

Ref	Description	Corporate Plan Priority	Service Area	O&S	O&S additional	LAA Indicator	2006/07 District Top Quartile (if applicable)	2007/08 Outturn (if collected)	Target 08/09	Target 09/10	Target 10/11	Comments	
NI 014	Avoidable contact – the proportion of customer contact that is of low or no value to the customer	Value for Money	Customer & Office Services and IT	Corporate					Currently unable to set targets. Further guidance on indicator due in June 08 – consider if targets appropriate and compare with Surrey colleagues.	250	250	250	Target is yearly average of SE Plan 5,000 houses. Based on expected outcomes, as at March 2008 Audit trail via Certificates of Practical Completion, provided by RSLs.
NI 154	Net additional homes provided		Planning	ELOS		Yes			250	250	250		
NI 155	Number of affordable homes delivered (gross)	Subsidised affordable housing	Housing	Community		Yes			61	52	94	Audit trail via Certificates of Practical Completion, provided by RSLs.	
NI 156	Number of households living in temporary accommodation	Subsidised affordable housing	Housing	Community					27	26	25	Whilst this is a conservative target looking at latest figures we have tried to factor in the potential increase in numbers due to economic forecasts which may not filter until later in the year.	
NI 157	Processing of planning applications as measured against targets for major, minor and other application types	Environment	Planning	ELOS			Major 51.16% Minor 58.16% Other 78.74%	Major 60, Minor 65, Other 80	Major 70, Minor 75, Other 90	Major 82, Minor 85, Other 95		Officers currently re-working HRA Business Plan, including an asset management assessment of decent home deliveries.	
NI 158	Percentage of non-decent council homes	Subsidised affordable housing	Housing	Community			10%	53%	52	48	49	Officers currently re-working HRA Business Plan, including an asset management assessment of decent home deliveries.	
NI 159	Supply of ready to develop housing sites	Environment	Planning	ELOS					Difficult to assess prior to core strategy. Many sites currently identified are 'windfall' sites.	82%	82%	85%	
NI 160	Local authority tenants' satisfaction with landlord services	Subsidised affordable housing	Housing	Community			88%	78%	82%	82%	85%		

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NI 170	Previously developed land that has been vacant or overbuilt for more than 5 years		Planning					Sources of information for this indicator to be considered			
NI 179	Value for Money – total net value of ongoing case releasing Value for Money gains that have impacted since the start of the 2008/09 financial year	Value for Money	Finance & Performance					£0.8m	£0.8m	£0.9m	Figures to meet 3% target.
NI 180	The number of changes in circumstance which affect customers' Housing Benefit / Council Tax Benefit entitlements within the year		Revenues & Benefits					12,000	13,000	14,000	Targets provisional - new indicator.
NI 181	Time taken to process Housing benefit / Council Tax Benefit new claims and change events	Improving Lives	Revenues & Benefits					15	12	10	Targets provisional - new indicator.
NI 182	Satisfaction of businesses with local authority regulation services		Environmental Health & Community Safety					60%	70%	80%	
NI 184	Food establishments in the area which are broadly compliant with food hygiene law		Environmental Health & Community Safety					Not yet possible to set targets as Food Standards Authority will be determining which premises are 'broadly compliant' according to factors not yet published.			
NI 185	CO2 reduction from local authority operations	Environment	Environmental Health & Community Safety					Do not propose to set targets for 08/09 - baseline collection year.			
NI 187	Lack of fuel poverty – % people receiving income based benefits living in homes with a low energy efficiency rating		Environmental Health & Community Safety	ELOS				Not yet possible to set targets as 08/09 is baseline year.			
NI 188	Planning to adapt to climate change	Environment	Environmental Health & Community Safety					2	3	4	Qualitative score based on published criteria

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NI 189	Flood and coastal erosion risk management		Building Control, Engineering & Car Parking	ELOS					This indicator cannot be collected until Defra have agreed with us a 'Catchment Flood Management Plan'. Set targets once plan in place.	451.4	439.8	(200.195 & 190 per head)
NI 191	Residual household waste per household (kg)	Environment	Environmental Services	ELOS	Corporate				462.9	451.4	439.8	(200.195 & 190 per head)
NI 192	Percentage of household waste sent for reuse, recycling and composting	Environment	Environmental Services	ELOS	Corporate	Yes	38.60%		40%	42.50%	45%	Corporate Plan target to increase % to 45% by April 2010 and 55% by April 2015.
NI 193	Percentage of municipal waste land-filled	Environment	Environmental Services	ELOS	Corporate				60%	57.50%	55%	
NI 194	Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Environment	Environmental Health & Community Safety	ELOS					Do not propose to set targets for 08/09 - baseline collection year.			
NI 195	Improved street and environmental cleanliness (graffiti, litter, detritus, fly posting)	Environment	Environmental Services	ELOS					litter - 12, detritus - 32, graffiti - 35, fly-posting - 0.5	litter - 11, detritus - 30, graffiti - 30, fly-posting - 0.5	litter - 10, detritus - 30, graffiti - 30, fly-posting - 0.5	
NI 196	Improved street and environmental cleanliness (fly tipping)	Environment	Environmental Services	ELOS					Good	Good	Good	
NI 197	Improved local biodiversity - proportion of local sites with positive conservation management has been or is being implemented		Leisure & Youth	ELOS					SCC leading on data collection across Surrey. Base data required before targets set.			
LEnv 001	Satisfaction with the cleanliness of streets and public spaces (Ex BV89)	Environment	Finance & Performance	ELOS			74% (2006 survey)	68% (2006 survey)	n/a	74% n/a	n/a	Propose to collect through Bi-annual satisfaction survey (based on General User Satisfaction Survey) - alternate years to Place Survey.

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LHM 002	Satisfaction with WBC's household Waste & Recycling services (Ex BV90 a-b)	Environment	Finance & Performance	ELOS			Waste 86% Recycling 76%	Waste 52% Recycling 64% (2006 Survey)	n/a	Waste 86% Recycling 76%	n/a	Propose to collect through Bi-ennial satisfaction survey (based on General User Satisfaction Survey) - alternate years to Place Survey.
LHM 005	Average number of days taken to remove fly tips	Environment	Environmental Services	ELOS				1.54	1.5	1.4	1.4	
LHM 001	Energy efficiency (average SAP rating) of Council housing stock (Ex BV63)		Housing	Community			72	68	68	68	69	Based on SAP 2001 will be revised when SAP 2005 available
LHM 002	Proportion of annual boiler services and gas safety checks undertaken on time (Ex LH7)		Housing	Community				99.82%	100%	100%	100%	
LHM 003	Proportion of responsive repairs to HRA dwellings undertaken within the Council's stated target times	Subsidised affordable housing	Housing	Community				90.27%	95%	96%	97%	
LHM 003a	Proportion of emergency repairs completed within the Council's target times (4 hrs or 24 hrs)	Subsidised affordable housing	Housing	Community					96%	97%	98%	
LHM 003b	Proportion of urgent repairs completed within the Council's target times (3-7 days)	Subsidised affordable housing	Housing	Community					95%	96%	97%	
LHM 003c	Proportion of routine repairs completed within the Council's target time of 30 calendar days	Subsidised affordable housing	Housing	Community					95%	96%	97%	
LHM 004	Overall tenant satisfaction with the repairs service they received	Subsidised affordable housing	Housing	Community					97%	97%	98%	
LHM 004a	Tenant satisfaction with the repairs service they received - emergency	Subsidised affordable housing	Housing	Community					98%	98%	99%	
LHM 004b	Tenant satisfaction with the repairs service they received - urgent	Subsidised affordable housing	Housing	Community					97%	97%	98%	
LHM 004c	Tenant satisfaction with the repairs service they received - routine	Subsidised affordable housing	Housing	Community					97%	97%	98%	

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LHM 005a	Proportion of expenditure on repairs and maintenance + HRA dwellings that is planned, as opposed to responsive	Housing	Community				60%	65	65	
LHM 005b	Proportion of expenditure on responsive repairs and maintenance to HRA dwellings that is for routine work as opposed to emergency or urgent	Housing	Community				70%	80	80	
LHO 001a	Percentage of estimated annual rent debit collected (Ex: V08a)	Housing	Community		98.80%	98.60%	98.80%	98.85%	98.90%	
LHO 001b	Percentage change in the level of total rent arrears compared to the last period (Ex: LH34)	Housing	Community				1.10%	1.05%	1%	
LHO 003a	Average time (calendar days) taken to re-let local authority housing (Ex BV212)	Housing	Community		25	24	24	23	23	
LHM 003b	Percentage of responsive repairs completed 'right first time'	Housing	Community				70	75	80	
LHO 003b	Average time (calendar days) from tenancy termination to a void property becoming available for let (Ex LHF)	Housing	Community			15	13	13	12	
LHO 003c	Average time (calendar days) between a void property becoming available for let to commencement of new tenancy (Ex LH40)	Housing	Community			14	14	13	13	
LHO 005	Housing advice service homelessness cases prevented per household (Ex BV213)	Housing	Community		4.00	3.20	3.20	3.22	3.25	Whilst this BVPI is disappearing it is being retained in a revised form as part of the homeless P1E return. Setting a target when final definition and guidance is not known is therefore problematic but these targets are based on old definition.

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LI 001a	Incidences of Level 3 & 4 complaints	Value for Money	Democratic Services	All					Review baseline figures once new Lotus-based complaints monitoring system in place (from 1 May) and set targets.	80%	85%	
LI 001b	Variation in complaints volumes from the last period	Value for Money	Democratic Services	All					Review baseline figures once new Lotus-based complaints monitoring system in place (from 1 May) and set targets.	75%		
LI 001c (ex LCE 30)	Proportion of complaints handled within WBC target times (10 days or 15 days for planning complaints)	Value for Money	Democratic Services	All			68%		68%	80%	85%	
LI 001d	Complaint satisfaction with the way in which their complaint was handled	Value for Money	Democratic Services	All					50%	55%	60%	
LI 002a	Average days sickness absence per whole time equivalent employee (Ex BV12)		Human Resources	Corporate	ELOS		8.08	5.08	6 days	6 days	6 days	Sickness indicators will be split out by department. Narrative will include number of people on long term (more than 1 month) sickness (as requested by Members). Concerns over quality of data being dealt with by introduction of lotus-based recording system.
LI 003	Equality Standard for Local Government (Ex BV2a)	Improving Lives	Chief Executive	Corporate				1	2	2	3	
LI 004	Satisfaction with the overall service provided by the Council	Value for Money	Finance & Performance	Corporate			60%	50% (2006 Survey)	n/a	60%	n/a	Propose to collect through Bi-ennial satisfaction survey (based on General User Satisfaction Survey) - alternate years to Place Survey.
LI 005	Percentage of undisputed invoices paid on time (Ex BV8)		Finance & Performance	Corporate			97.62%	97.32%	100%	100%	100%	
LI 006a	Percentage of Council Tax collected (ex BV9)	Value for Money	Revenues & Benefits	Corporate			98.60%	98.87%	99%	99%	99%	

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Ll 006b	Percentage of NNDR collected (ex BV10)	Value for Money	Revenues & Benefits	Corporate				99.36%	99.89%	99.3%	99.4%	99.5%	
Ll 007	Average return on Council investments, over and above market rates (fx LE3)		Finance & Performance	Corporate				0.32%	0.32%	0.05%	0.05%	0.05%	
Ll 007a	Housing Benefits - number of prosecutions and sanctions (fx RV76c, but express as actual not per 1,000 council bed)	Improving Lives	Revenues & Benefits	Corporate				3.8	3.3	3.3	3.3	3.3	(Target = 30 sanctions)
Ll 013a	Uptake of Benefits in target groups - Number of persons receiving Housing or Council Tax Benefit	Improving Lives	Revenues & Benefits	Corporate						5100	5200	5300	
Ll 013b	Uptake of Benefits in target groups - Number of people in low income families receiving Housing or Council Tax Benefit	Improving Lives	Revenues & Benefits	Corporate						4400	4450	4500	
Lle 001a	Satisfaction with WBC sports & leisure facilities (Collected through National Benchmarking Services)	Leisure	Leisure & Youth	ELOS						Targets to follow - new subscription to service.			
Lle 001b	Satisfaction with WBC parks and open spaces (fx RV 119e)		Finance & Performance	ELOS				78% 73% (2006 Survey)	n/a	n/a	78% n/a	750	Propose to collect through Biennial satisfaction survey (based on General User Satisfaction Survey) - alternate years to Place Survey.
Lle 002a	Number of IN2 Passport to Leisure cards issued	Improving Lives	Leisure & Youth	ELOS				647	650	700	700	750	
Lle 002b	Percentage of eligible residents with an IN2 Passport to Leisure card	Improving Lives	Leisure & Youth	ELOS									Proposed additional indicator. Need to assess whether information is available to count total 'eligible' residents
Lle 003	Number of visits to WBC leisure centres, per 1,000 population (ex LLL25)	Leisure	Leisure & Youth	ELOS					8107	8950	Set targets for 08/09, then review following refurbishment		
Lle 003a	Number of visits to Farnham leisure centre, per 1,000 population	Leisure	Leisure & Youth	ELOS					2541	2400			
Lle 003b	Number of visits to Cranleigh sports centre, per 1,000 population	Leisure	Leisure & Youth	ELOS					1565	1600			

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LLe 003c	Number of visits to The Heron sports centre per 1,000 population	Leisure	Leisure & Youth	ELOS				2261	2400			
LLe 003d	Number of visits to The Edge sports centre per 1,000 population	Leisure	Leisure & Youth	ELOS				821	1600			
LLe 003e	Number of visits to Cordaiming Leisure Centre per 1,000 population	Leisure	Leisure & Youth	ELOS				919	950			
LPL 001a	Percentage of appeals upheld against the Council's decision to refuse a planning application (i.e. FY2004)	Environment	Planning	ELOS			25.0%	38.2%	30%	28%	26%	
LPL 002	Satisfaction of planning applicants and commentators with the WRBC Planning service) (Ex: V411)	Environment	Finance & Performance	ELOS			80%	59% (2006 Survey)	n/a	80%	n/a	
LPL 003	Percentage of planning enforcement complaints investigated and actioned within 8 weeks of receipt (Ex: PL3)	Environment	Planning	ELOS				57%	80%	85%	85%	
LPL 005	Percentage of building control applications registered and acknowledged within 5 working days	Environment	Building Control, Engineering & Car Parking	ELOS				72.8%	95%	95%	95%	