

**RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO
POLICY AND FINANCE COMMITTEE**

Agenda Item No.

meeting date: 8th June 2010
 title: 2009/10 Performance Information
 submitted by: Chief Executive
 principal author: Michelle Haworth – Principal Policy and Performance Officer

1 PURPOSE

- 1.1 To inform committee of our performance against national and local performance indicators for 2009/10.
- 1.2 Regular performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.

2 RELEVANCE TO THE COUNCIL'S AMBITIONS AND PRIORITIES:

- Council Ambitions:
 - Community Objectives:
 - Corporate Priorities:
 - Other Considerations:
- Monitoring our performance allows us to ensure that we are both providing excellent services for our community as well as ensuring we meet the Council's ambitions and objectives, which together formulate the corporate priorities. Monitoring the performance of our locally provided services provides the key means of assessing how well we are meeting our corporate ambitions and objectives.

3 BACKGROUND

- 3.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors and service users to judge how well a service is performing and what needs to be done to bring performance up to levels which are being achieved elsewhere.
- 3.2 The report comprises information as follows:
 - The outturn figures for all of the National Indicators (NIs), which are currently available, (these are reported to Overview and Scrutiny Committee by exception for each of the quarters of 2009/10). Performance information is also provided for previous years for comparison purposes (where available). Targets for service performance for the year are also provided and a 'traffic light' system is used to show variances of actual performance against the target as follows: Red: Service performance significantly below target (i.e. less than 75% of target performance), Amber: Performance slightly below target (i.e. between 75% and 99% of target), Green: Target met.
 - A summary of the Council's Local Performance Indicators (LPI's) for the same period as given above. These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and against our ambitions and objectives, as listed in the Corporate Strategy. Performance is illustrated as above.
- 3.3 Analysis shows that of the 80 indicators that can be compared to target:
 - 62.5 % of PIs met target (green)
 - 27.5 % of PIs close to target (amber)
 - 10% of PIs missed target (red)

- 28 PIs could not be compared to target (data not yet available/no target set/data only)
- 3.4 Analysis shows that of the 93 indicators where performance can be compared over the years:
- 40.9% of PIs improved
 - 20.4% of PIs stayed the same
 - 38.7% of PIs worsened
 - 15 PIs could not be compared to year on year (data not available/not collected)
- 3.5 Where possible audited and checked data has been included in the report. However, some data may be corrected following work of Internal Audit and before the final publication of the indicators on the Council's website. In addition, some of the outturn performance information has not been collected/not yet available before this report was produced. Information still required includes targets for some indicators which are to be reviewed and set by service managers. This included providing the rationale for the target that has been set.
- 3.6 A full review will be carried out over the next few months of all Local Indicators to ensure they are still of relevance and are not being collected for collections sake. The revised indicator suite will only include, in addition to the statutory set, Local Indicators with a focus on improving outcomes for local people, local businesses and local places rather than on processes and inputs. They should be useful for the effective monitoring of either:
- the service or
 - corporate priorities
- 3.7 Several indicators are categorised as 'data only' as they are not suitable for monitoring against targets – these are marked as so in the report.
- 3.8 It should be noted that some indicators, due to their nature, are only collected annually.
- 3.9 At the request of Corporate Management team, it is intended that, as soon as all the information is available, a booklet will be produced giving information on the Council's performance and achievements over the period April 2009 to March 2010. The booklet will include relevant performance information and details of the Council's key achievements (presented in an easy to read way) such as the percentage of waste recycled and the number of affordable homes delivered
- 3.10 It is intended that this booklet will be for internal use by Corporate Management Team, and Service Managers and it will also be made available to members. If there is any particular relevant information that members would like to see included in the booklet please members are asked to speak to Michelle Haworth.









4 RISK ASSESSMENT

- Resources: None
- Technical, Environmental and Legal: None
- Political: None
- Reputation: It is important that correct information is available to facilitate decision-making.













Michelle Haworth
Principal Policy and Performance Officer

For further information please ask for Michelle Haworth, extension 4421

2009/ 2010 Performance Information

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Community Development

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target				
LPI CD8 (BV225)	Actions Against Domestic Violence	54.5%	54.5%	54.5%	54.5%	54.5%	Not provided			Not provided		
LPI SH6	Number of people joining physical activity programmes	449	552	487	550	560	560	560		Targets to maintain attendances.		
LPI SH7	Retention rate of people completing physical activity programmes	62.00%	67.00%	64.00%	68.00%	68.00%	68.00%	68.00%		Targets over the next 3 years is to maintain this level of retention		
LPI SH8	Percentage of people completing physical activity programmes who maintain healthy lifestyle changes after 6 months	76.00%	78.70%	75.00%	78.00%	78.00%	78.00%	78.00%		Maintain target at 78% over the next 3 years		
LPI CD2 (BV170b)	Visits to and use of Museums & galleries - Visits in Person	61	Not applicable	476	Not set	359	359	359		Targets for 2010 /11 2011/12 and 2012/13 to maintain the attendance figures		The Museum re opened in May so there are no figures for April May and June figures aren't accurate but from July onwards are. The figures are calculated per 1000 head of population
LPI CD2a	Visits to and use of Museums & galleries - Visits in Person - paid visits	Not applicable	Not applicable	239	Not set	359	359	359		Targets for 2010 /11 2011/12 and 2012/13 to maintain the attendance figures		The figures are calculated per 1000 head of population

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target				
LPI CD3 (BV170c)	Visits to and Use of Museums - School Groups	434	Not applicable	4225	Not set	4310	4395	4485	?	The targets are to increase school groups by 2% year on year	↑	
LPI CD9a	Attendances at Ribblesdale Pool	124223	137409	143048	140157	141559	140000	140000	✓	Target to increase 09/10 target by 1% year on year until 2011/12 when the free swimming will have finished .	↑	
LPI CD9b	Attendances at Longridge Gym	Not applicable	33567	7977	6000	8057	8137	8219	✓	The targets are to increase by 1% year on year	↓	
LPI CD14	Attendances at the Platform Gallery	Not applicable	24728	33532	24975	35208	36970	38817	✓	The targets are to increase by 5% year on year	↑	
LPI CD15	The total number of visitors and users of the TIC	Not applicable	43,773	36,674	45,961	37041	37411	37785	⚠	The targets are to increase by 1% year on year	↓	
LPI CD16	Attendances at Sports Development Activities	Not applicable	5371	1334	14497	1350	1350	1350	⛔	Target for 2010/11 1350 try to maintain these figures for the next 3 years.	↓	The large drop in coached activities is due to losing the sports coach the figures have dropped by 80% on last year
LPI CD17	Attendances at Arts Development Activities	Not applicable	32463	13743	12825	5130	5386	5637	✓	It is difficult to set targets for arts development as this year their attendances have gone up by 57% on this year's target.	↓	
LPI CD18	Number of Freedom Card Holders	Not applicable	3676	23871	20000	7500	8000	8500	✓	Targets for 2010/11 7500 for 2011/12 8000 and 2012 /13 8500	↑	
LPI CH2	Number of corporate complaints received	16	18	22		Not required			📊	Targets not required	↑	

Corporate Services

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target				
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	Not applicable	4.6%	10.7%	Not set	Not required			?	Not required	↓	Deleted from April 2010

Development and Building Control

PI Code	Short Name	2007/08	2008/09	2009/10		LAA Targets 2009/10	2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target		Target	Target	Target			
LPI DBC10	Number of new homes granted planning permission	Not applicable	176	416	322	322	483	Not provided			Not provided	
LPI DBC2 (BV204)	Planning appeals allowed	36.4%	45.2%	15.5%	40.0%		40.0%	Not provided			Not provided	
LPI DBC3	Applications refused by committee but recommended for approval	11	2	2	Not required			Not required			Targets not required	
LPI DBC4	Applications approved by committee but officers recommended for refusal	0	4	2	Not required			Not required			Targets not required	
LPI DBC5 (BV188)	% of planning decisions delegated to officers	79%	76%	79.13%	Not required			Not required			Targets not required	

Environmental Health

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target				
NI 182	Satisfaction of business with local authority regulation services	Not applicable	97%	Not yet available	95%	95%	95%	95%				
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Not applicable	92	100	100	Not required				Not required		Deleted from April 2010
LPI EQ1	Number of high profile dog fouling patrols undertaken	300	276	166	200	200	200	200		Improve performance		
LPI EQ3	Number of 'Out of Hours' surveillance patrols undertaken	170	28	11	50	50	50	50		Improve performance		
LPI EQ4	Number of school presentation runs in order to raise awareness of dog fouling	9	2	2	5	5	5	5		Improve performance		
LPI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	100%	100%	100%	100%	100%	100%	100%		Maintain performance		
LPI EH2	The percentage of Health and Safety initial inspections that should have been carried out that were carried out	65%	46%	100%	100%	100%	100%	100%		Maintain performance		
LPI EH3	The percentage of food complaints responded to within 2 days	99%	94.5%	91.75%	90%	90%	90%	90%		Maintain performance		
LPI EH4	The percentage of health and safety complaints responded to within 2 days	94%	87%	83.25%	90%	90%	90%	90%		Improve performance		
LPI EH5	The percentage of abandoned vehicles removed within 2 days	100%	100%	100%	100%	100%	100%	100%		Maintain performance		

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target	Target met?			
LPI EH6	The percentage of air pollution complaints responded to within 2 days	89%	92.5%	84.5%	90%	90%	90%	90%		Improve performance		
LPI EH7	The percentage of noise complaints responded to within 2 days	78%	84%	90%	90%	90%	90%	90%		Maintain performance		
LPI EH8	The percentage of pest control complaints responded to within 2 days	99%	100%	99.75%	90%	90%	90%	90%		Maintain performance		
LPI EH9	The percentage of requests for dog warden services responded to within 2 days	82%	93%	95%	90%	90%	90%	90%		Maintain performance		
LPI EH10	The percentage of infectious diseases reported that were responded to immediately	99%	100%	100%	100%	100%	100%	100%		Maintain performance		
LPI EH13 (BV218a)	Abandoned vehicles - % investigated within 24 hrs	100%	100%	100%	100%	100%	100%	100%		Maintain performance		
LPI EH14 (BV218b)	Abandoned Vehicles - % removed within 24 hours of required time	100%	100%	100%	100%	100%	100%	100%		Maintain performance		

Financial Services

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target	Target met?		
LPI FS5	Number of Audit reports	4	4	4	4	4	4	4		Maintain performance	
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Not applicable	452	Not yet available	Not set	No data for this range				Not provided	
LPI CH7	Total value of 'other' sales made	£165,000.00	£0.00	£0.00	Not required	Not required				Not required	
LPI CH8	Total value of surplus land sales made	£47,000.00	£1,000.00	£0.00	Not required	Not required				Not required	
LPI FS1	% of draft audit reports issued in less than 10 days from completion of audit	93%	100%	100%	100%	100%	100%	100%		Maintain performance	
LPI FS2	% of Final audit reports issued within 25 days of completion of audit	100%	100%	100%	100%	100%	100%	100%		Maintain performance	
LPI FS3	Percentage of Audit Plan covered	95%	87%	80%	90%	90%	90%	90%		Maintain performance	
LPI FS4i	% of Audit recommendations accepted and implemented: high priority	100%	100%	100%	100%	100%	100%	100%		Maintain performance	
LPI FS4ii	% of Audit recommendations accepted and implemented: medium priority	100%	100%	100%	100%	100%	100%	100%		Maintain performance	

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target			
LPI FS4iii	% of Audit recommendations accepted and implemented: low priority	100%	100%	100%	100%	100%	100%	100%		Maintain performance	
LPI FS6	Accrued interest to date from lending	£334,298.64	£241,913.94	£16,692.60	£15,000.00			Not provided		Not provided	
LPI FS7 (BV8)	% of invoices paid on time	95.49%	98.01%	97.17%	98.00%	98.00%		Not provided		Not provided	

Forward Planning

PI Code	Short Name	2007/08	2008/09	2009/10		LAA Targets 2009/10	2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target		Target	Target	Target				
LPI DBC1 (BV106)	New homes built on previously developed land	73.00%	87.00%	Not provided	60.00%		60.00%	Not provided		Not provided			
NI 154	Net additional homes provided	59	75	89	161	161		Not provided		Not provided			
NI 159	Supply of ready to develop housing sites	Not applicable	29.4%	Not provided	46.0%			Not provided		Not provided			
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	.10%	Not provided	Not provided	Not set			Not required		Not required		Deleted from April 2010	
NI 188	Planning to Adapt to Climate Change	0	1	1	2	2	3	Not provided		Not provided			
LPI DBC11	Number of new homes constructed	29	75	89	121	121	161	Not provided		Not provided			

HR

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target				
LPI CH10 (BV2a)	Equality Standard for Local Government	1	1	1	2	2	2	2		To maintain performance once level 2 achieved		
LPI CH11 (BV2b)	Duty to Promote Race Equality	37%	36.84%	42%	42.1%	42.1%	42.1%	42.1%		To maintain performance		
LPI CH19 (BV16a)	Percentage of Employees with a Disability	3.77%	7.45%	6.19%	7.45%	7.87%	8.29%	8.71%		Target based on 1 additional person per year		

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend	Latest Note
		Value	Value	Value	Target	Target	Target	Target				
LPI CH21 (BV17a)	Ethnic Minority representation in the workforce - employees	.37%	.87%	.43%	.42%	.42%	.87%	.87%		To maintain and improve performance		
LPI CH13 (BV11a)	Top 5% of Earners: Women	25.00%	21.43%	21.42%	25.00%	21.42%	21.42%	21.42%		No change anticipated		
LPI CH14 (BV11b)	Top 5% of Earners: Ethnic Minorities	.00%	.00%	.00%	.00%	.00%	.00%	.00%		No change anticipated		
LPI CH15 (BV11c)	Top 5% of Earners: with a disability	6.25%	7.14%	7.14%	7.14%	7.14%	7.14%	7.14%		No change anticipated		
LPI CH16 (BV12)	Working Days Lost Due to Sickness Absence	5.00	6.85	7.08	6.00	7.00	7.00	7.00		Based on small achievable improvement to 09/10 figure		Annual figure amended from 6.97 following end of year adjustment to the figure calculated by system (sum of qtrs)
LPI CH17 (BV14)	Percentage of Early Retirements	.00%	.42%	.44%	.42%	.42%	.87%	.87%				
LPI CH18 (BV15)	Percentage of Ill-health Retirements	.37%	.00%	.85%	.00%	.00%	.00%	.00%		Target is to avoid ill-health retirements		
LPI CH23	Staff turnover	22.61%	14.92%	12.72%	15%	15%	15%	15%		15% deemed healthy		
LPI CH24	Number of training days provided	176	297	249		Not required				Targets not required		

Legal Services

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target			
LPI LS1 (BV179)	Standard searches carried out in 10 working days	100.00%	96.00%	99.75%	98.50%	98.75%	98.75%	98.75%		To maintain good performance	

Revenues and Benefits

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target			
LPI RB1	CTAX direct debit take-up as a percentage of chargeable accounts	70.7%	71.07%	71.67%	71.25%	71.75%	72%	72.25%		2010/11 71.75%, 2011/12 72%, 2012/13 72.25%.	
LPI RB2	CTAX Direct Debit take-up as a percentage of receipts	74%	75.56%	76.42%	75.75%	76.5%	76.75%	77%		2010/11 76.50%, 2011/12 76.75%, 2012/13 77%	

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target			
LPI RB3	NNDR Direct Debit take-up as a percentage of total properties	55.9%	53.35%	56.95%	53.5%	57%	57.25%	57.50%		2010/11 57%, 2011/12 57.25%, 2012/13 57.50%	
LPI RB4	NNDR Direct Debit take-up as a percentage of receipts	51.6%	55.22%	55.68%	55.5%	55.75%	56%	56.25%		2010/11 55.75%, 2011/12 56%, 2012/13 56.25%	
LPI RB5 (BV9)	% of Council Tax collected	99.18%	99.07%	99.04%	99.05%	99.05%	99.06%	99.07%		2010/11 99.05%, 2011/12 99.06%, 2012/13 99.07%	
LPI RB6 (BV10)	Percentage of Non-domestic Rates Collected	99.35%	98.29%	97.82%	98.50%	98%	98.1%	98.2%		2010/11 98%, 2011/12 98.1%, 2012/13 98.2%	
LPI RB7 (BV76c)	Housing Benefits Security number of fraud investigations	54.96	52.61	63.97	55.00	60.00	65.00	60.00		targets for 2010/11 = 60, 11/12 = 65 and 12/13 60 input higher target in 11/12 due to nfi matches	
LPI RB8 (BV76d)	Housing Benefits Security number of prosecutions & sanctions	5.66	3.58	4.49	4.78	5.00	5.10	5.2		targets left for 2010/11, 11/12 and target set for 12/13 5.2	
LPI RB10 (BV79b1)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	78.52%	89.69%	93.76%	75.00%	85.00%	85.00%	85.00%		amended targets for 2010/11 + 11/12 to 85% and input new target for 12/13 for 85%	
LPI RB11 (BV79b2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	44.74%	48.12%	45.92%	40.00%	40.00%	40.00%	40.00%		left target as 40% for 2010/11 and needs to be set the same for 2011/12 and 12/13	
LPI RB12 (BV79b3)	Percentage of Recoverable Over payments Recovered (HB)	4.22%	.95%	7.08%	3.00%	5.00%	5.00%	5.00%		left target for 10/11 as 5% per quarter and needs to be set the same for 11/12 + 12/13	
LPI RB13 (BV78a)	Speed of processing - new HB/CTB claims	22.5	21.0	22.6	21.0	21.0	20.0	20.0		target for 10/11 21 days, 11/12 + 12/13 20 days	
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Not applicable	847.5	1599.5	1059.0	Not required				this is being removed as a national indicator from april 2010 - therefore i'm not setting any further targets for this ni.	
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Not applicable	10.2	9.0	13.0	11.0	11.0	11.0		target for 10/11, 11/12 and 12/13 set at 11days	

Strategic Housing

PI Code	Short Name	2007/08	2008/09	2009/10		LAA Targets 2009/10	2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target				
NI 187(i)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	Not applicable	7.46%	10.53%	6.28%	6.28%	6.01%	Not provided		Not provided		

PI Code	Short Name	2007/08	2008/09	2009/10		LAA Targets 2009/10	2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target		Target	Target	Target			
NI 187(ii)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	Not applicable	24.12%	32.63%	24.81%	24.81%	25.5%	Not provided			Not provided	
LPI HS1 (BV64)	No of private sector vacant dwellings that are returned into occupation or demolished	14	7	24 (as per qtr3) ¹	15		15	Not provided			Not provided	
LPI HS2	Homeless: Number of applications for assistance	228	183	190 (as per qtr3) ²	Not required			Not required			Not required	
LPI HS3	Homeless: Number of applications accepted	14	13	3 (as per qtr3) ³	Not required			Not required			Not required	
LPI HS5 (BV183b)	Length of stay in temporary accommodation (Hostel)	11.50	7.00	2.00	6.00		6.00	Not provided			Not provided	
LPI HS6 (BV213)	Preventing Homelessness - number of households where homelessness prevented	1	3	3 (as per qtr3) ⁴	3		3	Not provided			Not provided	
NI 155	Number of affordable homes delivered (gross)	40	49	64	50	50	55	Not provided			Not provided	
NI 156	Number of households living in temporary accommodation	N/A	4	2	3	3	3	Not provided			Not provided	

Street Scene

PI Code	Short Name	2007/08	2008/09	2009/10		LAA Targets 2009/10	2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target		Target	Target	Target			
NI 189	Flood and coastal erosion risk management	Not applicable	40%	No data yet	Not set		No data for this range				Not provided	
NI 196 (BV199d)	Improved street and environmental cleanliness – fly tipping	2	2	No data yet	4		2	2	2		Maintain performance	
LPI EQ5	Percentage of households receiving a three-stream collection service	50.4%	96.4%	96.4%	97%		97%	97%	Not provided		Not provided	
LPI WM3 (BV86)	Cost of household waste collection	£51.46	£55.99	No data yet	£55.25		£56.91	Not provided			Not provided	
LPI WM1	Number of reported missed collections per 100,000 population	26	30	28	23		22	Not provided			Not provided	

¹ Only the latest information as per quarter 3 is available for some local indicators due to staff circumstances

² As above

³ As above

⁴ As above

PI Code	Short Name	2007/08	2008/09	2009/10		LAA Targets 2009/10	2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target		Target	Target	Target			
LPI WM2	Percentage of missed collections put right in 24 hrs	89.5%	93.5%	95.44%	92%		93%	Not provided			Not provided	
NI 191	Residual household waste per household	Not applicable	536	548	551		414	414	Not provided		Not provided	
NI 192	Percentage of household waste sent for reuse, recycling and composting	26.33%	37.87%	37.80%	38.20%	42.00%	53.70%	56.00%	Not provided		Not provided	
NI 195a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Not applicable	10%	9%	12%	12%	12%	Not provided			LAA targets	
NI 195b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Not applicable	16%	17%	18%	18%	18%	Not provided			LAA targets	
NI 195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Not applicable	1%	1%	2%	2%	2%	Not provided			LAA Targets	
NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Not applicable	0%	0%	0%	0%	0%	Not provided			LAA Targets	

Surveying

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target			
NI 185	CO2 reduction from local authority operations	No data for this range		Not yet available	5.0%	Not provided			Not provided		
NI 194	Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations	No data for this range		Not yet available	5.0%	Not provided			Not provided		
NI 194b	Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations - Emissions of PM10	No data for this range		Not yet available	5.0%	Not provided			Not provided		

LSP

PI Code	Short Name	2007/08	2008/09	2009/10		2010/11	2011/12	2012/13	2010/11 Target met?	Rationale for new targets	Trend
		Value	Value	Value	Target	Target	Target	Target			
NI 35	Building resilience to violent extremism	Not applicable	1.5	2	Not set	Not provided			Not provided		