

## Annual Performance Report 2008/09

This report shows performance in 2008/09 against all of Waverley's Performance Indicators – both National and Local. Where the indicators are reported on a quarterly basis all four quarters results are also shown.

**NB** – the 😊 and 😞 refer to the **annual** performance against target.

### Corporate Plan Priority - Environment

😊 on target    😞 up to 5% off target    😡 more than 5% off target    ? data not available    ▬ data only / no target / not due

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	2008/09 Result	2008/09 Target	Comment	2009/10 Target
😞	NI 157a	Processing of planning applications: Major applications	Planning	Higher is better	51.16%	33.33%	14.29%	66.67%	54.55%	<b>46.67%</b>	<b>60.00%</b>	6 applications determined in time out of 11 in quarter 4.	70.00%
😞	NI 157b	Processing of planning applications: Minor applications	Planning	Higher is better	58.14%	36.11%	19.00%	47.33%	69.74%	<b>41.69%</b>	<b>65.00%</b>	53 applications determined in time out of 76 in quarter 4.	75.00%
😞	NI 157c	Processing of planning applications: Other applications	Planning	Higher is better	78.74%	67.72%	61.40%	74.12%	84.90%	<b>70.97%</b>	<b>80.00%</b>	253 applications determined in time out of 298 in quarter 4.	90.00%






	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	2008/09 Result	2008/09 Target	Comment	2009/10 Target
😊	NI 191	Residual household waste per household	Environmental Services	Lower is better	New Indicator	120.43	116.67	109.82	112.58	<b>455.60</b>	<b>462.90</b>		440
😊	NI 192	Percentage of household waste sent for reuse, recycling and composting	Environmental Services	Higher is better	39.8%	38.0%	38.95%	43.6%	40.0%	<b>40.37%</b>	<b>40.00%</b>		42.5%
😊	LEnv5	Average number of days to remove fly-tips	Environmental Services	Lower is better	1.54	0.79	0.55	0.95	1.05	<b>0.82</b>	<b>1.5</b>	The previously reported quarterly figures have been revised. The system was incorrectly calculating work carried out on the following day as having taken two days, not one.	1.5
☹️	LPL1a	Planning appeals allowed	Planning	Lower is better	38.3%	51.3%	27.6%	18.2%	58.1%	<b>40.8%</b>	<b>34.0%</b>	120 appeals, 49 allowed including 3 split decisions	30.0%
😊	LPL3	Percentage of alleged breaches of planning investigations actioned within 8 weeks	Planning	Higher is better	57%	38%	85%	91%	99%	<b>81%</b>	<b>80%</b>		90%
☹️	LPL5	Percentage of complete	Building Control,	Higher is better	72.8%	68.39%	81.85%	93.13%	78.41%	<b>79.19%</b>	<b>95%</b>	Moving office, in March, impacted the number of	95%

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	2008/09 Result	2008/09 Target	Comment	2009/10 Target
		Building Control applications registered and acknowledged within 5 working days	Engineering and Car Parking									admin. hours available to register applications. Are now catching up on backlog	
?	NI 185	CO2 reduction from local authority operations	Environmental Health & Community Safety	Lower is better	New indicator	<b>Data for this indicator is currently being collated. Targets for future years will be considered on the 2008/09 baseline is known.</b>						tbc	
😊	NI 195a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Environmental Services	Lower is better	New Indicator	Collected three times a year: April – July = 1% August – November = 10% December – March = 10%				7%	12%		11%
😊	NI 195b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Environmental Services	Lower is better	New Indicator	Collected three times a year: April – July = 12% August – November = 25% December – March = 15%				17%	35%		30%

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	2008/09 Result	2008/09 Target	Comment	2009/10 Target
😊	NI 195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Environmental Services	Lower is better	4%	Collected three times a year: April – July = 1% August – November = 1% December – March = 1%				1%	1%		1%
😊	NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Environmental Services	Lower is better	1%	Collected three times a year: April – July = 0% August – November = 0% December – March = 0%				0%	0%		0.5%
?	NI 196	Improved street and environmental cleanliness – fly tipping	Environmental Services	Lower is better	3	<b>This is an annual indicator based on the number and type of fly-tips and interventions. To get a score of 'effective' the number of fly-tips has to decrease year on year. Numbers are submitted to Defra on a monthly basis, but they are then weighted, so the final results are not yet known.</b>							tbc

## Corporate Plan Priority - Improving Lives

 on target   
  up to 5% off target   
  more than 5% off target   
  data not available   
 ▬ data only / no target / not due

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
	LI 13a	Take-up of Benefits in target groups - Number of pensioners receiving Housing or Council Tax Benefit	Revenues & Benefits	Higher is better	5,229	5,206	5,244	5,368	5,289	<b>5,289</b>	<b>To increase uptake</b>	5,229 at 31 March 2008. 5,289 at 31 March 2009.	2% increase
	LI 13b	Take-up of Benefits in target groups - Number of people in low-income families receiving Housing or Council Tax Benefit	Revenues & Benefits	Higher is better	794	821	840	1,274	1,221	<b>1,221</b>	<b>To increase uptake</b>	794 at 31 March 2008. 1,221 at 31 March 2009.	5% increase
	LI12	Housing benefits security - number of prosecutions and sanctions.	Revenues & Benefits	Higher is better	34	10	1	3	10	<b>24</b>	<b>36</b>		No target
	LLe 2a	Number of IN2 Passport to Leisure cards issued	Leisure & Youth Services	Higher is better	647	153	230	215	217	<b>815</b>	<b>651</b>		700
	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Revenues & Benefits	Lower is better	No data for this range	15.4	15.2	15.4	16.3	<b>15.4</b>	<b>15.0</b>	This is Waverley's estimated figure for this indicator – the DWP are not yet able to calculate the official results. This is the	14

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
												combined average time taken to process 11,427 changes and 3105 new claims during 2008/2009. The changes as a result of increased council tenant rents, the council tax increase and general changes to benefit levels in April are not included.	

Corporate Plan Priority - Leisure

😊 on target    😐 up to 5% off target    ☹ more than 5% off target    ? data not available    - data only / no target / not due







	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	LLe3	Total number of visits to Waverley leisure centres, per 1,000 population	Leisure & Youth Services	Higher is better	7,188	2,500	2,720	2,733	2,788	<b>10,741</b>	<b>8,950</b>	The 2009/10 target figures reflect the estimated impact of the closure periods of certain facilities during the major capital refurbishment works	<b>7900</b>
😊	LLe3a	Number of visits to Farnham Sports Centre, per 1,000 population	Leisure & Youth Services	Higher is better	2,541	801	845	912	926	<b>3,484</b>	<b>2,400</b>	The 2009/10 target figures reflect the estimated impact of the closure periods of certain facilities during the major capital refurbishment works	2000
☹	LLe3b	Number of visits to Cranleigh Sports Centre, per 1,000 population	Leisure & Youth Services	Higher is better	1,565	332	370	388	421	<b>1,511</b>	<b>1,600</b>	The 2009/10 target figures reflect the estimated impact of the closure periods of certain facilities during the major capital refurbishment works	800

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	LLe3c	Number of visits to The Herons Sports Centre, per 1,000 population	Leisure & Youth Services	Higher is better	2,261	751	848	827	755	<b>3,181</b>	<b>2,400</b>		2800
☹️	LLe3d	Number of visits to The Edge Sports Centre, per 1,000 population	Leisure & Youth Services	Higher is better	821	267	320	297	356	<b>1,240</b>	<b>1,600</b>		1200
😊	LLe3e	Number of visits to Godalming Leisure Centre, per 1,000 population	Leisure & Youth Services	Higher is better	New Indicator	349	335	309	330	<b>1,323</b>	<b>950</b>		1100



## Corporate Plan Priority - Subsidised affordable housing

 on target   
  up to 5% off target   
  more than 5% off target   
  data not available   
 - data only / no target / not due

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
	NI 155	Number of affordable homes delivered (gross)	Housing	Higher is better	66	16	41	52	52	52	61	The outturn figure has been revised from 53 as originally reported. Some units were "swapped" by developers to shared ownership during the year as a result of the downturn.	19
	NI 156	Number of households living in temporary accommodation	Housing	Lower is better	New Indicator	9	7	6	5	5	27		20
	NI 158	% non-decent council homes	Housing	Lower is better	53%	Annual Indicator				42%	52%		48%
	NI 160	Local authority tenants' satisfaction with landlord services	Housing	Higher is better	78%	Bi-ennial survey of tenants.				83%	82%		No Survey
	LHM 4	Overall tenant satisfaction with the repairs service they received.	Housing	Higher is better	New Indicator	97.22%	96.90%	97.00%	97.00%	98.00%	97.00%		97.50%
	LHM 4a	Overall tenant satisfaction with the repairs service they received - emergency	Housing	Higher is better	New Indicator	100%	98.51%	98.00%	98.00%	98.00%	98.00%		98.00%

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	LHM 4b	Overall tenant satisfaction with the repairs service received - urgent	Housing	Higher is better	New Indicator	95.90%	98.80%	97.00%	97.00%	<b>98.00%</b>	<b>97.00%</b>		97.00%
😊	LHM 4c	Overall tenant satisfaction with the repairs service they received - routine	Housing	Higher is better	New Indicator	97.18%	97.07%	97.00%	96.00%	<b>97.00%</b>	<b>97.00%</b>		97.00%
?	LHM 5a	Proportion of expenditure on repairs and maintenance to HRA dwellings that is planned, as opposed to responsive	Housing	Higher is better	New Indicator	Annual Indicator.						Still awaiting capital and revenue outturn figures.	60%
😞	LHM 5b	Proportion of expenditure on repairs and maintenance to HRA dwellings that is for routine work, as opposed to emergency or urgent	Housing	Higher is better	New Indicator	49%	43%	62%	63%	<b>60%</b>	<b>70%</b>		55%
😊	LHM 3	Percentage of responsive repairs completed within Waverley's target times	Housing	Higher is better	90.27%	91.91%	94.72%	94.18%	94.72%	<b>92.86%</b>	<b>95%</b>		95.5%
😊	LHM 3a	Percentage of repairs completed within Waverley's target times: Emergency (4hrs or 24hrs)	Housing	Higher is better	93.72%	82.04%	89.12%	94.72%	94.44%	<b>94.06%</b>	<b>96%</b>		96%

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	LHM 3b	Percentage of repairs completed within Waverley's target times: Urgent (3-7 working days)	Housing	Higher is better	87.45%	93.38%	94.45%	91.02%	91.27%	<b>91.66%</b>	<b>95%</b>		95%
😊	LHM 3c	Percentage of repairs completed within Waverley's target times: Routine (30 working days)	Housing	Higher is better	89.64%	97.48%	98.91%	95.28%	94.26%	<b>93.88%</b>	<b>95.00%</b>		95%
😊	LHM 6	Percentage of responsive repairs completed 'right-first-time'	Housing	Higher is better	New Indicator	86.95%	85.58%	85%	84%	<b>86%</b>	<b>70%</b>		87%
😊	LHO 1a	Percentage of estimated annual rent debit collected	Housing	Higher is better	98.60%	25.01%	50.02%	74.54%	98.43%	<b>98.43%</b>	<b>98.80%</b>		98.85%
😊	LHO 1b	Total current tenants rent arrears as a percentage of the total estimated gross debit	Housing	Lower is better	0.98%	1.14%	1.19%	1.54%	1.14%	<b>1.14%</b>	<b>1.1%</b>		1.3%
😊	LHO 3a	Average number of calendar days taken to re-let local authority housing	Housing	Lower is better	28	24	23	22	23	<b>23</b>	<b>24</b>		23
😊	LHO 3b	Average number of calendar days taken from the date of tenancy termination to a void property becoming available for	Housing	Lower is better	15	11	10	11	19	<b>10</b>	<b>14</b>		Delete Indicator

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
		let											
😊	LHO 3c	Average number of calendar days between a void property becoming available for let to new tenancy commencing	Housing	Lower is better	14	12	13	13	13	<b>13</b>	<b>18</b>		Delete Indicator
😊	LHO 5	Housing advice service: Homelessness cases prevented per 1,000 households.	Housing	Higher is better	3.00	0.79	1.44	2.48	3.26	<b>3.26</b>	<b>3.20</b>		3.22


Corporate Plan Priority - Value for money

😊 on target    😐 up to 5% off target    ☹️ more than 5% off target    ? data not available    - data only / no target / not due

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
-	LI 1a	Number of Level 3 (CEx) and Ombudsman Complaints received	Democratic Services	Lower is better	New Indicator	5	12	12	15	44	N/a		No target
-	LI 1b	Total number of complaints received	Democratic Services	Lower is better	New Indicator	90	88	65	84	327	N/a		No target
☹️	LI 1d	Complainant satisfaction with how their complaint has been handled	Democratic Services	Higher is better	New Indicator	Annual Indicator				40%	50%	33 were 'very' or 'fairly' satisfied out of 81 respondents.	50% (tbc)
😊	LI1c	Percentage of complaints responded to within WBC target times (10 days or 15 days for planning complaints)	Democratic Services	Higher is better	68%	64%	80%	94%	94%	83%	75%		95%
-	NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	Customer & Office Services	Lower is better	New Indicator	Annual indicator collected through week-long survey of contacts 9-14 February 2009.				20.2%	-		20% (tbc)

**Additional Management Indicators**

 on target   
  up to 5% off target   
  more than 5% off target   
  data not available   
 ▬ data only / no target / not due

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
	LEnv003	Abandoned vehicles (% removed)	Environmental Services	Higher is better	73.33%	100%	100%	100%	50.00%	<b>91.67%</b>	<b>80.00%</b>		90.00%
	LHM1	Energy efficiency of housing stock	Housing	Higher is better	68	Annual indicator.				<b>72</b>	<b>68</b>	Data is inputted into our Asset Management software - Keystone. This is linked to energy evaluator software which is used to calculate the Standard Assessment Process (SAP) percentages for each dwelling and the average of all dwellings. This year we have installed a new version of the energy software and reviewed the mapping between the asset management software Keystone and the energy software.	68
	LHM2	Percentage of annual boiler services and gas safety checks undertaken on time.	Housing	Higher is better	99.82%	99.61%	99.98%	99.91%	100.00%	<b>100.00%</b>	<b>100.00%</b>		100.00%


	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	LHO 1c	Total former tenants rent arrears as a percentage of the total estimated gross debit	Housing	Lower is better	0.55%	0.56%	0.53%	0.56%	0.41%	<b>0.41%</b>	<b>0.5%</b>		0.5%
😊	LHO 2a	Percentage of tenants with more than 7 weeks arrears	Housing	Lower is better	2.04%	2.19%	2.29%	5.73%	2.41%	<b>2.41%</b>	<b>3.20%</b>	There were 119 tenants more than 7 weeks in arrears at the year end.	3.10%
😞	LHO 2b	Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NSP).	Housing	Lower is better	8.57%	2.15%	3.36%	2.28%	4.29%	<b>9.55%</b>	<b>9%</b>	215 NSP's served throughout the year.	10% (tbc)
😊	LHO 2c	Percentage of tenants evicted due to rent arrears	Housing	Lower is better	.14%	.02%	.04%	.00%	.00%	<b>.06%</b>	<b>.20%</b>	3 evictions throughout the year.	.20%
😞	LI2	Working Days Lost Due to Sickness Absence	Human Resources	Lower is better	6.18	1.73	1.26	3.14	1.92	<b>7.93</b>	<b>6.00</b>	A tightening up of absence management and the process for reporting absences has, as expected, impacted on the number of days reported.	6
😐	LI5	% of invoices paid on time	Finance & Performance	Higher is better	97.32%	98.18%	97.94%	97.89%	95.73%	<b>97.66%</b>	<b>100.00%</b>		100.00%
😊	LI6a	% of Council Tax collected	Revenues & Benefits	Higher is better	98.87%	31.40%	60.50%	88.70%	99.10%	<b>99.10%</b>	<b>99.00%</b>	On target	99%
😐	LI6b	Percentage of Non-domestic Rates Collected	Revenues & Benefits	Higher is better	99.89%	32.80%	60.60%	88.20%	99.00%	<b>99.00%</b>	<b>99.30%</b>		99.3%

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	LI8	Average annual rate of return on Council Investments above market rates	Finance & Performance	Higher is better	.32%	.82%	.76%	1.20%		.96%	.05%		0.25%
😊	LLe4a	Visits to and Use of museums & galleries - All Visits	Leisure & Youth Services	Higher is better	292	76	88	94	65	323	224		300
😊	LLe4b	Visits to and use of Museums & galleries - Visits in Person	Leisure & Youth Services	Higher is better	220	48	47	69	50	214	225		250
😞	LLe4c	Visits to and Use of Museums - School Groups	Leisure & Youth Services	Higher is better	2414	593	103	784	692	2172	3604	NB. During 2008/09 the Farnham Museum Garden Classroom was closed for a long period due to the major development project. The 2009/10 target reflects the estimated use of the new classroom facilities.	3600



## Additional National Indicators

 on target   
  up to 5% off target   
  more than 5% off target   
 ? data not available   
 ▬ data only / no target / not due

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
	NI 154	Net additional homes provided	Planning	Higher is better	New Indicator	Annual Indicator				312	250	This indicator is based upon the number of dwelling completions over the monitoring period. Information on completions is compiled from Building Control records and supplementary site visits. This year these site visits took place during the final two weeks of April. This allowed us to provide a final number of additional homes provided over the monitoring period as of 1 <sup>st</sup> April 2009.	250

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
😊	NI 159	Supply of ready to develop housing sites	Planning	Higher is better	New Indicator	Annual Indicator				106.8%		<p><b>Calculation:</b> X=Amount of housing that can be built on deliverable sites for the five year period. Y= the planned housing provision required for the five year period (from the South East Plan) <math>(X/Y)*100 = 106.8\%</math>. <b>Notes:</b> The value is for the period between 2009-2014. Housing supply for 2010-2015 will be available in the Annual Monitoring Report for 2008/09, published in December.</p>	100% (tbc)
?	NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Planning	Lower is better	New Indicator	Annual indicator.						<p>The information for this indicator is not yet available. The data for this indicator is compiled annually as part of the NLUD-PDL Return. The information for this return is generally compiled in the Summer, for submission in early Autumn, following the end of the previous reporting period. As such data on this indicator will be reported in due course.</p>	tbc

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?	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	Finance & Performance	Higher is better	New Indicator	2008/09 forecast submitted in October 2008 - £930,000. Full year outturn due in July 2009.						£1.53m	
-	NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Revenues & Benefits	Higher is better	New Indicator	506	1024	1542	4684	<b>7756</b> (up to 9 April 09)		This figure does not include changes made in April and May due to DWP not reporting until June. Waverley did submit the necessary data. Quarter 4 includes year end changes.	5455
😊	NI 182	Satisfaction of business with local authority regulation services	Environmental Health & Community Safety	Higher is better	New Indicator	79%	82%	81%	82%	<b>81%</b>	60%	A monthly survey of business customers of Environmental Health is undertaken. This figure is the annual percentage of business customers who respond that they have been treated fairly and/or the contact has been helpful.	80%

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
-	NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Environmental Health & Community Safety	Higher is better	New Indicator	Indicative quarterly figures reported during year from internal systems. Final annual figure determined from Food Standards Agency reporting system.				77%	-		tbc
-	NI 187 (i)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating.	Environmental Health & Community Safety	Lower is better	New Indicator	Annual indicator.				10.10%	-	This figure is a combination of self-completed surveys by private sector housing residents in receipt of Council Tax benefit and existing SAP data for residents in receipt of benefit in Council-owned properties.	tbc
-	NI 187 (ii)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a high energy efficiency rating.	Environmental Health & Community Safety	Higher is better	New Indicator	Annual indicator.				29.63%	-	This figure is a combination of self-completed surveys by private sector housing residents in receipt of Council Tax benefit and existing SAP data for residents in receipt of benefit in Council-owned properties.	tbc
😊	NI 188	Planning to Adapt to Climate Change	Environmental Health & Community Safety	Higher is better	New Indicator	Annual self assessment.				2	2		2 (Tbc)

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
-	NI 189	Flood and coastal erosion risk management	Building Control, Engineering and Car Parking	Higher is better	New Indicator	Annual Indicator.				100%	-	Year 1 compliance with this indicator referred to Waverley and Environmental Agency having appropriate contacts and communications in place and that Waverley is in possession of relevant policies and plans.	tbc
?	NI 194	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Environmental Health & Community Safety	Lower is better	New Indicator	<b>Data for this indicator is currently being collated. Targets for future years will be considered on the 2008/09 baseline is known.</b>						Tbc	
-	NI 35a	Building resilience to violent extremism - Understanding of, and engagement with, Muslim Communities	Environmental Health & Community Safety	Higher is better	New Indicator	Annual Self Assessment agreed by Waverley Strategic Partnership.				3	-		Tbc
-	NI 35b	Building resilience to violent extremism - Knowledge and understanding of the drivers and causes of violent extremism and the Prevent objectives	Environmental Health & Community Safety	Higher is better	New Indicator	Annual Self Assessment agreed by Waverley Strategic Partnership.				2	-		Tbc

	Ref	Description	Service	What is good performance?	2007/08 Result	Q1 2008/09 Result	Q2 2008/09 Result	Q3 2008/09 Result	Q4 2008/09 Result	08/09 Result	08/09 Target	Comment	2009/10 Target
-	NI 35c	Building resilience to violent extremism - Development of a risk-based preventing violent extremism action plan, in support of delivery of the prevent objectives	Environmental Health & Community Safety	Higher is better	New Indicator	Annual Self Assessment agreed by Waverley Strategic Partnership.				1	-		Tbc
-	NI 35d	Building resilience to violent extremism - Effective oversight, delivery and evaluation of projects and actions	Environmental Health & Community Safety	Higher is better	New Indicator	Annual Self Assessment agreed by Waverley Strategic Partnership.				1	-		Tbc

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