












Key

-  Exceptional or over performance
-  On or exceeding target
-  Within agreed tolerances
-  Outside agreed target tolerance
-  Good to be low: Better
-  Good to be low: Worse
-  Good to be High: Better
-  Good to be High: Worse
-  No change
-  No target available
-  No data available

Corporate Performance - All Measures Report

The report details the full list of performance measures monitoring the Council's Corporate Plan by corporate priority and is published quarterly.

The measures contained within this report are monitored on a monthly, quarterly, half yearly or four monthly basis.

Performance is reported against the latest report period and then by overall performance year to date (YTD). Overall YTD performance is monitored against the current profiled target and helps us to keep track of the progress towards meeting the annual target.

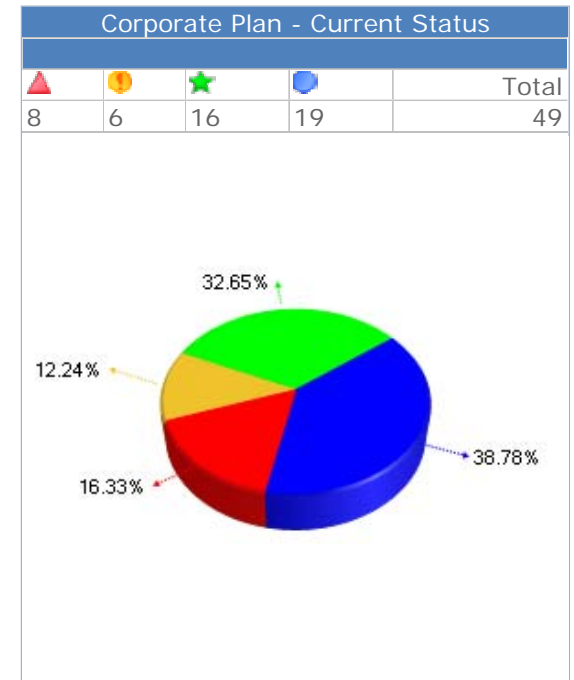
Performance comparison against the same time last year is highlighted where comparative data is available.

NBC Corporate Plan

The table below has been included for informational purposes, and shows the current year to date performance of each element of the Corporate Plan. The Alerts are generated from the PIs which each Service Area aligned to the 8 priorities during the service planning process.

The score shown against the Corporate Plan corresponds to the performance tracker definition. (<65% = Red, 65% to 85% Green, >85% Blue)

Corporate Plan	
	Score YTD
Putting Northampton back on track	84 % ★
Theme	
	YTD
Your Town - A town to be proud of	●
You - How your Council will support and empower you and your community	▲



Your Town



Your Town															
Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	T: AST13 Appropriate disposals agreed at Corporate Asset Board progressed effectively	112.50	★	112.50	★	112.50	★	112.50	★	112.50	★	100.00	-	➡	112.50
Legal work in relation to a number of earlier agreed disposals was further progressed in month.															
Bigger is Better	AST05a External rental income demanded against budgeted income (M)	97.18 %	🟡	97.25 %	🟡	96.28 %	🟡	94.99 %	🟡	94.99 %	🟡	100.00 %	100.00 %	🔴	97.70 %
We are currently below the agreed target due to vacant properties. We are marketing these properties and we have a number of properties with agreed tenancies that are with Legal for completion. These Leases should be completed over the course of the next couple of months which will improve the figure.															
Smaller is Better	AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	4.75 %	★	4.80 %	🟡	4.64 %	🟡	1.15 %	★	1.15 %	★	3.75 %	3.75 %	🟢	2.46 %
Any invoices that are older than 28 April are classed as being more than 2 months in arrears.															
The figure has reduced significantly this month, thanks to the resolution of the rental problems with several properties. One property has remaining historical commercial debt which is progressing at Director level. Updates to follow on this.															
Bigger is Better	AST12 % achieved where return on (sub group) investment properties meets agreed target rate (M)	91.25 %	🟡	91.25 %	★	91.25 %	★	91.25 %	★	91.25 %	★	90.00 %	90.00 %	🔴	91.25 %
The percentage of properties meeting the agreed target return for June 2013 is 91%.															
The target of 90% is met for June 2013 through active management of the investment portfolio and the completion of sales of assets approved for disposal by cabinet or by the cabinet member responsible for Regeneration, Enterprise and Planning.															
Currently, the vacancy rates for NBC's investment property are very low due to a pro-active approach to property management. This approach has resulted in a higher turnover of tenants for some assets in some location. Property reviews are on-going and under performing assets are reviewed and may be considered for reinvestment or disposal.															
Smaller is Better	BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	10.68	🟡	10.65	🟡	10.33	★	10.22	★	10.22	★	9.90	9.50	🟢	11.97

For the rolling 12 month period from July 2012 to June 2013, a performance of 10.22 days per FTE has been achieved. Against a target of 9.90 days per FTE, this is on target (Green).

This is the 9th consecutive month where an improvement has been observed over the previous month. This indicates the strategy for reducing sickness within the organisation is embedded, and further improvement is expected

Your Town

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
over the coming year.															
Smaller is Better	ESC01 No. of missed Bins/Boxes as a % of those collected (M)	0.0057 %		0.0064 %		0.0070 %		0.0171 %		0.0102 %		0.0200 %	0.0200 %		0.0409 %
Enterprise completed the routes and rounds restructure within the month of June, resulting in an anticipated increase in the number of justified missed bins. Following establishment of the routes and rounds, it is expected that the number of justified missed bins will fall next month															
Bigger is Better	ESC02 % missed bins corrected within 24hrs of notification (M)	82.61 %		76.62 %		70.24 %		81.07 %		77.66 %		100.00 %	100.00 %		70.22 %
Whilst there is no KPI for rectifying missed bins within a certain timeframe, Enterprise reports these figures to demonstrate its commitment to improving the 'customer experience'.															
Bigger is Better	ESC04 % household waste recycled and composted (NI192) (M)	35.23 %		41.99 %		50.69 %		49.01 %		47.28 %		47.00 %	47.00 %		48.46 %
April & May's figures are amber due to the landfill data awaiting confirmation by NCC. The KG's per household has reduced by 5.49% against June, which had a 38.27 KG's per household															
Bigger is Better	ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	100.00 %		100.00 %		100.00 %		100.00 %		100.00 %		100.00 %	100.00 %		100.00 %
Fly tipping continues to be collected with the reporting timeframes															
Smaller is Better	HI 01 Average time taken to re-let local authority homes (days) (M)	16.92		20.95		25.40		28.53		25.28		16.00	16.00		15.90
As previously reported, and as expected during the first quarter, the average number of void days during June increased for the third month as we brought the longer term voids back in to use. This action will help to reduce the time a tenant needs to be in temporary accommodation or inadequate housing. Weekly scrutiny of the application of the void process at all stages will continue for the foreseeable future.															
Bigger is Better	HI 12 Rent collected as a proportion of rent owed on HRA dwellings % exc. arrears brought forward (M)	105.82 %		99.08 %		94.61 %		93.34 %		95.94 %		96.29 %	98.32 %		96.22 %
No commentary provided by service area															
Smaller is Better	HI 13 Rent arrears as a percentage of the annual debit (M)	2.83 %		2.94 %		3.14 %		3.28 %		3.28 %		3.53 %	3.64 %		3.50 %
Total current tenants rent arrears at the end of June were £1,658,372. The projected rent debit for the year is £50,599,649 therefore the arrears as a percentage of the debit is 3.28%. This is better than profiled and below the figure reported in June last year which was 3.50%.															
Bigger is Better	NI157: Percentage of all planning applications determined within 13 weeks	95.40 %													96.24 %

Your Town

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
	(M)														
In June 2013 we determined in total 89 planning applications, 86 of which were determined within 13 weeks of receipt.															
During April - June 2013 we determined in total 259 planning applications, 250 of which were determined within 13 weeks of receipt.															
Bigger is Better	NI157a % Major Planning applications determined within 13 weeks (M)		»	100.00 %		83.33 %		100.00 %		90.00 %		60.00 %	60.00 %	»	
Large Majors - There were no applications determined in this category during June. It should be noted that both `majors' categories are prone to significant fluctuation given the low volumes of applications.															
Small Majors - Both of the applications in this category was determined within the require timeframe continuing the strong start to the year.															
We did not determined any large majors for the quarter April to June 2013.															
Between April and June 2013 we determined in total 10 small major applications, 9 of which were determined within 13 weeks of receipt.															
Bigger is Better	NI157b Percentage of 'minor' planning apps determined within 8 weeks (M)	100.00 %		94.12 %		79.41 %		82.35 %		83.82 %		86.00 %	86.00 %		89.39 %
In June we determined in total 17 Minor planning applications, 14 of which were determined within 8 weeks of receipt.															
June's performance in this category was a little below the local target but remained well above the national target with 3 of the 17 applications determined going out of the statutory time frame. These were due to a combination of having to be reported to Planning Committee and negotiation by officers to secure improvements to the proposed development. Overall performance for the year so far remains on target.															
Between April and June 2013 we determined in total 63 Minor planning applications, 57 of which were determined within 8 weeks of receipt.															
Bigger is Better	NI157c Percentage of 'other' planning apps determined within 8 weeks (M)	94.44 %		93.62 %		96.88 %		90.00 %		93.37 %		90.00 %	90.00 %		89.84 %
In June we determined in total 70 Other planning applications, 63 of which were determined within 8 weeks of receipt.															
Between April and June 2013 we determined in total 181 Other planning applications, 169 of which were determined within 8 weeks of receipt.															
Smaller is Better	PP06 % change in serious acquisitive crime from the baseline (M)	17.14 %		-0.44 %		-0.59 %		-2.79 %		-2.79 %		10.00 %	10.00 %		3.53 %
SAC has reduced by 2.9% (-119 crimes) in Q1. Domestic Burglary is the key performance threat, as good reductions in vehicle crime have been made (-6.2%). June was a strong performance month compared to a very bad month in June 2012 with 90 less offences occurring. The area causing issues is the North sector, however several other areas are still experiencing relatively high volumes and remain priority areas for the CSP.															
Smaller is Better	PP09 Overall crime figure for the period (M)	1,527.00		1,395.00		1,450.00		1,426.00		4,271.00		5,143.00	20,068.00		5,143.00
There were 818 fewer crimes in Q1 2013-14 compared with Q1 2012-13 This is primarily due to reductions in violence, thefts from vehicles and low level stealing offences															
Smaller is Better	PP14 % change in Violence Offences (M)	-17.75 %		-1.64 %		-4.02 %		-3.09 %		-3.09 %		5.00 %	5.00 %		-4.94 %
Sector breakdown shows reductions in every sector, most notably in central sector, which contains the night time economy. Q1 has seen a 6% reduction in Violence offences (212 less crimes when compared to Q1 of 2012-13), exceeding the annual target. Q2 is expected to have the highest volume of the performance year so is a crucial period in maintaining performance.															

Your Town

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	PP21 % Licensing enforcement checks completed (M)		»	89.47 %	●	100.00 %	●	100.00 %	●	96.23 %	●	80.00 %	80.00 %	»	
All 18 of the planned checks took place this month, 4 of which were private hire taxi operations.															
Bigger is Better	PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)		»	55.56 %	●	63.64 %	★	44.19 %	▲	51.52 %	●	65.00 %	65.00 %	»	
19 of the 43 taxis checked this month were not compliant with regulations. The most common reason was not having the correct insurance documentation on their person/in vehicle.															
Smaller is Better	RB07 Total % of debt outstanding, not in recovery and overdue (M)	4.40 %	●		«		«		«		«			«	4.27 %
Bigger is Better	CH10 No. of unique visits to Museum Pages (M)		»	4,526	●	3,817	●	3,253	●	11,596	●	9,724	43,000	»	
Year to date on a cumulative basis we have over achieved target by 19 % but we are below last year's results. We suspect that this reflects the decision not to include the museum's web address in the "What's On" programme of events and exhibitions with effect from April 2013.															

Your Town - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	5.33 %		2.83 %		2.17 %		2.00 %		2.33 %		4.00 %	4.00 %		4.33 %
Monitoring has been undertaken in line with the contract specification and Enterprise' performance for the year remains above target.															
Smaller is Better	ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	8.00 %		6.00 %		4.67 %		3.00 %		4.56 %		6.00 %	6.00 %		6.44 %
Monitoring has been undertaken in line with the contract specification and Enterprise' performance for the year															
Smaller is Better	ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	2.33 %		1.33 %		1.17 %		3.00 %		1.83 %		0.33 %	0.33 %		2.28 %
Enterprise' performance is below the KPI target. We are currently working with the Partnership Unit to develop an improvement plan for graffiti removal.															
Smaller is Better	ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.50 %		0.33 %		0.17 %		0.00 %		0.17 %		0.33 %	0.33 %		0.61 %
Monitoring has been undertaken in line with the contract specification and Enterprise' performance for the year															
Smaller is Better	ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%) (Q)	1.67 %		0.00 %		0.00 %		0.00 %		0.00 %		4.00 %	4.00 %		0.00 %
No commentary provided from service															
Smaller is Better	ESC11 Level of quality against an agreed standard - Open Spaces & Parks - Detritus (%) (Q)	5.00 %		3.23 %		0.00 %		0.00 %		0.00 %		6.00 %	6.00 %		3.23 %
No commentary provided by service															
Smaller is Better	ESC12 Level of quality against an agreed std - Open Spaces & Parks - Graffiti & Fly Posting (%) (Q)	0.00 %		3.23 %		0.00 %		0.00 %		0.00 %		3.33 %	3.33 %		0.00 %
No commentary provided by service															
	NI154 Net														

Your Town - (non monthly measures)															
Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	additional homes provided (A)		»	323.00		423.00		516.00		516.00		641.00	100.00		423.00
<p>The economic recession has resulted in the pace of development across the Borough slowing significantly. The number of houses built has improved on last year's total, but is still very low. New starts on Greenfield sites requiring significant infrastructure have been non-existent. Sites that had started development previously have been finished off, with only a couple of significant new ones replacing them. There is the capacity available on sites with planning permission to deliver a lot more housing than has been delivered, however the housing industry has decided to not take up the capacity that exists. Assumptions last year about the ability of the market to pick up from what appeared to be an all time low were misplaced. Although there has been slight improvement, the housing market has not significantly improved on last year.</p> <p>The Council is actively engaging with developers encouraging them to work to submit planning applications for development. The Council has taken a pragmatic approach to S.106 obligations, deferring, delaying or reducing requirements. The Council has also worked with partners to seek to secure additional funding to support new infrastructure.</p> <p>Estimated targets for delivery of houses for the next few years have been dramatically reduced. LAA targets are substantially below those formerly required to meet Regional Spatial Strategy delivery targets.</p>															
Bigger is Better	NI159 Supply of ready to develop housing sites (A)		»	47.06		46.45		48.72		48.72		100.00	100.00		46.45
<p>Although Government has taken some action to stimulate the housing market, current built rates fall well below the regional target, despite the housing land supply being available. The Localism Act has led to the revocation of the regional plan targets. A new target for West Northamptonshire will have to be set through the development plan process. This will be done through the West Northamptonshire Joint Core Strategy scheduled for adoption in Autumn 2013. The targets for delivery will be reduced significantly, although still challenging to meet given the current low level of activity in the housing market and the need to provide some substantial pieces of infrastructure to open up sites for development.</p>															
Smaller is Better	NI170 Previously developed land that has been vacant or derelict for more than 5 years (A)		»	0.52 %		0.49 %		0.72 %		0.72 %		1.00 %	0.78 %		0.49 %
<p>Performance is better than the target set - this has largely been down to the development of some older industrial land. There has been a large increase in derelict land due to school sites now being vacant for more than 5 years since closing on the mid to late 2000s.</p> <p>The Council will be seeking to work with West Northamptonshire Development Corporation and the Homes and Communities Agency to channel more public investment into derelict and vacant land to assist in regenerating areas of decline, particularly near to the town centre in the Enterprise Zone and also ensuring that delivery to meet housing needs occurs.</p>															
Bigger is Better	PP07 % change in anti social behaviour victimisation (A)		»		»	8.50 %		11.32 %		11.32 %		10.00 %	10.00 %		8.50 %
<p>The partnership exceeded its goal of reducing ASB incidents (-10%), reducing incidents by 11.3%. Work focussing on ASB for 2013-14 will aim to improve service delivery, therefore improve public confidence and satisfaction, through the implementation of agreed service standards for victims and the piloting of ASB screening tools and restorative practices across agencies. The CSP will also aim to improve communications strategies to improve public perceptions of safety, as this is the key performance issue for ASB, greater emphasis will be placed upon enviro-crime and the cleanliness of the borough, as this is a key contributory factor towards individuals personal feelings of safety.</p>															
Bigger is Better	TCO01 Number of events delivered in partnership: Town Centre (Q)	5		7		3		8		8		3	12		4
<p>8 events have been delivered in partnership including IDAHO, Korean Memorial, Armed Forces Day, National Market Day, Continental and Antique Markets.</p>															
Bigger is Better	TCO02 Number of events delivered in partnership: parks and open spaces (Q)	6		1		0		3		3		2	6		5
<p>3 events including Beer Festival, Carnival and Bands in the Park.</p>															
Bigger is Better	TCO05n Town Centre footfall (Q)	4,098,658		3,506,188		3,151,684		3,954,207		3,954,207		3,828,406	14,369,805		3,906,537
<p>Increase of 1.3% in comparison with 2012 figures.</p>															

You



You															
Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	93.22 %	▲	99.37 %	★	94.67 %	▲	86.18 %	▲	92.36 %	▲	98.50 %	98.50 %	▲	99.10 %
<p>IBS Open contractor went live for Travis Perkins invoices on the 10th June 2013, which resulted in delays in payment for Travis Perkins invoices, which had to be manually paid, since the 1st April 2013 when the system should have been live.</p> <p>For information, services that have transferred to LGSS have been excluded.</p>															
Bigger is Better	CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	96.36 %	●	75.00 %	▲	93.25 %	★	88.89 %	●	91.27 %	★	90.00 %	90.00 %	▲	93.71 %
<p>During the month of June, 89% of customers surveyed stated they were satisfied with their contact experience. Satisfaction was lower for repairs and waste and recycling, where customers also reported that they felt that their enquiry was not resolved or information provided adequate, although where comments were provided they related to delays in HB claims be processed, time waiting to get through on the phone, and delays in dealing with initial service requests, which mostly are out of customer services control.</p>															
Bigger is Better	CS13 Percentage of ALL calls into the Contact Centre answered (M)	81.36 %	▲	77.91 %	▲	86.05 %	●	79.38 %	▲	80.91 %	▲	90.00 %	90.00 %	▲	84.98 %
<p>Overall Contact Centre performance reduced by 6.8% in June over May. June was a much busier month than May with a 1088 increase in call volume through the general enquiry and environmental services although Revs and bins and Housing calls reduced leaving an overall increase of 590+ increase for the month</p> <p>Target was not achieved across the Contact Centre, 79.4% against a target of 90%. Individual targets were hit in 3 of the 9 services. General Enquiries the best performing at 91.5% of calls answered. The worst performing was Regulatory Services at 71.9%.</p> <p>In total 8 of the 9 services saw an increase in call volume, Streetscene saw the largest average increase of 59 per day, Benefits (23) Council Tax (4) Reg services (8) The only service to see a decrease was Rent Income, by an average of 6 per day.</p> <p>Average call times remained reasonably static from the previous month. Emails saw a large increase of 227 for the month</p> <p>Average wait times increased in June over May by 26 seconds to an average wait of 3mins 3 seconds.</p> <p>Sickness dropped to the lowest levels since December 2012 to 3.09%.</p>															
Bigger is Better	CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	79.47 %	▲	80.88 %	●	88.72 %	●	80.62 %	●	83.30 %	●	90.00 %	90.00 %	▲	85.41 %
<p>Overall OSS performance reduced compared to May. A number of factors contributed to this,</p> <p>Sickness was a problem in June which included 2 medium term resulting from accident and surgery. There was also an increased amount of resource out of the work place on training (Full day courses for faith awareness, and 1 to 1 housing training).</p> <p>Also OSS provided cover at short notice for the transferred LGSS staff onto their induction</p>															

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Smaller is Better	HI 07 Number of households living in B&B accommodation (M)	17		13		19		21		21		40	40		41
<p>The number of applicants in bed and breakfast type accommodation at the end of this month increased to 21.</p> <p>The number of applicants in B&B and Council Stock temporary accommodation is likely to continue to increase. A majority of those approaching the authority have a 2 bedroom need for housing and it is becoming difficult to meet this demand either through Social Housing or Private Rentals.</p> <p>There were 30 applicants in Council Stock accommodation at the end of the month.11 have offers and are waiting for FTL dates, a delay in voids turnaround has had a detrimental impact on this measure</p>															
Bigger is Better	HI 09 Homeless households for whom casework advice resolved their situation (M)	75		416		134		95		645		375	1,500		381
Waiting DHP information.															
Bigger is Better	LT01 Total Visits to Leisure Centres (M)	77,492		83,071		75,295		73,852		232,218		226,754	902,190		226,754
Above target - with strong performance on Gym and Swimming lessons															
Bigger is Better	LT02 Total No. of people enrolled in swimming program (M)	2,479		2,479		2,479		2,573		2,573		2,500	2,800		2,136
No comments from service area															
Smaller is Better	RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	4.5													11.5

You - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (O)	11		12		14		11		11		3	12		8
<p>The LGO are now currently reviewing the information that is being sent by the complainant and whenever possible issuing a provisional view (PV) if they have sufficient evidence to make a decision on, therefore the Council in many case is receiving correspondence from the LGO with the PV already attached. The Council still has the opportunity to make comments if needed.</p>															
Smaller is Better	CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (O)	20.36		21.17		19.64		5.81		5.81		19.50	19.50		20.25
<p>Very good performance with turnaround time much quicker than the required 28 days</p>															
Smaller is Better	HI 10 Total number of people sleeping rough on the streets (A)			4		15		5		5		5	5		15
<p>The rough sleepers count was completed on 22nd November and the figure submitted to Homeless Link was 5. This is an improved figure on last years count and this is because of the alternative options presented to the clients by the outreach team. Additionally NBC has entered into a partnership to work together on a No Second Night Out Project. This scheme aims to assist those new to rough sleeping and to re-connect people who have arrived in Northampton from another area. Two previously entrenched rough sleepers are now using the facilities provided by this project.</p>															
Smaller is Better	HI 33 Percentage of non-decent council homes (NI 158)(A)			51.74 %		50.70 %		48.90 %		48.90 %		46.00 %	41.00 %		50.70 %
<p>The March 2013 result relates to the survey completed during the first quarter of 2012/13. Performance has shown an improving trend over the last three years with results of 51.7%, 50.7%, and 48.9% respectively. Further improvement is expected for the June 2013 survey, with a 41% target being set.</p>															
Bigger is Better	HI 36 Number of affordable homes delivered (NI 155)(O)	46		78		30		28		28		50	290		36
<p>21 units are affordable housing, 7 are shared ownership</p>															
Smaller is Better	HR32 Stonewall Equality Index rating (A)					210		199		199		200	190		210
<p>In the Equality Index 2013 a ranking of 199 was achieved against a target of 200. This was an improvement of 11 places when compared with 2012 Our Community Engagement and Diversity policies were given positive feedback In terms of focusing on improvement next year we were given the following advice: - Continuing the community engagement work - Developing a staff network - Procurement review Our aim next year is to get a 25 point increase, and further improve our ranking.</p>															