

Review of Performance Indicators and Targets – update May 2009

Targets for most of Waverley's performance indicators for 2009/10 onwards were agreed by the Executive in March 2009. The indicators below are where targets have not yet been agreed and targets are either proposed, or an anticipated timescale for setting targets is set out.

Ref	Description	Service	What is good performance?	2007/08 Full Year	2008/09 Full year	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target	Comment
NI 014	Avoidable contact – the proportion of customer contact that is of low or no value to the customer	Customer and Office Services	Lower is better	New Indicator	20.2%	-	20%	Set target to maintain year 1 performance in 2010 – given potential influence of snow on first year's result.		
NI 35	Building resilience to violent extremism	Environmental Health & Community Safety	Higher is better	New indicator	a – Level 3 b – Level 2 c – Level 1 d – Level 1	Workshop held by Surrey Police to discuss approaches to this indicator across Surrey 15 May 2009. Following outcomes of this workshop suggest review work programme and future targets after 2 nd quarter.				
NI 159	Supply of ready-to-develop housing sites	Planning	Higher is better	New indicator	106.8%	-	Maintain a 5 year rolling supply of housing sites. Target = 100%.			
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Planning	Lower is better	New Indicator	Annual indicator.	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.				
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Environmental Health & Community Safety	Higher is better	New Indicator	77%	-	80%	80%	80%	
NI 185	CO2 reduction from local authority operations	Environmental Health & Community Safety	Higher is better	New Indicator	2008/09 baseline collection year. Set targets once 2008/09 result known. Data will be available July 2009.					

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NI 187(i)	Tackling fuel poverty – % people receiving income-based benefits living in homes with a low energy efficiency rating	Environmental Health & Community Safety	Lower is better	New Indicator	10.10%	Collected through annual survey. 2008/09 baseline year. Compare with other authorities before setting targets. National data published July 09.				
NI 187(i)	Tackling fuel poverty – % people receiving income-based benefits living in homes with a high energy efficiency rating	Environmental Health & Community Safety	Higher is better	New Indicator	29.63%	Collected through annual survey. 2008/09 baseline year. Compare with other authorities before setting targets. National data published July 09.				
NI 188	Planning to adapt to climate change	Environmental Health & Community Safety	Higher is better	New Indicator	Level 2	Level 2	Level 2	Level 3	Level 3	Action plan to reach Level 3 to be developed.
NI 189	Flood and coastal erosion risk management	Building Control, Engineering and Car Parking	Higher is better	New Indicator	100%	A target cannot be set until Defra have agreed with us a 'Catchment Flood Management Plan'. The Catchment Management Plan has been published but no actions have been agreed yet.				
NI 194	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Environmental Health & Community Safety	Higher is better	New Indicator	2008/09 baseline collection year. Set targets once 2008/09 result known. Data will be available July 2009.					
NI 196	Improved street and environmental cleanliness – fly tipping	Environmental Services	Lower is better	3	Defra's weighting scheme and Waverley's result not yet known, so cannot consider targets at this stage. Data is due to be available via the 'data interchange hub' in November 2009, but it is not clear whether data will be available to Local Authorities before this date.					

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LHO 2c	Percentage of Tenants in arrears who have been served a Notice Seeking Possession (NSP)	Housing	Lower is better	8.57%	9.55%	5.70% 9%	5.60% 10%	5.50% 9.9%	5.40% 9.8%	Incorrect targets reported in March. Top Quartile for 07/08 was 14%. Future targets are slightly lower than 08/09 outturn but due to economic climate and related increase in arrears we expect to be serving more notices in the near future.
LI 1d	Complainant satisfaction with how their complaint has been handled.	Democratic and Legal Services	Higher is better	New Indicator	41%	50%	55% 50%	60% 50%	65% 50%	50% is considered more appropriate and still stretching target. Most recent Top Quartile figure (from 2006 national survey) was 38%.

18 Place Survey indicators have been reported separately to the Executive in March 2009. Setting targets to be considered once national data set is published (date not known, but likely to be after the election in June) and comparisons with other authorities can be made.

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