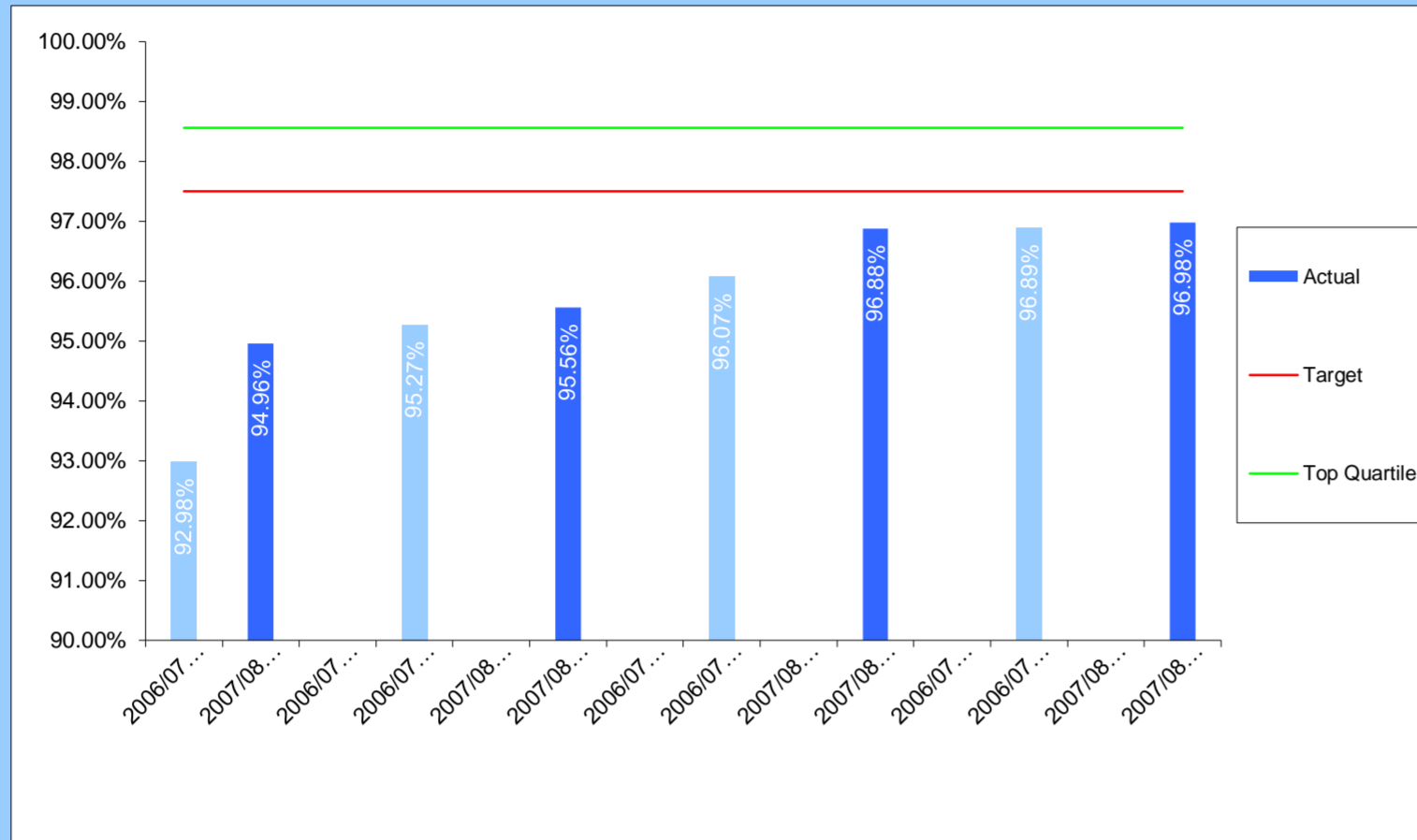
Liveability Key Performance Indicators

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

Quarter 4 2007/08

LIV017  
(BV66a)

The proportion of rent collected



Performance Comparisons

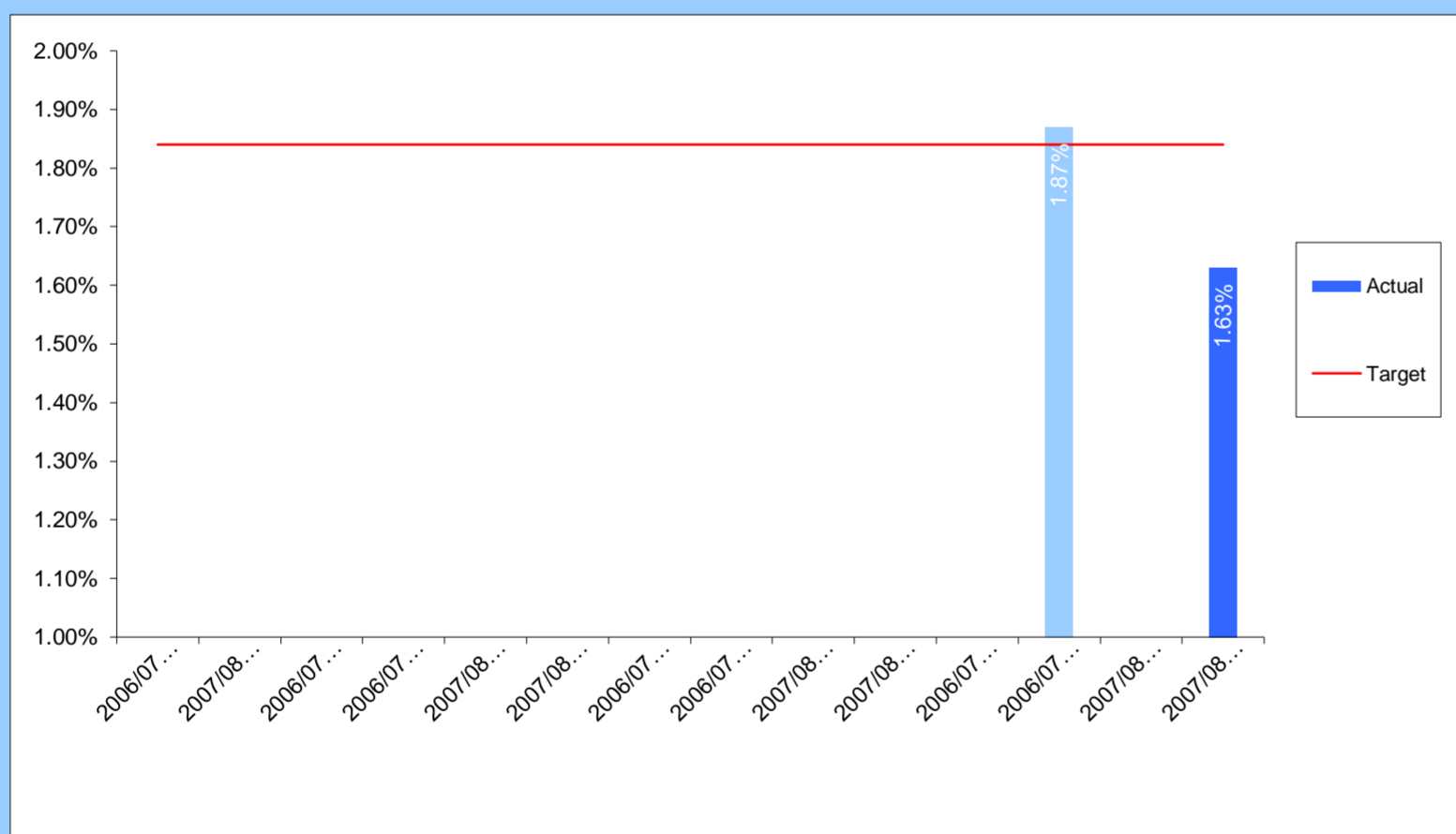
↑  
 2006/7 Top Quartile 98.56%  
 2007/8 SBC Target 97.50%  
 Improvement  
 Polarity ↑  
 Target  
○

Comments: Overall, BV66a saw an improvement in performance against last year from 96.89% to 96.98%. Whilst this did not meet our target of 97.5%, it is important to note that current rent arrears reduced significantly from £986,000 to £903,000 a fall of £83,000. This reversed the trend from the previous year when rent arrears increased.

Head of Service: Julie Allport (52)7072

LIV018  
(H002)

Percentage of total private sector homes vacant for more than six months (HIP BPSA)



Performance Comparisons

↑  
 2007/8 SBC Target 1.84%  
 Improvement  
 Polarity ↓  
 Target  
★

Comments: The 2006/7 outturn and 2007/8 target are stated incorrectly above. The 2006/7 outturn was 1.57% and the 2007/8 target was 1.55%. The target has not been achieved as the number of properties remaining empty for longer than six months has increased during 2007/8. Using the information gathered to calculate this indicator, the Council's Empty Homes Officer is targeting homes that have been empty longer than six months to address this increase.

Head of Service: Julie Allport (52)7072



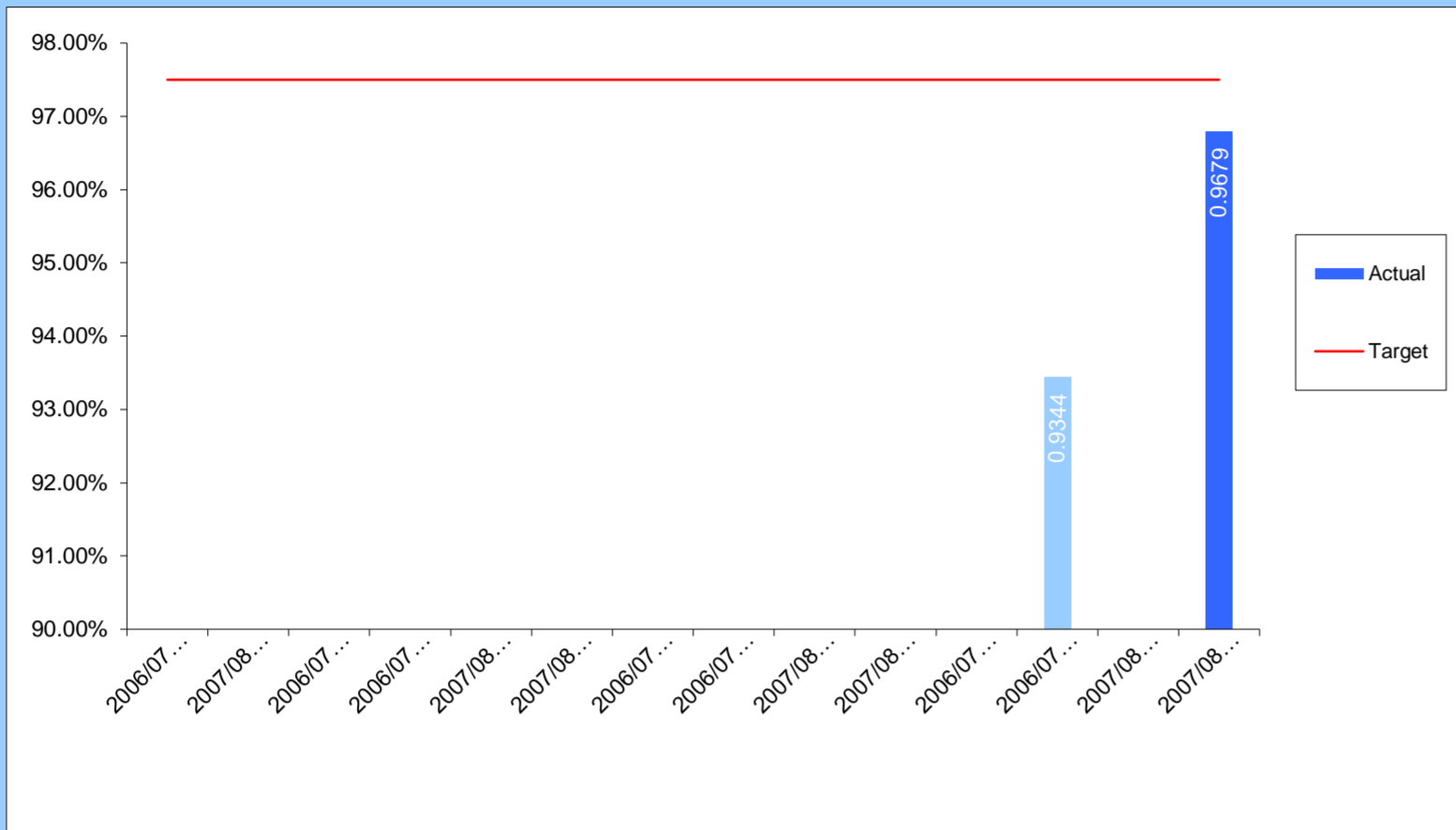
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Quarter 4 2007/08

LIV019  
(LD002)

Number of electors on local government register / ONS mid year estimate of 18+ population as a percentage



Performance Comparisons

↑

2007/8 SBC Target 95.50%

Improvement

Polarity ↑

Target

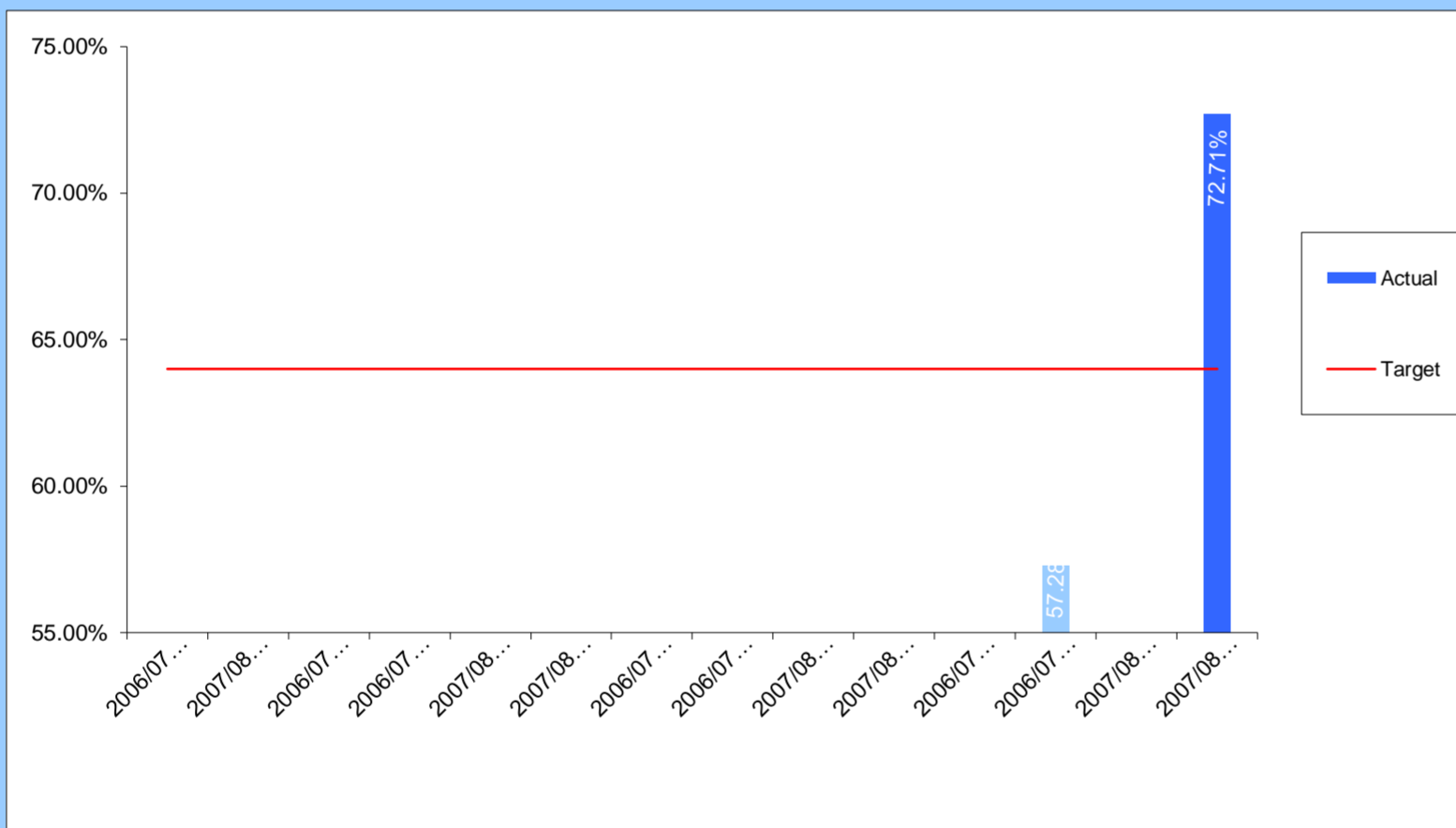
★

Comments: the annual target has been achieved.

Head of Service: Margaret Waggott (52)7064

LIV020  
(LD003)

Number of attainers on register / ONS mid year estimate of 17 year old population as a percentage



Performance Comparisons

↑

2007/8 SBC Target 64.00%

Improvement

Polarity ↑

Target

★

Comments: The annual target has been achieved and exceeded.

Head of Service: Margaret Waggott (52)7064



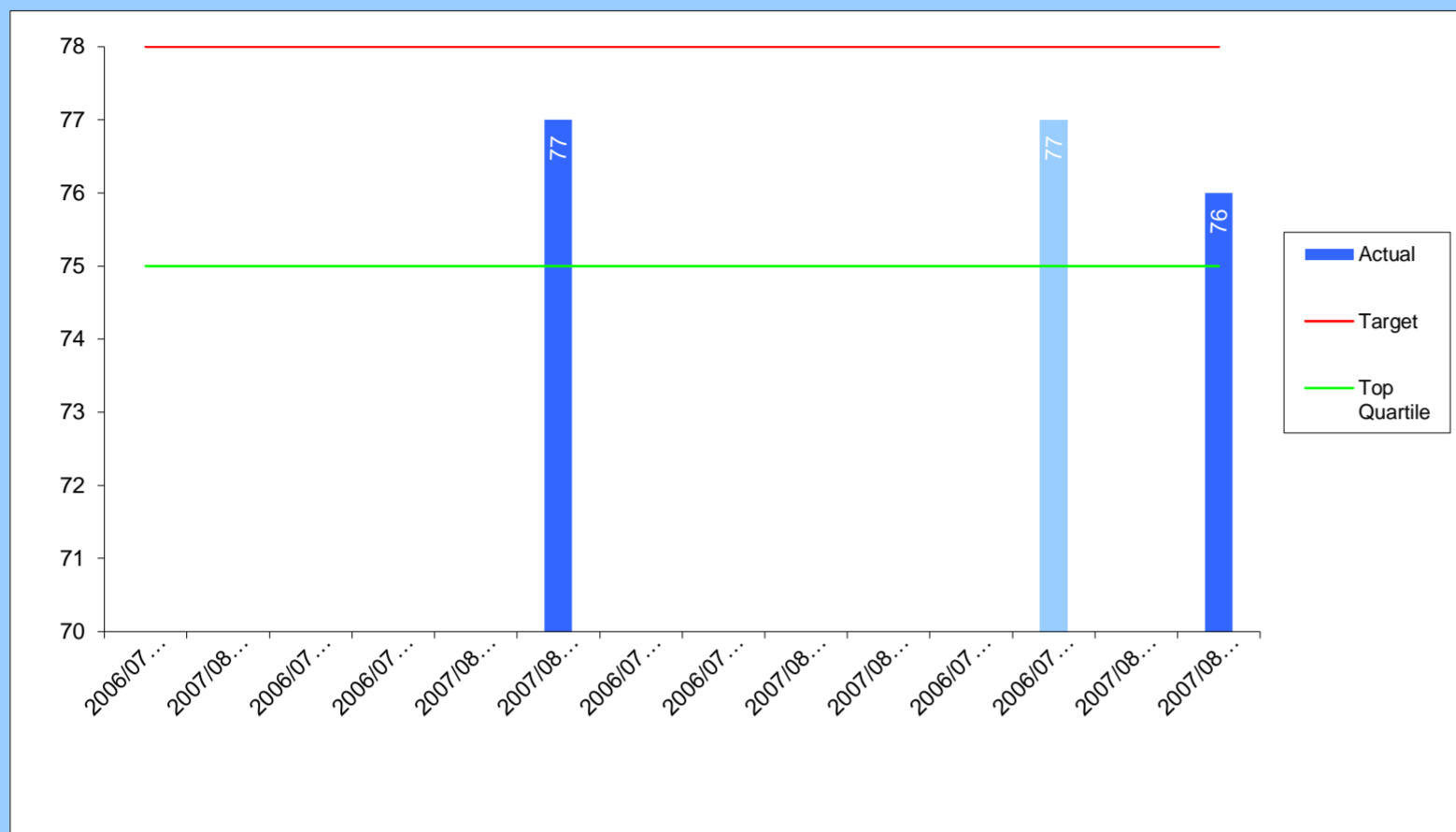
Liveability Key Performance Indicators

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

Quarter 4 2007/08

LIV021  
(BV63)

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



Performance Comparisons

↓

2006/07 Top Quartile 75

2007/8 SBC Target 78

No Tolerance

Polarity ↑

Target

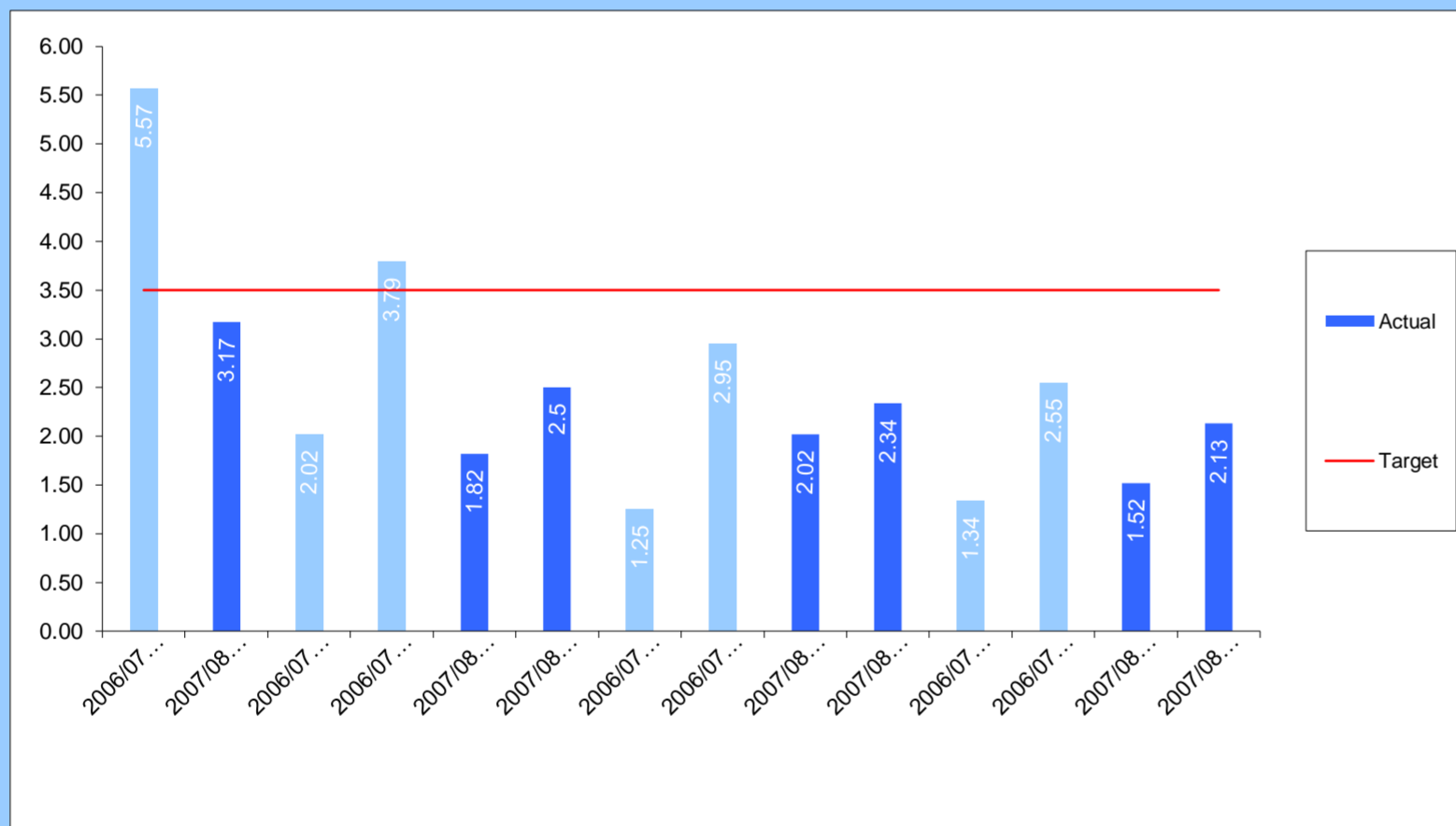
■

Comments: Following systems assessment work during 2007/8, the average SAP rating provides a more accurate reflection of the energy efficiency of the Council's local authority dwellings. This has resulted in performance being slightly lower than in 2006/7.

Head of Service: Julie Allport (52)7072

LIV022  
(E001)

Number of missed bin collections per 100,000 bin collections



Performance Comparisons

↑

2007/8 SBC Target 3.50

No Tolerance

Polarity ↓

Target

★

Comments: Quarterly figures have been revised at year end to take into consideration the updated household figure of 81,086. Q1 stand alone now 3.13, Q2 stand alone now 1.99, Q3 stand alone 1.90.

Q2 cumulative 2.56, Q3 cumulative 2.34.  
Head of Service: Jamie McCann (52)7071