Appendix 2

## Corporate Performance All Measures Report

June 2015

# NORTHAMPTON BOROUGH COUNCIL



#### Introduction

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.

#### **Report 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
  Cood to be low: Worse
- Good to be High: Better
- Good to be High: Worse
- No change

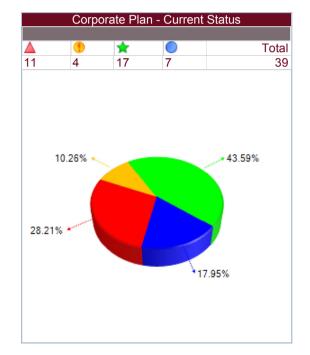
- No data or target availableNo data available
- No target available



### 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.

Corporate Plan								
	YTD							
Northampton alive with innovation, enterprise and opportunity	*							
Theme								
•	YTD							
Your Town - A town to be proud of	*							
You - How your Council will support and empower you and your community								





easure ID & Name       Mar 15       Apr 15       May 16       Jun 15       Orderal period       YTD Profiled       Orderal       Profiled       Orderal       Profiled						YOL			thly	Measures						
AST05a External rental income       98.83 %       102.86 %       102.85 %       103.69 %       103.69 %       95.00 %       95.00 %       Bigger is Better         We are continuing to exceed the agreed target budgeted rent.       Source Date 30 %         AST05b % commercial rent semanded within the last 12 months       0.17 %       0.10 %       0.09 %       0.32 %       0.32 %       3.00 %       3.00 %       Smaller is Better       Source Date 30 %         Any invoices that are older than 28 April are considered to be more than 2 months in rent arears.       There is a slight increase this month but all outstanding arears are being effectively managed and the figure will hopefully reduce again for next month.       Source Date 30 %         AST12 % achieved where return on ub group) investment properties       92.00 %       90.14 %       90.14 %       90.14 %       92.00 %       Bigger is Source Date 30 %         The percentage of properties meeting or performing above the agreed target return for June is 90%.       90.14 %       90.14 %       92.00 %       92.00 %       Bigger is Source Date 30 %         The percentage of properties meeting or performing above the agreed target return for June is 90%.       Ponor than a do hoc basis with underperforming assets identified and considered for reinvestment or disposal.       Source Date 30 %         Turnently, the vacancy rates for NBC's investment property are low due to a proactive approach to property management. This approach has resulted in a higher turnover o	/leasure ID & Name	Mar 15	,	Apr 15		May 15		Jun 15			YTD			Polarity	same time	YTD value same time last year
AST05b % commercial rent amanded within the last 12 months hore than 2 months in arrears) (M) Astronome than 2 months in arrears) (M) Any invoices that are older than 28 April are considered to be more than 2 months in rent arrears. Here is a slight increase this month but all outstanding arrears are being effectively managed and the figure will hopefully reduce again for next month. AsT12 % achieved where return on ub group) Investment properties eets agreed target rate (M) The percentage of properties meeting or performing above the agreed target return for June is 90%. He performance in July 2015 could change if the numbers of vacant property increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increase oducing assets are created or removed from the investment portfolio. Urrently, the vacancy rates for NBC's investment property are low due to a proactive approach to property management. This approach has resulted in a higher turnover of tenants for some as one locations. Property reviews are now carried out on an ad hoc basis with underperforming assets identified and considered for reinvestment or disposal. Citive management of the investment portfolio and the disposal of assets approved for disposal by cabinet or by the cabinet member responsible for Regeneration, Enterprise and Planning will or course Date 30 BV008 Percentage of involces for pommercial goods & serv. paid within 0 days (M) BV012_12r Ave. no. of days/shifts st to sickness for rolling 12 month 10.53 • 10.48 • 10.47 • 10.26 • 10.26 • 9.85 9.00 §mailer is Better is	emanded against budgeted income	98.83 %	*	102.86 %	*	102.85 %	*	103.69 %	*	103.69 %	*	95.00 %	95.00 %	Bigger is Better	•	100.21
AST05b % commercial rent       0.17 %       0.10 %       0.09 %       0.32 %       0.32 %       3.00 %       3.00 %       Smaller is Better       Image: Commercial rent set is a slight increase this months arrears (M)         Ary invoices that are older than 28 April are considered to be more than 2 months in rent arrears.       Image: Commercial rent set is a slight increase this month but all outstanding arrears are being effectively managed and the figure will hopefully reduce again for next month.       Source Date 30         AST12 % achieved where return on ub group) investment properties       92.00 %       90.14 %       90.14 %       90.14 %       92.00 %       92.00 %       Bigger is Better       Source Date 30         AST02 % achieved where return on ub group) investment properties       92.00 %       90.14 %       90.14 %       90.14 %       90.14 %       92.00 %       92.00 %       Bigger is Better       Source Date 30         The percentage of properties meeting or performing above the agreed target return for June is 90%.       Image: Commercial result of the investment property are low due to a proactive approach to property management. This approach has resulted in a higher turnover of tenants for some as melocations. Property reviews are now carried out on an ad hoc basis with underperforming assets identified and considered for reinvestment or disposal.       Source Date 30         Citive management of the investment portfolio and the disposal of assets approved for disposal by cabinet or by the cabinet member responsible for Regeneration, Enterprise and Planning will oro	We are continuing to exceed the agreed targ	et budgeted	rent	it.	1	· ·		1						1	Sc	
Any invoices that are older than 28 April are considered to be more than 2 months in rent arrears.  There is a slight increase this month but all outstanding arrears are being effectively managed and the figure will hopefully reduce again for next month.  Source Date 30  AST12 % achieved where return on ub group) investment properties  92.00 %  90.14 %  90.14 %  90.14 %  90.14 %  90.14 %  90.14 %  90.14 %  90.14 %  92.00 %  Bigger is better  The percentage of properties meeting or performing above the agreed target return for June is 90%.  The performance in July 2015 could change if the numbers of vacant property increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if increases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if uncreases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if uncreases through tenants vacating premises or decreases if vacant units are re-let. The % may also change if uncreases through tenants vacating preventing on the investment profesion and hoc basis with underperforming assets identified and considered for reinvestment or disposal.  Source Date 30  Source Date 30  Source Da	AST05b % commercial rent emanded within the last 12 months nore than 2 months in arrears) (M)	0.17 %	*	0.10 %	*	0.09 %	*	0.32 %	*	0.32 %	*	3.00 %	3.00 %	Smaller is Better	•	4.06
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Demmercial goods & serv. paid within       98.60 %       98.87 %       99.35 %       99.41 %       99.20 %       99.00 %       99.00 %       Bigger is Better       Source Date 30         O days (M)       0       98.60 %       99.887 %       99.35 %       99.41 %       99.20 %       10.00 %       99.00 %       99.00 %       99.00 %       Bigger is Better       10.00 %	The performance in July 2015 could change if roducing assets are created or removed from Currently, the vacancy rates for NBC's investm ome locations. Property reviews are now carr	the numbers the investme nent property ied out on ar	of v ent p are a ad	vacant prop portfolio. e low due t l hoc basis	pert o a with	y increases t proactive ap h underperfo	opro ormi	ough tenan bach to prop ing assets i	oert ider	y management. tified and consi	This	approach has r d for reinvestme	esulted in a ent or dispos	higher turno al.	over of tenants	for some assets in lanning will continu
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The figure has dropped to 10.26 from May and is very close to NBC's best figure of 10.11 days. Examining the raw data the majority of this figure is as a result of long term sick absence.	he performance in July 2015 could change if roducing assets are created or removed from currently, the vacancy rates for NBC's investme ome locations. Property reviews are now carr ctive management of the investment portfolio norughout 2015. BV008 Percentage of invoices for ommercial goods & serv. paid within 0 days (M) BV012_12r Ave. no. of days/shifts ost to sickness for rolling 12 month	the numbers the investme nent property ied out on ar and the disp 98.60 %	<ul> <li>of vent percent perce</li></ul>	vacant proportfolio. e low due t l hoc basis al of assets 98.87 %	pert co a with s ap	y increases t proactive ap h underperfo proved for di 99.35 %	opro ormi ispc	ough tenan bach to prop ing assets i osal by cab 99.41 %	ider ine	y management. tified and consist t or by the cabir 99.20 %	This idered net me	approach has r d for reinvestme ember responsil 99.00 %	esulted in a ent or dispos ole for Rege 99.00 %	higher turno al. neration, Er Bigger is Better Smaller is	over of tenants nterprise and P Sc	for some assets in Planning will continu purce Date 30/06/20 99.69 purce Date 30/06/20
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Web hits continue to out perform target being 167% above year to date target - possibly slightly due to the way in which hits are counted, but increase in digital marketing and the use of social	the performance in July 2015 could change if roducing assets are created or removed from Currently, the vacancy rates for NBC's investme ome locations. Property reviews are now carr active management of the investment portfolio broughout 2015. BV008 Percentage of invoices for ommercial goods & serv. paid within 0 days (M) BV012_12r Ave. no. of days/shifts best to sickness for rolling 12 month eriod (M) The figure has dropped to 10.26 from May an CH10 No. of unique visits to Museum	the numbers the investment panet property ied out on an and the disp 98.60 %	<ul> <li>of v ent p</li> <li>are</li> <li>ad</li> <li>bose 1</li> </ul>	vacant proportfolio. e low due t l hoc basis al of assets 98.87 % 10.48 to NBC's b	pert o a with s ap	y increases to proactive ap h underperfo proved for di 99.35 % 10.47 figure of 10.	opro ormi ispc	ough tenan bach to prop ing assets i osal by cab 99.41 % 10.26 days. Exan	ider ine ine	y management. htified and consist t or by the cabir 99.20 % 10.26 ng the raw data	This idered aet mo * the n	approach has r d for reinvestme ember responsil 99.00 % 9.85 najority of this fi	esulted in a ent or dispos ole for Rege 99.00 % 9.00 gure is as a	higher turno al. neration, Er Bigger is Better Smaller is Better result of lor Bigger is	over of tenants nterprise and P Sc Sc ag term sick ab	for some assets in Planning will continue purce Date 30/06/20 99.69 purce Date 30/06/20 10 sence. purce Date 30/06/20
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leasure ID & Name	Mar 15	Apr 15		May 15	Jun 15		Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	90.91 %	98.89 %	6	91.79 % 🕇	92.86 %	6 ★	94.05 %	*	90.00 %	90.00 %	Bigger is Better		95.83 9
112 satisfaction surveys were performed in	lune, 104 pec	ple were sat	tisfied	d with the ser	vice provide	d.	-				1	S	ource Date 30/06/201
CS13a % of calls for NBC managed services into contact centre answered M)	97.92 %	97.38 %	6 ★	94.28 % 🅽	95.66 %	6 ★	95.85 %	*	90.00 %	90.00 %	Bigger is Better		83.64
Contact centre, achieved 95.38% of calls an an overall increase of 230. Average wait reduced to 2 minutes 10 seconds	Ũ	st a target of	f 90%	6. Calls increa	ased a furthe	er 90	)5 from previous	s mon	th for housing s	ervices and	reduced for		ervices by 675 giving ource Date 30/06/20
CS14a % OSS customers with an appointment seen on time (M)	96.7 %	94.7 %	6 ★	99.2 %	93.6 %	6 ★	95.6 %	*	90.0 %	90.0 %	Bigger is Better	-	93.0
ppointments continue to meet target with 93.	58 % seen wi	thin 15 minu	tes o	f their appoin	itment time, v	with	an average wai	it time	e of 1 minute 50			S	ource Date 30/06/20
previous month with an average wait time at 2													
						_					o		
	260 ases increase		1 🔺 s car	314 4		3 🔺	· · ·		350 service was no	1,400	Smaller is Better mplete due	to vehicle issu	
Deriod (M) In comparison to May 15 there is over 100 c leployed on Sundays to clear the back log. Th emained outstanding by month end compared	ases increase is would have	- Operation pushed the	s car figu	n confirm that res up, as we	t on two occa	asior es ir	ns in June the g n the number of	arder	n service was no	t able to cor is however	Better mplete due a positive to	o see that of a	les, so back up was Il the cases, only 1
eriod (M) In comparison to May 15 there is over 100 c eployed on Sundays to clear the back log. Th emained outstanding by month end compared ESC02 % missed bins corrected rithin 24hrs of notification (M)	ases increase is would have I to previous r 91.15 %	<ul> <li>Operation</li> <li>pushed the</li> <li>nonths, this</li> <li>89.43 %</li> </ul>	s car figui is the	n confirm that res up, as we e lowest it has 55.10 %	t on two occa Il as increase s been in a lo 47.81 %	asior es ir ong	ns in June the g n the number of while. 62.71 %	arder Jus c	o service was no outside of KPI. It 98.00 %	t able to con is however 98.00 %	Better mplete due a positive to Bigger is Better	o see that of a Se	les, so back up was Il the cases, only 1 ource Date 30/06/20
eriod (M) In comparison to May 15 there is over 100 c eployed on Sundays to clear the back log. Th emained outstanding by month end compared ESC02 % missed bins corrected	ases increase is would have I to previous r 91.15 %	<ul> <li>Operation</li> <li>pushed the</li> <li>nonths, this</li> <li>89.43 %</li> </ul>	s car figui is the	n confirm that res up, as we e lowest it has 55.10 %	t on two occa Il as increase s been in a lo 47.81 %	asior es ir ong	ns in June the g n the number of while. 62.71 %	arder Jus c	o service was no outside of KPI. It 98.00 %	t able to con is however 98.00 %	Better mplete due a positive to Bigger is Better	o see that of a So Note: So So So So So So So So So So So So So S	les, so back up was Il the cases, only 1 ource Date 30/06/20 94.80
Period (M) In comparison to May 15 there is over 100 content leployed on Sundays to clear the back log. The emained outstanding by month end compared ESC02 % missed bins corrected within 24hrs of notification (M) May 2015 has decreased from previous mor ESC04 % household waste recycled	ases increase is would have I to previous r 91.15 %	<ul> <li>Operation</li> <li>pushed the nonths, this</li> <li>89.43 %</li> <li>number JUS</li> </ul>	s car figur is the 6 🔺 S put	n confirm that res up, as we e lowest it has 55.10 %	t on two occa ill as increase s been in a lo 47.81 % arget by 2%,	asior es ir ong 6 🔺 , but	ns in June the g n the number of while. 62.71 % t has a higher nu	arder Jus c	o service was no outside of KPI. It 98.00 %	98.00 % verall still wi	Better mplete due a positive to Bigger is Better	o see that of a So Note: So So So So So So So So So So So So So S	ues, so back up was Il the cases, only 1 ource Date 30/06/20 94.80 ource Date 30/06/20
eriod (M) In comparison to May 15 there is over 100 c eployed on Sundays to clear the back log. Th emained outstanding by month end compared ESC02 % missed bins corrected vithin 24hrs of notification (M) May 2015 has decreased from previous mor ESC04 % household waste recycled nd composted (NI192) (M) The month of June sees a percentage increase	ases increase is would have to previous in 91.15 % a oth in terms of 37.19 % a ase of 0.20%	<ul> <li>Operation</li> <li>pushed the nonths, this</li> <li>89.43 %</li> <li>number JUS</li> <li>42.34 %</li> <li>of KG's sent</li> </ul>	s car figuris the 6 🔺 8 put 6 🔺	n confirm that res up, as we e lowest it has 55.10 % 4 t right within ta 45.05 % 4 ecycling, reus	t on two occa all as increases been in a lo 47.81 % arget by 2%, 45.26 % se and comp	asior es ir ong 6 🔺 , but	ns in June the g n the number of while. 62.71 % t has a higher nu 44.22 %	arder Jus c A umbe	n service was no butside of KPI. It 98.00 % r of cases, so ov 48.00 %	98.00 % verall still wi	Better mplete due a positive to Bigger is Better thin overall Bigger is Better	o see that of a Si KPI target. Si green waste w	les, so back up was Il the cases, only 1 ource Date 30/06/20 94.80 ource Date 30/06/20 46.97 /hich has seen an
beriod (M) In comparison to May 15 there is over 100 c leployed on Sundays to clear the back log. Th emained outstanding by month end compared ESC02 % missed bins corrected within 24hrs of notification (M) May 2015 has decreased from previous mor ESC04 % household waste recycled and composted (NI192) (M)	ases increase is would have to previous in 91.15 % a oth in terms of 37.19 % a ase of 0.20%	<ul> <li>Operation</li> <li>pushed the nonths, this</li> <li>89.43 %</li> <li>number JUS</li> <li>42.34 %</li> <li>of KG's sent n is paper with</li> </ul>	s car figuris the 6 🔺 S put 6 🔺 for re hich l	n confirm that res up, as we lowest it has 55.10 % 4 t right within ta 45.05 % 4 ecycling, reus has decrease	t on two occa as been in a lo 47.81 % arget by 2%, 45.26 % se and comp d slightly.	asior es ir ong 6	ns in June the g n the number of while. 62.71 % t has a higher nu 44.22 % ng in compariso	arder Jus c umbe	n service was no butside of KPI. It 98.00 % r of cases, so ov 48.00 %	98.00 % verall still wi	Better mplete due a positive to Bigger is Better thin overall Bigger is Better	o see that of a Si KPI target. Si green waste w	les, so back up was Il the cases, only 1 ource Date 30/06/20 94.80 ource Date 30/06/20 46.97 /hich has seen an ource Date 30/06/20
eriod (M) In comparison to May 15 there is over 100 c eployed on Sundays to clear the back log. Th emained outstanding by month end compared ESC02 % missed bins corrected vithin 24hrs of notification (M) May 2015 has decreased from previous mor ESC04 % household waste recycled nd composted (NI192) (M) The month of June sees a percentage increation increase of 1.21% in tonnages. The worst perf ESC09 % of Fly Tipping incidents emoved within 2 working days of	ases increase is would have to previous in 91.15 % a oth in terms of 37.19 % a ase of 0.20% orming strear 99.79 % 1	<ul> <li>Operation</li> <li>pushed the nonths, this</li> <li>89.43 %</li> <li>number JUS</li> <li>42.34 %</li> <li>of KG's sent n is paper with</li> </ul>	s car figuris the 6 🔺 S put 6 🔺 for re hich l	n confirm that res up, as we lowest it has 55.10 % 4 t right within ta 45.05 % 4 ecycling, reus has decrease	t on two occa as been in a lo 47.81 % arget by 2%, 45.26 % se and comp d slightly.	asior es ir ong 6	ns in June the g n the number of while. 62.71 % t has a higher nu 44.22 % ng in compariso	arder Jus c umbe	n service was no butside of KPI. It 98.00 % r of cases, so ov 48.00 % May 15. The bes	98.00 % verall still wi 48.00 %	Better mplete due a positive to Bigger is Better bigger is Better s stream is g Bigger is	o see that of a	les, so back up was Il the cases, only 1 ource Date 30/06/20 94.80 ource Date 30/06/20 46.97 /hich has seen an ource Date 30/06/20 99.61
Period (M) In comparison to May 15 there is over 100 c leployed on Sundays to clear the back log. The emained outstanding by month end compared ESC02 % missed bins corrected within 24hrs of notification (M) May 2015 has decreased from previous mor ESC04 % household waste recycled and composted (NI192) (M) The month of June sees a percentage increas increase of 1.21% in tonnages. The worst perf ESC09 % of Fly Tipping incidents emoved within 2 working days of notification (SO2) (M) All fly tipping incidents were removed within NI157a % Major Planning applications determined in 13 weeks or agreed extension (M)	ases increase is would have to previous in 91.15 % a of 0.20% orming stream 99.79 % a target 91.67 %	<ul> <li>Operation</li> <li>pushed the nonths, this</li> <li>89.43 %</li> <li>number JUS</li> <li>42.34 %</li> <li>of KG's sent n is paper with spaper with space wit</li></ul>	s car figuris the 6  S put 6  for ru hich I	n confirm that res up, as we lowest it has 55.10 % 4 t right within ta 45.05 % 4 ecycling, reus has decrease	t on two occa all as increase s been in a lo 47.81 % arget by 2%, 45.26 % se and comp d slightly.	asior es ir ong 6 but 6 ostin	ns in June the g n the number of while. 62.71 % t has a higher nu 44.22 % ng in compariso 99.96 %	arder Jus c umbe	n service was no butside of KPI. It 98.00 % r of cases, so ov 48.00 % May 15. The bes	98.00 % verall still wir 48.00 % t performing 100.00 %	Better mplete due a positive to Bigger is Better bigger is Better s stream is g Bigger is	o see that of a	les, so back up was Il the cases, only 1 ource Date 30/06/20 94.80 ource Date 30/06/20 46.97 /hich has seen an ource Date 30/06/20 99.61 ource Date 30/06/20
Period (M) In comparison to May 15 there is over 100 c leployed on Sundays to clear the back log. The emained outstanding by month end compared ESC02 % missed bins corrected within 24hrs of notification (M) May 2015 has decreased from previous mor ESC04 % household waste recycled and composted (NI192) (M) The month of June sees a percentage increation increase of 1.21% in tonnages. The worst perf ESC09 % of Fly Tipping incidents emoved within 2 working days of notification (SO2) (M) All fly tipping incidents were removed within NI157a % Major Planning applications determined in 13 weeks or	ases increase is would have to previous in 91.15 % a of 0.20% orming stream 99.79 % a target 91.67 %	<ul> <li>Operation</li> <li>pushed the nonths, this</li> <li>89.43 %</li> <li>number JUS</li> <li>42.34 %</li> <li>of KG's sent</li> <li>n is paper with</li> <li>99.89 %</li> </ul>	s car figuris the 6  S put 6  for ru hich I	n confirm that res up, as we lowest it has 55.10 % 4 t right within ta 45.05 % 4 ecycling, reus has decrease	t on two occa all as increase s been in a lo 47.81 % arget by 2%, 45.26 % se and comp d slightly.	asior es ir ong 6 but 6 ostin	ns in June the g n the number of while. 62.71 % t has a higher nu 44.22 % ng in compariso 99.96 %	arder Jus c umbe	n service was no butside of KPI. It 98.00 % r of cases, so ov 48.00 % May 15. The bes 100.00 %	1,400 It able to con is however 98.00 % verall still wi 48.00 % It performing 100.00 %	Better mplete due a positive to Bigger is Better thin overall Bigger is Better s stream is g Bigger is Better Bigger is Better	o see that of a	Il the cases, only 1 ource Date 30/06/201 94.80 ource Date 30/06/201 46.97

				You	r Town - Mo	nthly	/ Measures						
Measure ID & Name	Mar 15	Apr 15		May 15	Jun 15		Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
												So	ource Date 30/06/201
NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	96.92	% ★	99.00 %	100.00 %	6	98.67 %	*	95.00 %	95.00 %	Bigger is Better	•	90.86 9
100% applications determined within agreed	l time scales	•										So	ource Date 30/06/201
PP06 % change in serious acquisitive crime from the baseline (M)	-13.24 %	<b>_</b> -0.82	% 🔵	-1.45 % 🤇	-1.53 %	6 ★	-1.53 %	*	-1.46 %	-6.50 %	Smaller is Better	•	-7.60
There has been a 1.5% (-39 crimes) reduction This includes a 1.7% reduction in domestic but the figures for previous months have been alter	rglary, 0.7%	reduction in	vehic	le crime and		ction	in robbery (bu	sines	s & personal co	mbined).		So	ource Date 30/06/201
PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	83.33 %	85.71	% 🔵	82.14 %	66.67 %	6 ★	81.25 %	•	70.00 %	70.00 %	Bigger is Better		63.93 9
No specific multi agency operations underta	ken this mor	th. Vehicles	check	ed were those	se specificall	y rec	quested followir	ng cor	nplain or accide	ent report.		Sc	ource Date 30/06/201

					Your	То	wn - Quarterl	y Measu	ires						
Measure ID & Name	Sep 14		Dec 14	I	Mar 15	,	Jun 15	Overall to Date		YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	27.50	*	14.50	*	25.00 🔰	ł	?		?	?	28.00	28.00	Smaller is Better	?	3.57
No LGO cases required a response this qua	irter													Sou	urce Date 30/06/2015
MPE01 No. of new businesses locating on NWEZ (Q)	1		9 (		6 🔺		2 🔺		2		5	20	Bigger is Better	<b>\$</b>	0
Although the profile is below target at the moment, it is anticipated that it will be met throughout the year														Sou	urce Date 30/06/2015
MPE02 No. of new jobs created on NWEZ (Q)	177		15 (		326 🤇		25 🔺		25		200	Bigg	er is Better	<b>\$</b>	31
Over 1000 jobs have already been created in	the Enterp	rise Z	Zone and the	e cu	irrent target i	in t	his financial	year will	be ach	ieved			-	Sol	urce Date 30/06/2015
PP17 % victims/witnesses satisfied with Anti-Social support service (Q)	100.0 %	★	100.0 % ]	*	100.0 % 🖠	ł	50.0 % 🔺		50.0 %		95.0 %	95.0 %	Bigger is Better	1	100.0 %
During Q1 of 2015/16 there were a total of 3 with the support and contact they had received The victim/witness who didn't provide a positiv	d.											d be contacte	ed for feedba	received from	
TCO05n Town Centre footfall (Q)	4,176,018		3,666,041		2,937,848	D	3,710,504 🔵	3,7	10,504	•	3,500,000	13,250,000	Bigger is Better	S0	3,895,189
Footfall in the first quarter exceeds our targe	et figure but	is le	ss than 2014	4/15	5 actual figure	es		1			1			Soι	urce Date 30/06/2015

Your Town - 4 Monthly Measures													
▲ Measure ID & Name	Jul 14		Nov 14		Mar 15		Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	0.67 %	•	1.33 %	•	2.50 %	•	1.50 %	*	2.00 %	2.00 %	Smaller is Better	•	1.33 %
2.5% of land and highways that were as	sessed had a	n una	cceptable lev	el of	litter							Sour	ce Date 31/03/2015
ECCOC % of Land and Highways												Sour	Ce Dale 31/03/2015
ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	0.33 %	•	1.00 %	•	2.67 %	•	1.33 %	•	5.00 %	5.00 %	Smaller is Better	•	1.83 %
2.67% of land and highways that were a	ssessed had	an ur	aceptable lev	el of	detritus							Sour	ce Date 31/03/2015
ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	0.33 %	•	0.33 %	•	0.83 %	•	0.50 %	•	0.00 %	2.00 %	Smaller is Better		0.39 %
0.83% of land and highways that were a	ssessed had	unac	ceptable level	s of g	graffiti			1		•		Sour	ce Date 31/03/2015
ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.00 %	*	0.00 %	*	0.00 %	*	0.00 %	*	0.00 %	2.00 %	Smaller is Better		0.00 %
In line with target			· · · · · · · · · · · · · · · · · · ·									Sour	ce Date 31/03/2015

Your Town - Annual Measures											
Measure ID & Name	Mar 14		Mar 15		Outturn Target Mar 2016	Polarity					
MPE03 No. of business start ups within the Borough (A)		>>		>>		70 Bigger is Better					

Source Date >>



							You - Mon	thly	Measures						
Measure ID & Name	Mar 15		Apr 15		May 15		Jun 15		Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
HML01 Total no. of households living in temporary accommodation (M)	77	7	69	*	71	*	70	*	70	*	70	70	Smaller is Better	<b>\$</b>	63
The figures for overall TA is on target this me			there are cu	urre	ntly plans i	n p	rogress to	imp	prove the provisi	on ar	nd streamline the	e managemer	nt of the sam	ne therefore over	er the next few weeks
and month an improvement in performance is	anticipated	•												Sc	ource Date 30/06/201
HML07 Number of households that are prevented from becoming homeless (M)	?	?	10	4	13	4	15	4	38	4	183	732	Bigger is Better	?	
Although the figures for prevention is up man happen successfully therefore improvement sh								ally	y drive this forwa	ard. T	here are a rang	e of initiatives	being deve		it to enable this to ource Date 30/06/201
HML09 Number of households for whom a full homelessness duty is accepted (M)	?	?	21	•	17	•	24	4	62	•	60	240	Smaller is Better	?	
														Sc	ource Date 30/06/201
IG03 % FOI/EIR cases responded to within 20 working days (M)	98.6 %	6	100.0 %	*	86.4 %	4	94.9 %	4	93.8 %		95.0 %	95.0 %	Bigger is Better		96.9 %
Four cases were over the 20 day limit due to	issues col	latir	ng the infor	mat	ion require	d. <sup>-</sup>	The worst o	case	e was 26 days. (	75/7	9)			Sc	ource Date 30/06/201
IG04 % Subject Access requests responded to within 40 days (M)	100.0 %	5 🖈	100.0 %	*	100.0 %	*	100.0 %	*	100.0 %	*	95.0 %	95.0 %	Bigger is Better	/	100.0 %
All subject access requests were done on tir	ne													Sc	ource Date 30/06/201
LT01 Total Visits to Leisure Centres (M)	91,060	) 🖈	82,553		86,459	4	74,926		243,938		267,830	1,010,813	Bigger is Better		271,723
Poor selection of films available for hire by Leisu	e Trust mea	nnt c	cinema figur	es w	ere down.									Sc	ource Date 30/06/201
PP53 % Service requests responded to within 3 working days (M)	82.45 %	6 🔺	92.47 %	•	94.78 %	*	89.85 %	•	92.32 %	•	93.00 %	93.00 %	Bigger is Better		89.03 %
The volume of service requests continues to	be high wh	nich	is impactir	ng p	erformance	е			· · · · · ·					Sc	ource Date 30/06/2015

						You - Qı	Jart	erly Measures						
Measure ID & Name	Sep 14	Dec 14		Mar 15		Jun 15		Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
AHP01 Number of affordable homes delivered (Q)	46 🖌	5	9 🔺	?	?	?	?	?	?	50	250	Bigger is Better	?	4
Awaiting figures.												-	S	ource Date 30/06/2015
HMO01 No. HMOs with Mandatory licence	203 🤇	22	9 🔵	229	•	281	•	281	•	94	376	Bigger is Better		123
The target of 94 represent the annual target v	which translat	tes as 24	per q	uarter indi	icati	ng stron	g pe	erformance for (	Quart	er 1			S	ource Date 30/06/2015
HMO08 No. of HMOs with an additional licence (Q)	0 🔰	12	2 🔺	41		253	*	253	*	125	500	Bigger is Better		(
The target for this activity for the year is 500	~ the quarter	period is	+125	. On that b	basis	s perforn	nan	ce is ahead of t	arget	·			S	ource Date 30/06/2015
IG01 % LGO cases responded to within 28 days (excl. pre-determined cases) (Q)	100.0 % 🕇	50.0 %	6 🔺	100.0 %	*		?	?	?	95.0 %	95.0 %	Bigger is Better	?	100.0 %
No cases required investigation this quarter													S	ource Date 30/06/201
LT02 Total No. of people enrolled in swimming program (M)	?	?	? ?	3,124	*	3,133	*	3,133	*	3,050	3,200	Bigger is Better		2,846
													S	ource Date 30/06/2015
PP16 % Off licence checks that are compliant (Q)	100.00	100.0	0 🔵	83.33	•	85.71	*	85.71	*	85.00	85.00	Bigger is Better	?	
Only one off licence non compliant. Minor iss	ue in relation	to display	ying li	cence. Ar	ea f	ocussed	on	was Kingsthorp	be to f	it in with the cur	rent Community	Alcohol Pla		tly in place. ource Date 30/06/2015

You - Annual Measures												
Polarity Measure ID & Name	Mar 14		Mar 15		Outturn Target Mar 2016							
Bigger is NI154 Net additional homes provided Better (A)	834.00		574.00		1,132.00							
The JCS was adopted in January 2015 and revises	the Plan period to 2029.				Source Date 31/03/2015							