


















Group Report: Single Reporting Group Corporate Failing Targets Report Current Targets

Performance Indicator	Start Date	End Date	Target 08/09	Current Performance	Q2	Q3	Method Of Assessment	Status	Last Validator's Comment	Last Oversight Comment	Additional Information
BV09 08/09 % of Council Tax Collected	01 Apr 2008	31 Mar 2009	97.10%	38.89%	29.75	--	--	Higher is better	 Failing	Target 29.84%	
BV10 08/09 % of NNDR collected	01 Apr 2008	31 Mar 2009	99.20%	41.77%	29.78	--	--	Higher is better	 Failing	Target 31.22% Internal A/cs paid late	
BV212 08-09 Average Time to Relet LA Housing	01 Apr 2008	31 Mar 2009	32.00Days	45.10Days	45.10	--	--	Lower is better	 Failing	<p>The average re-let time for Q1 is above the target. There has been a small number of long term voids, (which have recently been re-let) which have affected the overall average figure. Nevertheless this performance is a cause for concern and officers are currently analysing this performance in order to try and establish any issues which adversely affected re-let times.</p> <p>This indicator is closely linked to the average re-let times indicator BV212. In addition there have been a number of fire damaged properties that have been empty for some time. It is unlikely that we will be able to improve on this figure; because once the rental income has been lost it cannot be regained.</p>	
CH11 08-09 Rent Lost Through Vacancies	01 Apr 2008	31 Mar 2009	1.00%	1.50%	1.50	--	--	Lower is better	 Failing	<p>This indicator is closely linked to the average re-let times indicator BV212. In addition there have been a number of fire damaged properties that have been empty for some time. It is unlikely that we will be able to improve on this figure; because once the rental income has been lost it cannot be regained.</p>	
CS24 08/09 Sustainable Community Strategy Published	01 Apr 2008	31 Mar 2009	Yes	No	No	--	--	Higher is better	 Target Not Achieved	Agreement from partners will be achieved in October 08, publication is anticipated in November 08.	
CS26 08/09 Publish Council A to Z	01 Apr 2008	31 Mar 2009	Yes	No	No	--	--	Higher is better	 Target Not Achieved	Corporate Plan target of July 2008 not met, new target date to be set taking into account other priorities within the service business plan. Related to customer services development of service standards.	
Cult09a 08-09 Adult disability	01 Apr	31 Mar	20.00	3.00	3.00	--	--	Higher is		The Community Health Team is currently under review and may not be in existence from September 2008,	

access	2008	2009						better	Failing	which may effect the meeting of the planned targeted provision for 2008/09	
DS02 08/09: % of Key Decisions included in Forward Plan	01 Apr 2008	31 Mar 2009	79.00%	50.00%	50.00	--	--	Higher is better	 Failing	Investigation into poor performance has revealed that publication dates of Forward Plan did not always provide optimum period of notice before Cabinet meeting and were either too early for officers to be aware of need for a decision or missed the deadline for a month's notice. This has now been rectified and publication dates aligned with the 2008/09 meetings timetable.	  
DS04 08/09: % of agreed meetings with action sheet	01 Apr 2008	31 Mar 2009	81.00%	.00%	.00	--	--	Higher is better	 Failing	Not measured due to change in system. Was impractical to run 2 systems at the same time so change has been made to new system - separate report on performance is available via the computer management system.	  
NI157a 08/09 Major planning applications determined within 13 weeks	01 Apr 2008	31 Mar 2009	65.00	50.00	--	--	Higher is better	 Failing	More time has been spent negotiating major applications so the quality of the decision rather than the speed of the decision has been met. It is anticipated that this figure will not improve in quarter 2 as the Centros and Urban Splash (promenade applications will run over the 13 week period.	   	
NI180 08/09 Change of HB/CTB circumstances processed	01 Apr 2008	31 Mar 2009	11500.00	.00	.00	--	--	Higher is better	 Failing	**Due to problems nationally with data transfer between ourselves and the DWP (who calculate & publish performance against N180), we are currently unable to provide this figure**	    
NM01 Create 200 new homes for shared ownership and outright sale	01 Apr 2008	30 Apr 2009	55.00	10.00	10.00	--	--	Higher is better	 Failing	10 shared ownership homes produced by Adactus, 7 of which are in the West End. Likely to produce 29 shared ownership and and 1 for outright sale in total in 08/09	  
NM02 INcrease the provision of affordable housing throughout the district	01 Apr 2008	31 Mar 2009	55.00	7.00	7.00	--	--	Higher is better	 Failing	7 properties completed by Adactus in the West End: 42 properties expected to be completed (rent and shared ownership with Housing Corporation funding) in 08/09. This includes 8 in rural areas. Additional 24 units being provided through S106 agreements.	  
NM03 Establish										The bid to Housing Corporation to	

emergency accommodation for young people	01 Apr 2008	31 Mar 2009	25.00	.00	.00	--	--	Higher is better
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Failing

develop accommodation at YMCA was successful, but now for 18 units and ECD in 2009/10.



RS02 08/09 Letter response times	01 Apr 2008	31 Mar 2009	95.00%	55.52%	55.52	--	--	Higher is better
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Failing

These figures are the result of some new reports and some further checking will be required

