

Performance Update

Indicators showing the Council's latest performance

Introduction

The following pages contain the latest reports on performance indicators measuring the performance of Wealden District Council.

The reports refer to National Indicators (NIs) which have been introduced from April 2008 and Wealden Local Indicators (WLIs). The indicators are grouped under service themes with NIs followed by WLIs. In many cases, data for the new NIs is still being collected and so the number of these being reported will increase during the year.

Bookmarks are provided to enable navigation of this PDF file.

Housing

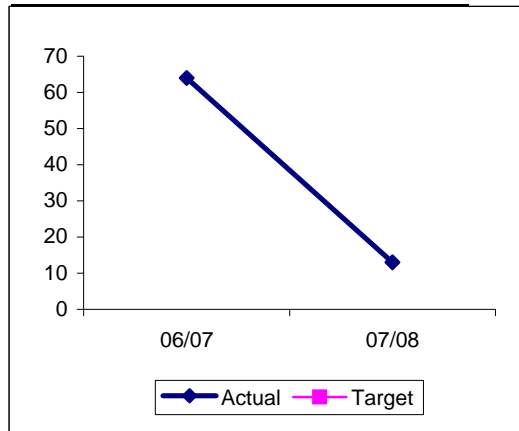
Directorate: Community Services

NI 155 - Number of affordable homes delivered (gross)

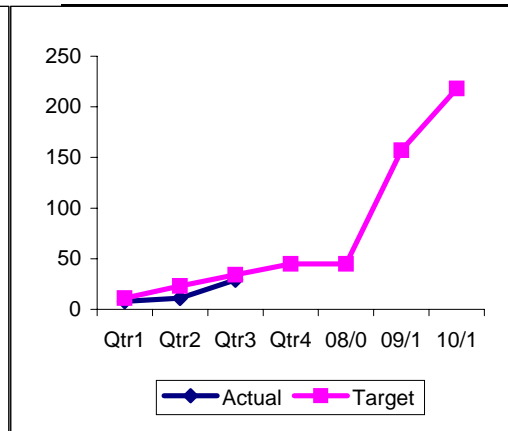
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	13				8	11	29	
Target		45	157	218	11	23	34	45
Best								

Good performance is above the target line

Previous



Current and Future



Performance Comparisons

Quartile	Trend	Target
	↑	A

Comment:

Directorate: Community Services

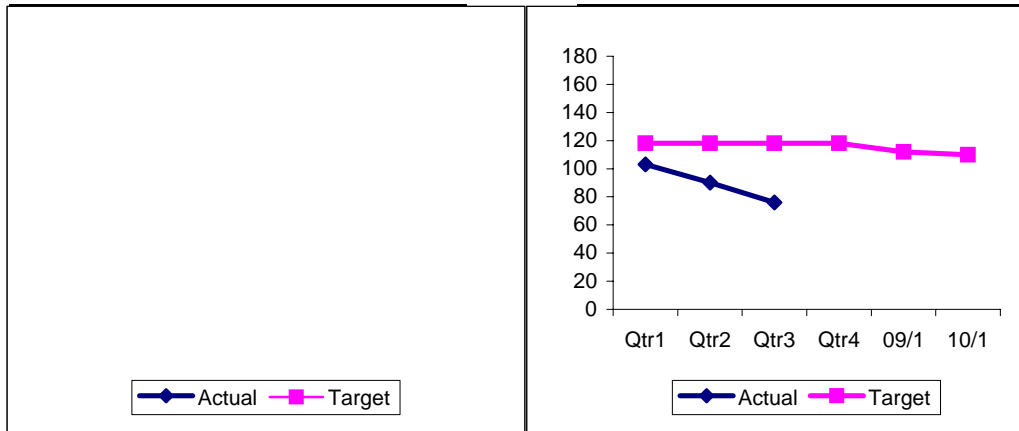
NI 156 - Number of households living in temporary accommodation

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	126				103	90	76	
Target		118	112	110	118	118	118	118
Best								

Good performance is below the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

This is a new National Indicator and quartile data will not be available until late 2009.

Quarterly data is for a 'snapshot' of the number of households taken at the end of the quarter.

Directorate: Community Services

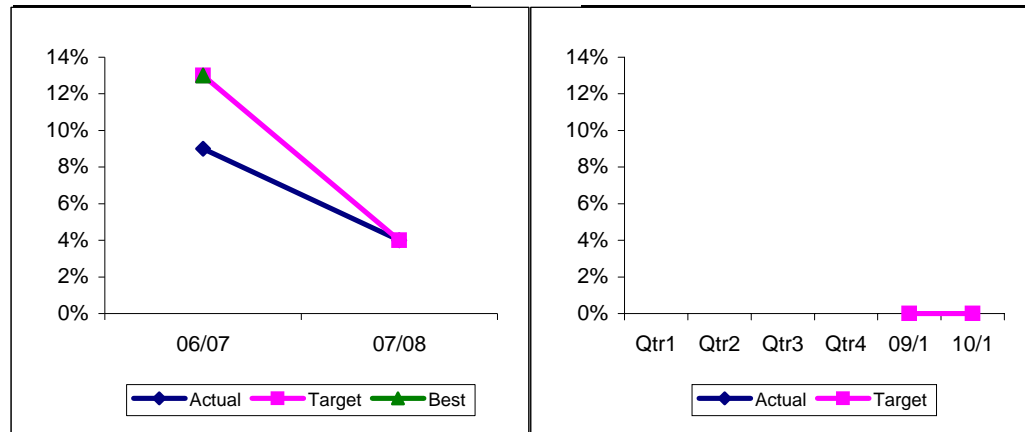
NI 158 - non- decent council homes

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	4.0%				#N/A	#N/A	#N/A	#N/A
Target	4.0%	0.0%	0.0%	0.0%	#N/A	#N/A	#N/A	#N/A
Best								

Good performance is below the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
1	↑	G
2		
3		
4		

Comment:

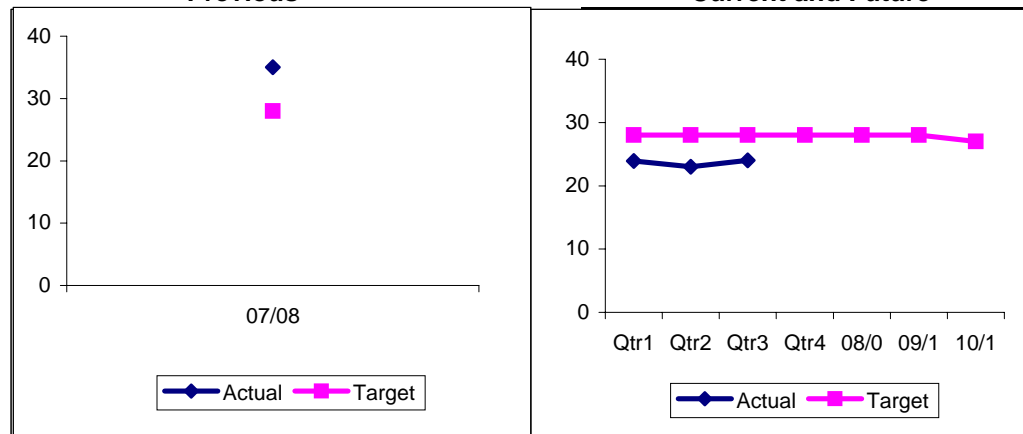
Data is collected annually.

Directorate: Community Services

WLI 0801 - Average relet times for local authority dwellings

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	35				24	23	24	
Target	28	28	28	27	28	28	28	28

Good performance is below the target line
Previous Current and Future



Performance Comparisons

Quartile	Trend	Target
	↓	G

Comment:

There has been a sustained improvement in letting times so far in 2008/09.

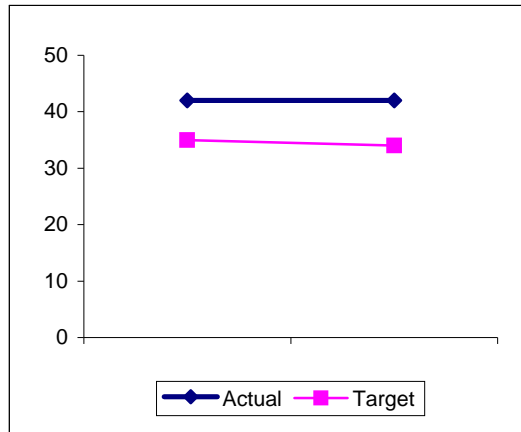
Directorate: Community Services

WLI 0802 - Average relet times for sheltered dwellings

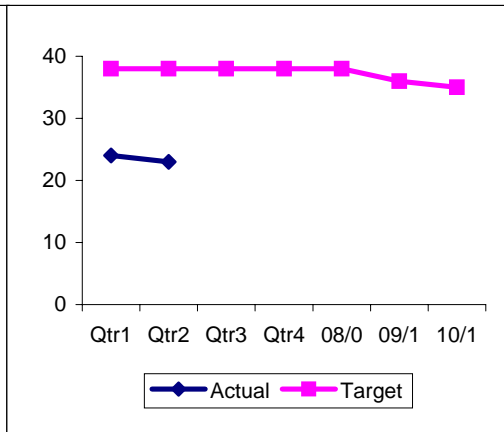
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	42				24	23		
Target		38	36	35	38	38	38	38
Best								

Good performance is below the target line

Previous



Current and Future



Performance Comparisons

Quartile	Trend	Target

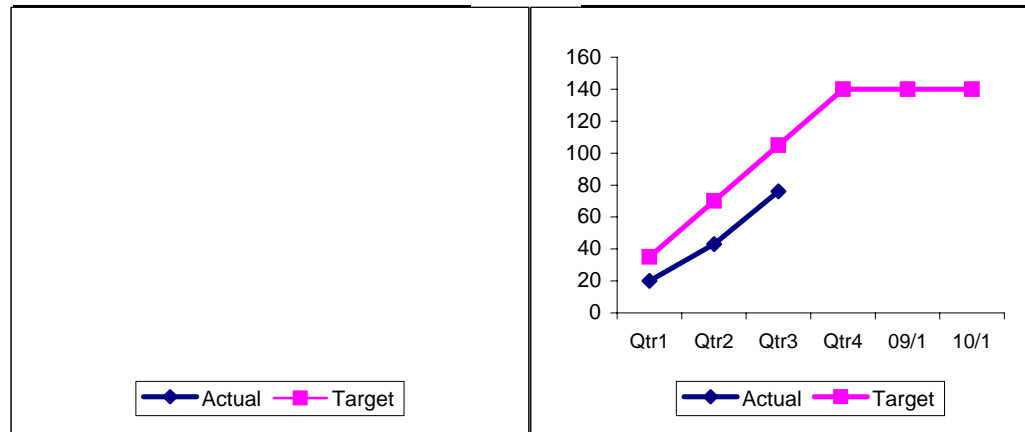
Comment:

Directorate: Community Services

WLI 0901- Private and social sector dwellings adapted for disabled occupiers

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	138				20	43	76	
Target	120	140	140	140	35	70	105	140

Good performance is above the target line
Previous **Current and Future**



Performance Comparisons		
Quartile	Trend	Target
	↑	R

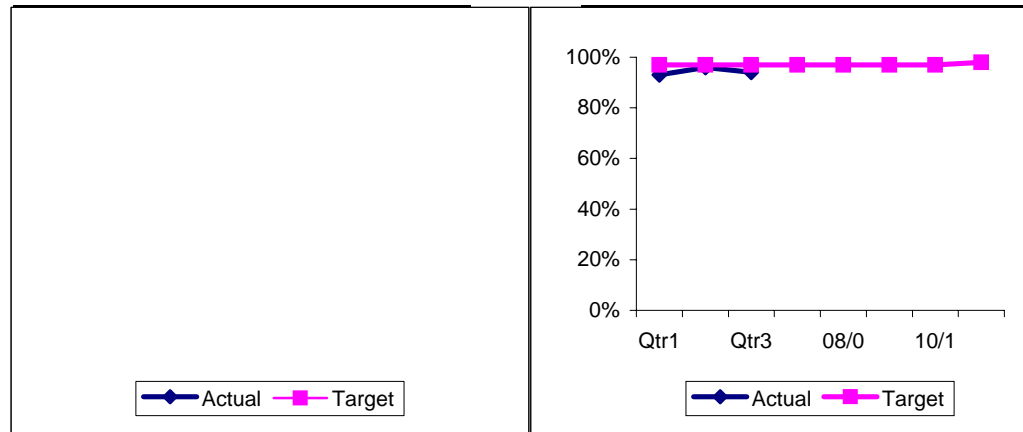
Comment:
 Because this is a local indicator, national quartile comparisons are not available.

Directorate: Community Services

WLI 1801 - Council house repairs completed within relevant priority time

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	9500%				93%	96%	94%	
Target	97%	97%	97%	98%	97%	97%	97%	97%

Good performance is above the target line
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↓	A

Comment:
Because this is a local indicator, national quartile comparisons are not available.

Directorate: Community Services

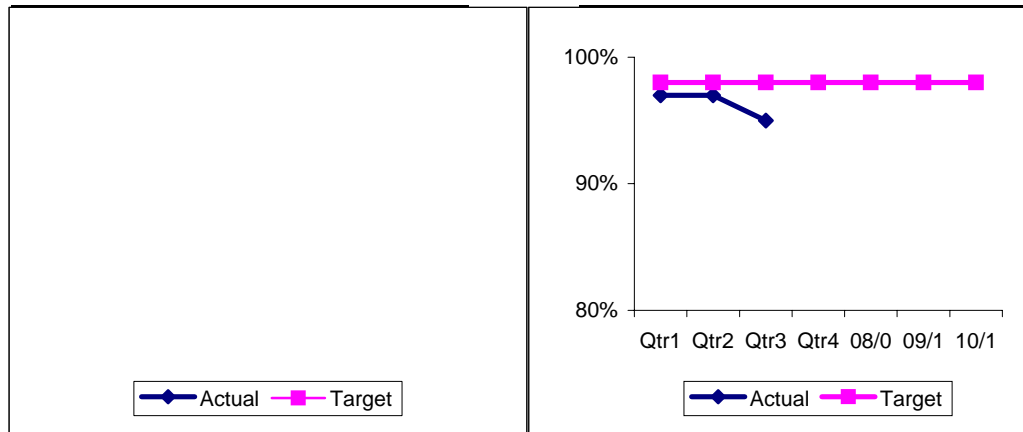
WLI 1802 - Satisfaction with council house repairs

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	97%				97%	97%	95%	
Target	98%	98%	98%	98%	98%	98%	98%	98%

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
	↓	A

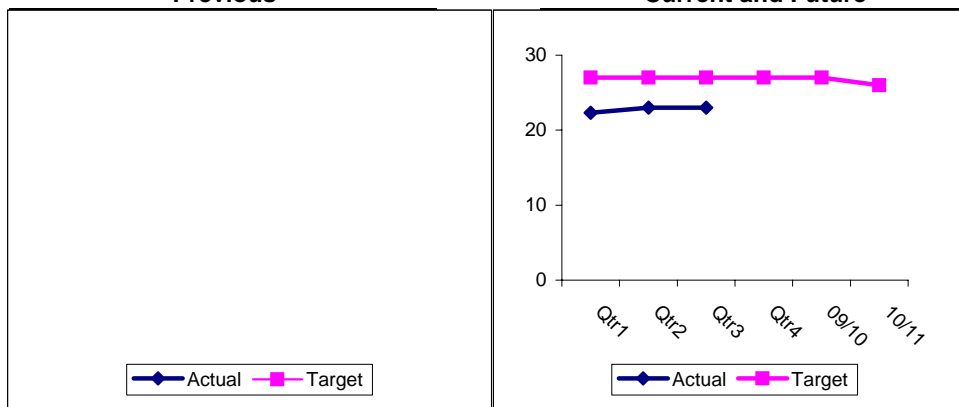
Comment:

Directorate: Community Services

WLI HO01 - Average Relet Times For General Needs Dwellings

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					22	23	23	
Target		27	27	26	27	27	27	27

Good performance is below the target line
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↔	G

Comment:

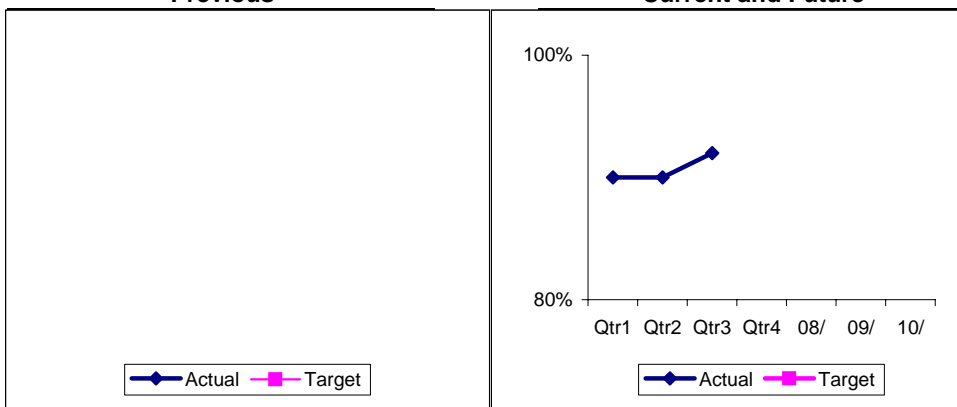
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

Directorate: Community Services

WLI HO03 - Satisfaction With Private Sector Housing Service

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					90%	90%	92%	
Target	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Good performance is above the target line
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target

Comment:

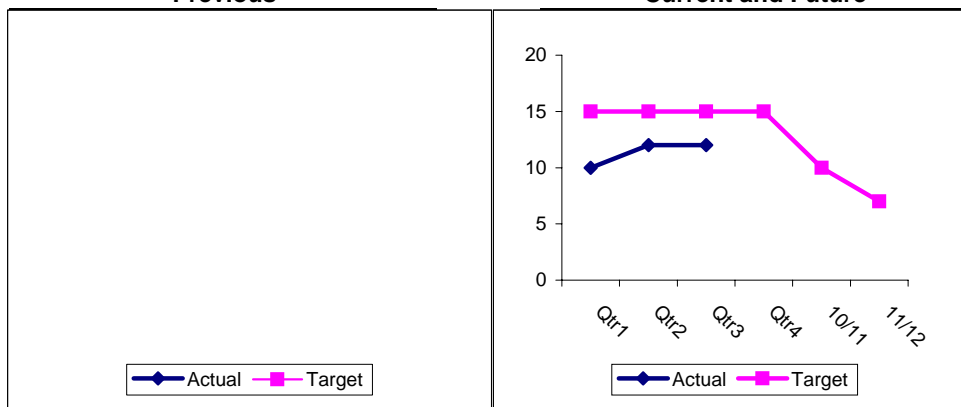
This indicator has been introduced in 2008/09. Consequently a baseline is being established in this year from which targets will be set.

Directorate: Community Services

WLI H005 - Number Of Working Days Taken To Process A Housing Register Application

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					10	12	12	
Target		15	10	7	15	15	15	15

Good performance is below the target line
 Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↔	G

Comment:

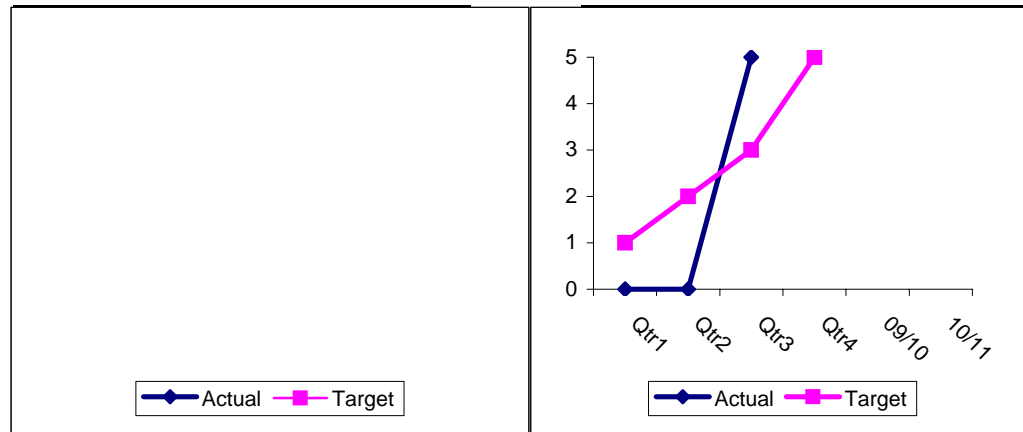
This indicator was introduced in 2008/09.

Directorate: Community Services

WLI HO07 - Number Of Long Term Empty Homes Brought Back Into Use

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					0	0	5	
Target		5			1	2	3	5

Good performance is above the target line
Previous Current and Future



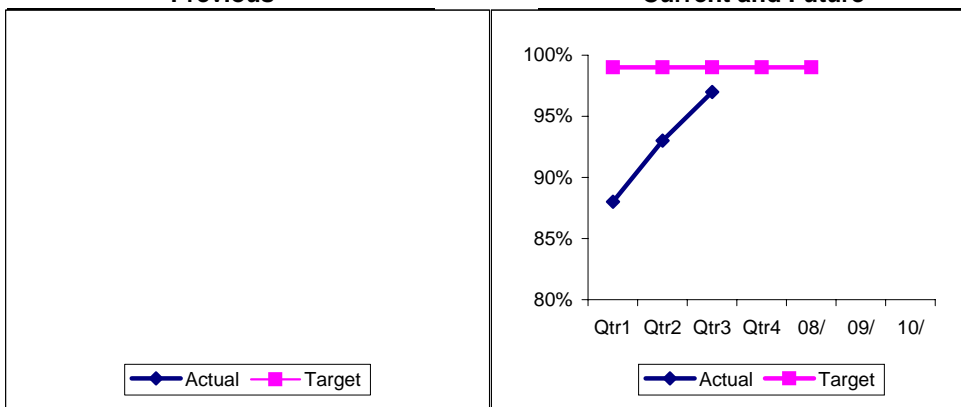
Performance Comparisons		
Quartile	Trend	Target
	↑	G
Comment:		
This indicator was introduced in 2008/09.		

Directorate: Community Services

WLI HO08 - Local Authority Rent Collection (ex. BV 66a)

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	99.55%				88.00%	93.00%	97.00%	
Target		99.00%			99.00%	99.00%	99.00%	99.00%
Best								

Good performance is above the target line
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↑	A

Comment:

Reported performance under this indicator tends to improve towards the end of the financial year.

Directorate: Community Services

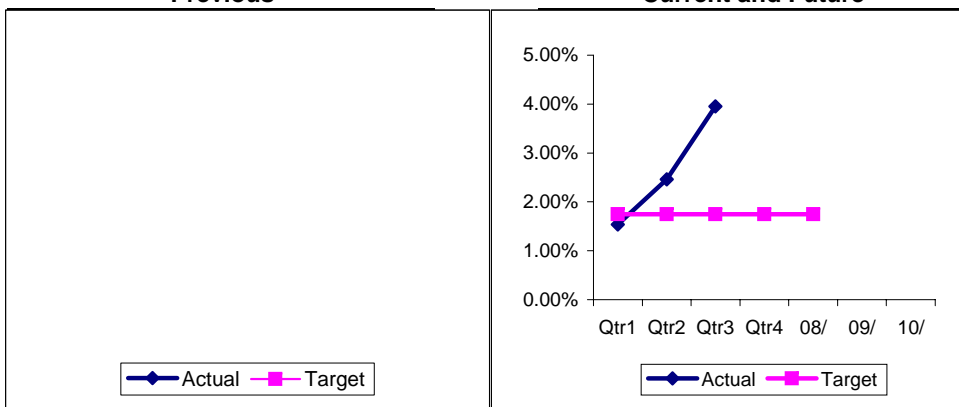
WLI HO09 - Rent Collection Arrears And Recovery (Ex. BV 66b)

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1.78%				1.54%	2.46%	3.95%	
Target		1.75%			1.75%	1.75%	1.75%	1.75%
Best								

Good performance is below the target line

Previous

Current and Future



Performance Comparisons

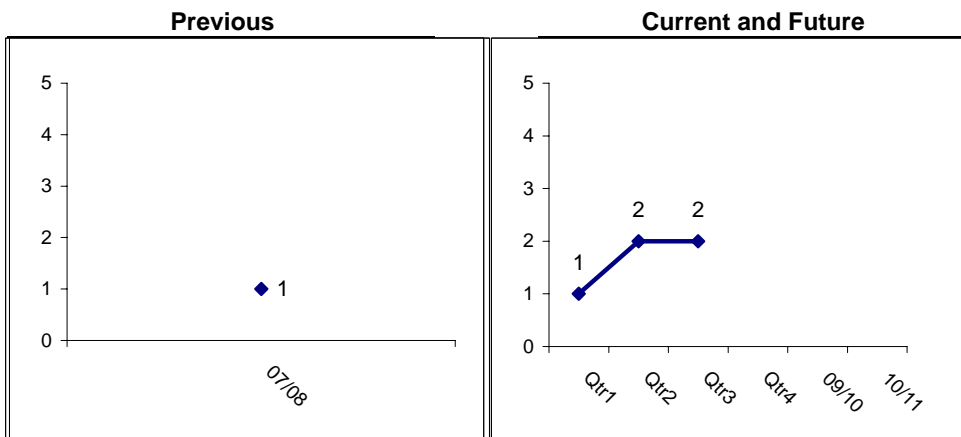
Quartile	Trend	Target
	↓	A

Comment:

Directorate: Community Services

HO11 - Number of evictions

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1				1	2	2	
Target	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A



Performance Comparisons		
Quartile	Trend	Target

Comment:

Data is cumulative.

Planning

Directorate: Environmental Services

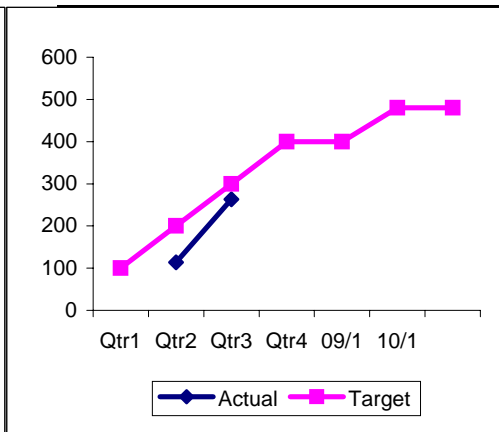
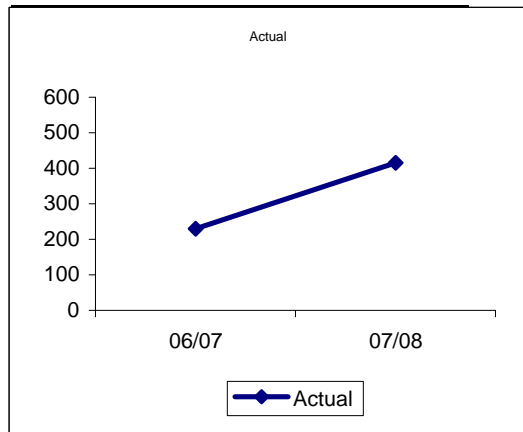
NI 154 - Net additional homes provided

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	415					114	263	
Target		400	480	480	100	200	300	400
Best								

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
	↑	R

Comment:

Quarterly data is cumulative.
This indicator is reported annually by the Department for Communities and Local Government.

Directorate: Environmental Services

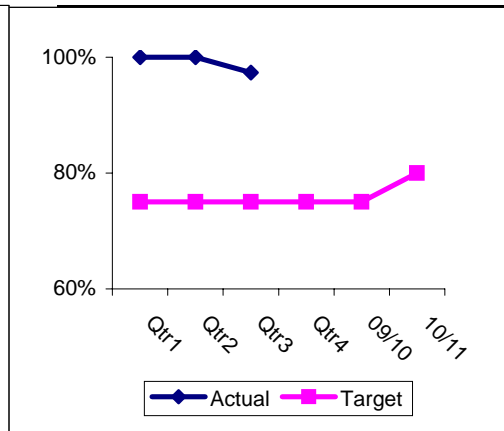
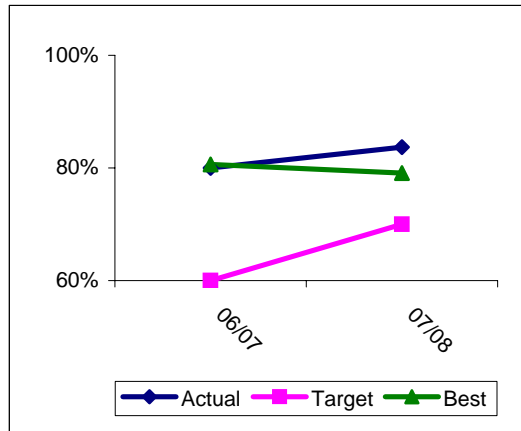
NI 157a - Major planning applications determined within 13 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	83.72%				100.00%	100.00%	97.37%	
Target	70.00%	75.00%	75.00%	80.00%	75.00%	75.00%	75.00%	75.00%
Best	79.10%							

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
1	↓	G
2		
3		
4		

Comment:

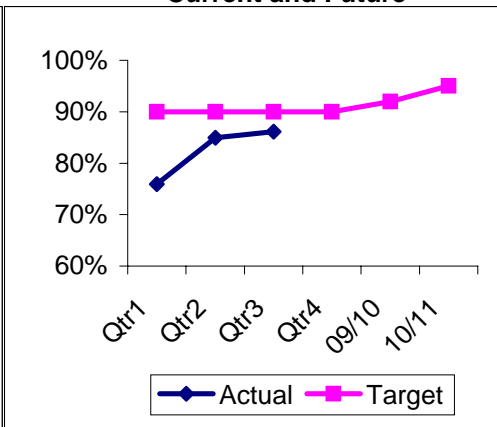
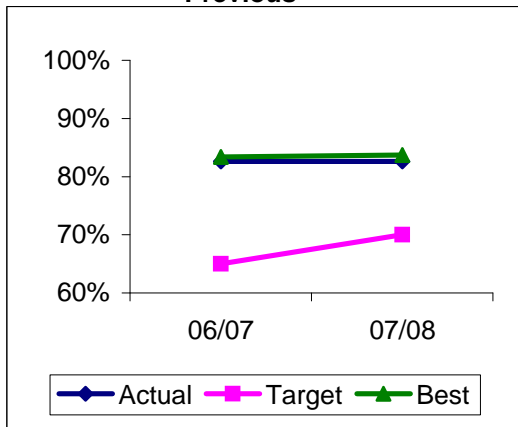
Data for previous years is compiled from the best value performance indicator which has been replaced by NI 157a.

Directorate: Environmental Services

NI 157b - Minor planning applications determined within 8 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	83%				76%	85%	86%	
Target	70%	90%	92%	95%	90%	90%	90%	90%
Best	84%							

Good performance is above the target line
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
1	↑	A
2		
3		
4		

Comment:

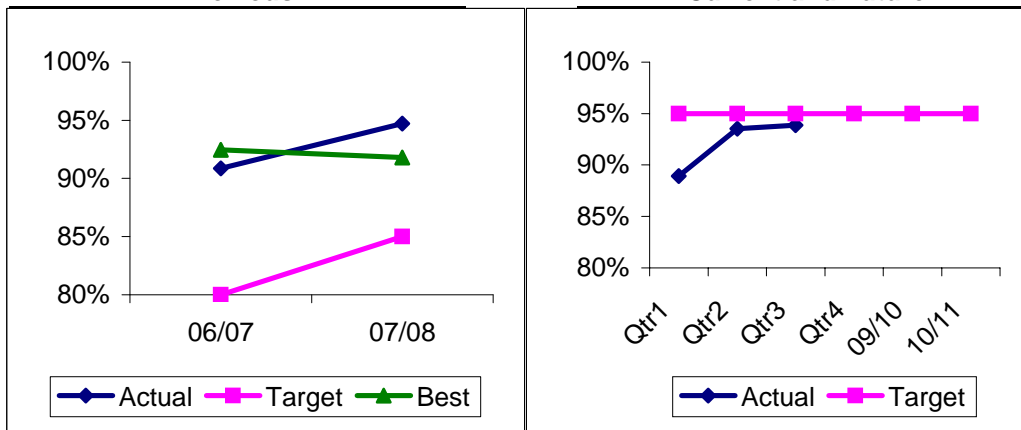
Data for previous years is compiled from the best value performance indicator which has been replaced by NI 157b.

Directorate: Environmental Services

NI 157c - Other planning applications determined within 8 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	95%				89%	94%	94%	
Target	85%	95%	95%	95%	95%	95%	95%	95%
Best	92%							

Good performance is above the target line
Previous Current and Future



Performance Comparisons

Quartile	Trend	Target
1		
2	↔	A
3		
4		

Comment:

Data for previous years is compiled from the best value performance indicator which has been replaced by NI 157c.

Directorate: Environmental Services

NI 159- Supply of ready to develop housing sites

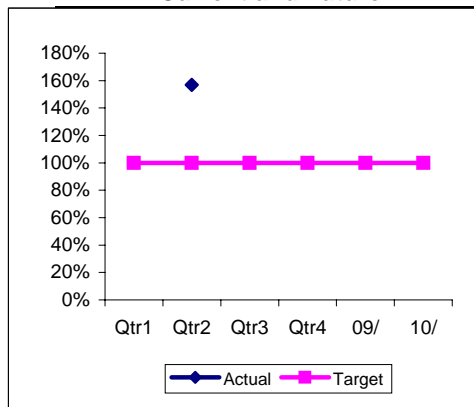
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	0%					157%		
Target		100%	100%	100%	100%	100%	100%	100%
Best								

Good performance is above the target line

Previous

No previous data available.

Current and Future



Performance Comparisons

Quartile	Trend	Target
1		
2		G
3		
4		

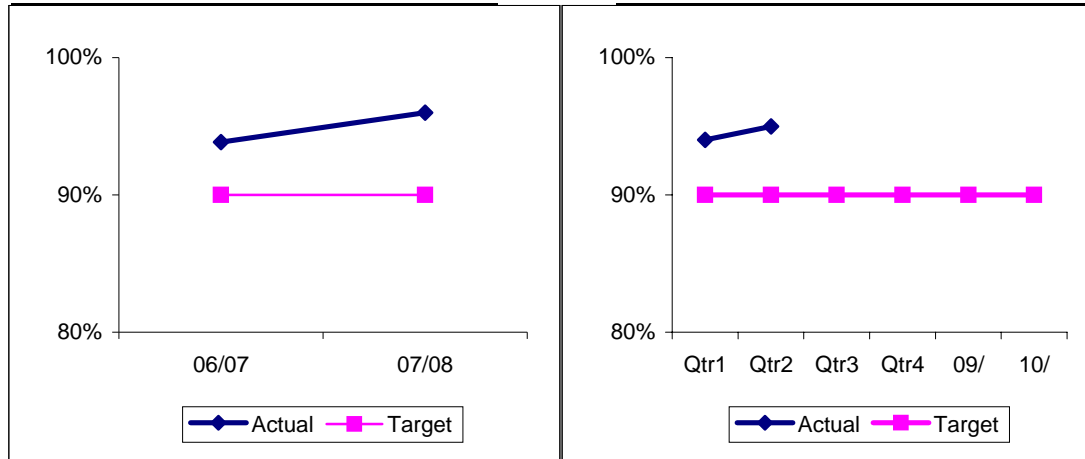
Comment:

Directorate: Environmental Services

WLI 1105 - Percentage of planning decisions delegated

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	96%				94%	95%		
Target		90%	90%	90%	90%	90%	90%	90%

Good performance is above the target line
Previous Current and Future



Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

Directorate: Environmental Services

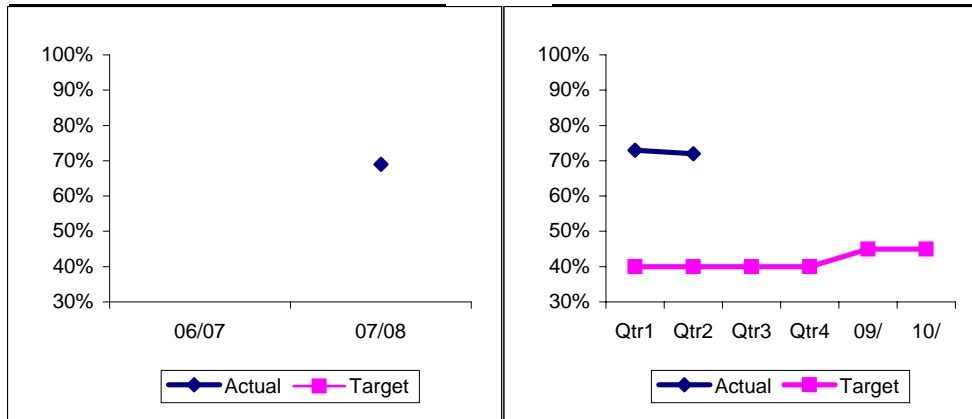
WLI DC01 - Percentage of planning enforcement cases resolved in 4 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	69%				73%	72%		
Target	#N/A	40%	45%	45%	40%	40%	40%	40%

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

Directorate: Environmental Services

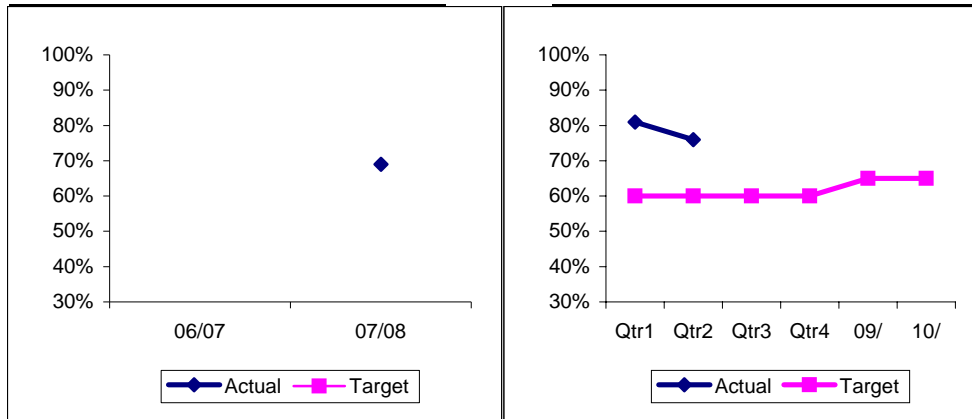
WLI DC02 - Percentage of planning enforcement cases resolved in 6 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	74%				81%	76%		
Target		60%	65%	65%	60%	60%	60%	60%

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
	↓	G

Comment:

Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

Directorate: Environmental Services

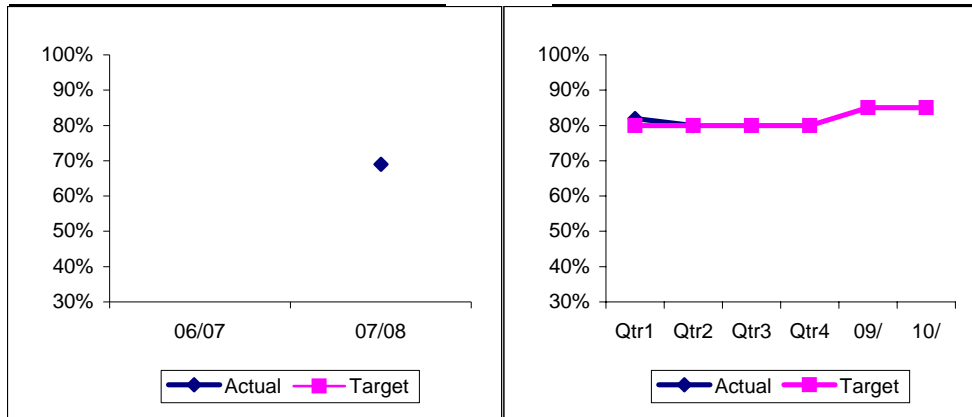
WLI DC03 - Percentage of planning enforcement cases resolved in 8 weeks

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	78%				82%	80%		
Target		80%	85%	85%	80%	80%	80%	80%

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target
	↓	G

Comment:

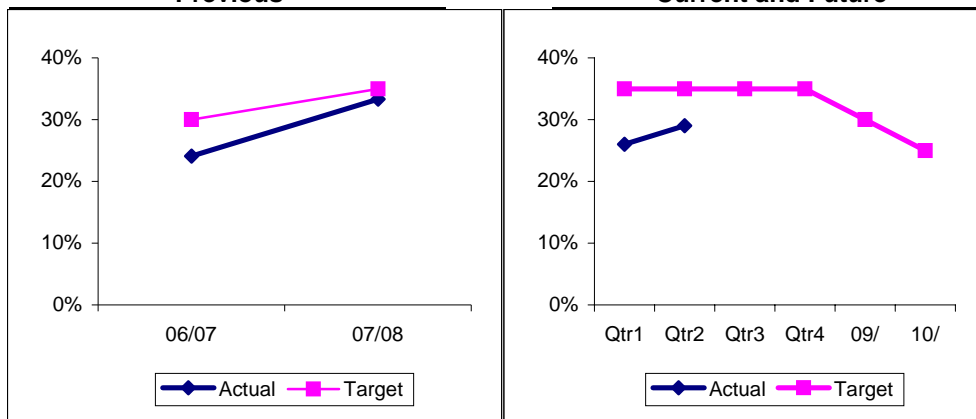
Data is cumulative. Because this is a local indicator, national quartile comparisons are not available.

Directorate: Environmental Services

WLI DC04 - Percentage of planning appeals allowed

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	33%				26%	29%		
Target	35%	35%	30%	25%	35%	35%	35%	35%

Good performance is below the target line
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
	↓	G

Comment:

Data is cumulative. Because this is a local indicator, national quartile comparisons are not possible.

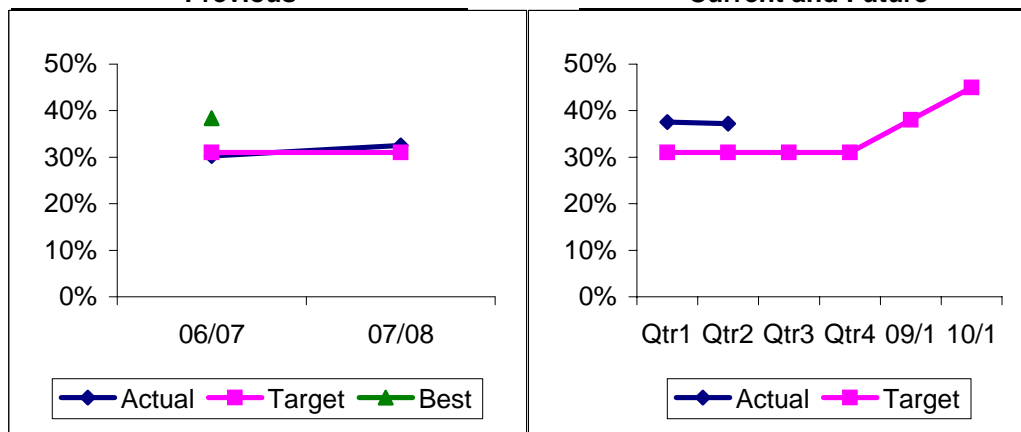
Waste and Recycling

Directorate: Environmental Services

NI 192 - Percentage of household waste sent for reuse, recycling and composting

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	33%				38%	37%		
Target		32%	38%	45%	31%	31%	31%	31%
Best								

Good performance is above the target line
Previous Current and Future



Performance Comparisons			
Quartile	Trend	Target	
1	↓	G	
2			38.41%
3			29.44%
4			21.28%

Comment:

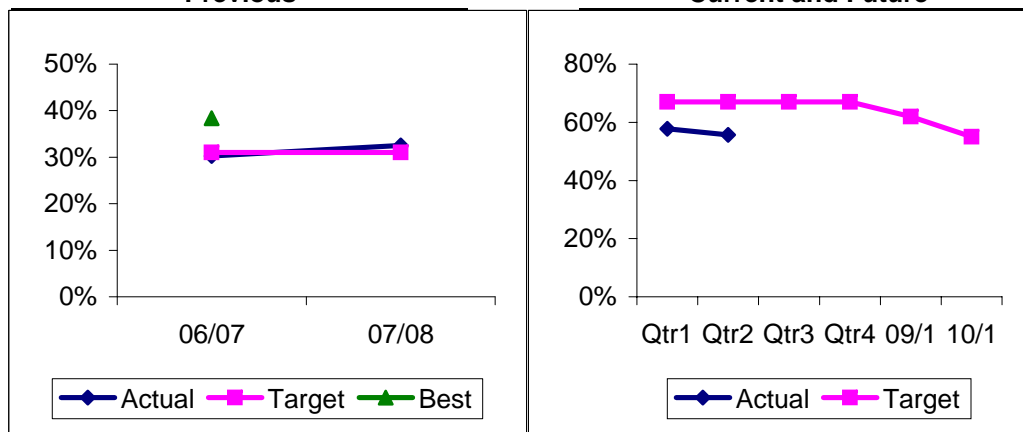
Data for previous years is compiled from the best value performance indicator which has been replaced by NI 192.

Directorate: Environmental Services

NI 193 - Percentage of municipal waste landfilled

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					58%	56%		
Target		67%	62%	55%	67%	67%	67%	67%
Best								

Good performance is below the target line
Previous Current and Future



Performance Comparisons		
Quartile	Trend	Target
1	↑	G
2		
3		
4		

Comment:

No national quartile data available yet.

Clean Environment

Directorate: Environmental Services

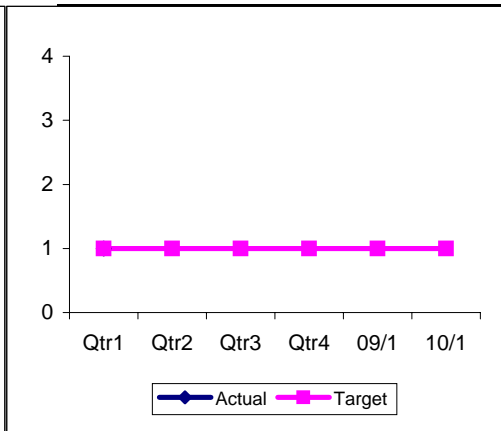
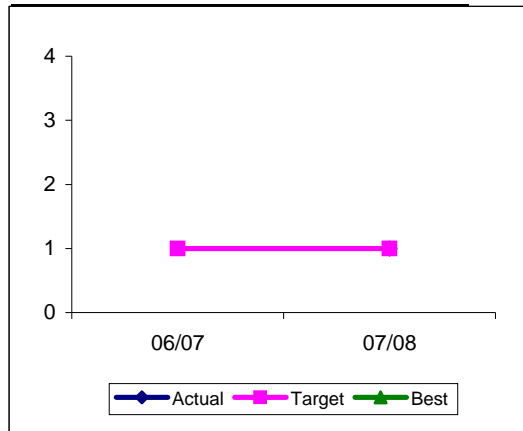
NI 196- Improved street and environmental cleanliness-fly tipping

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	1				1			
Target	1	1	1	1	1	1	1	1
Best								

Good performance is above the target line

Previous

Current and Future



Performance Comparisons			
Quartile	Trend	Target	
1	↑	G	
2			1
3			3
4			3
Comment:			
Data for previous years is compiled from the best value performance indicator which has ben replaced by NI 196.			

Public Protection and Regulation

Directorate: Community Services

NI 182 - Satisfaction of businesses with local authority regulation services

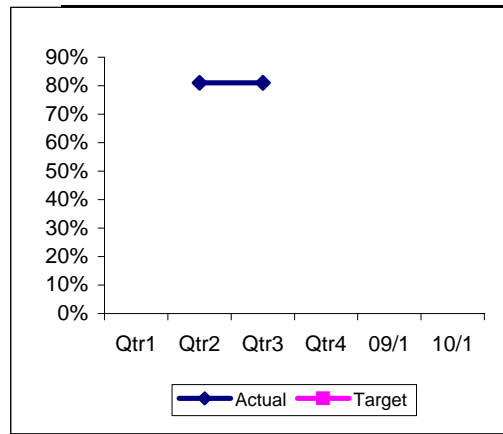
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	#N/A				#N/A	81.00%	81.00%	
Target	#N/A	Baseline	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Best	#N/A							

Good performance is above the target line

Previous

No previous data available.

Current and Future



Performance Comparisons

Quartile	Trend	Target
1		
2		
3		
4		

Comment:

This is new indicator and so previous data is not available. Satisfaction has been at a consistent level in quarters 2 and 3.

Directorate: Community services

NI 184 - Food establishments in the area which are broadly compliant with food hygiene law

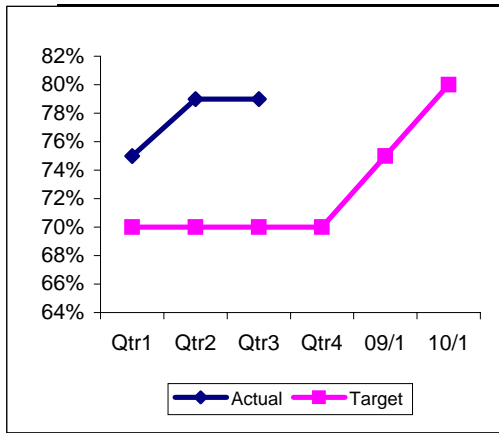
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					75%	79%	79%	
Target		70%	75%	80%	70%	70%	70%	70%
Best								

Good performance is above the target line

Previous

No previous data available.

Current and Future



Performance Comparisons

Quartile	Trend	Target
1		G
2		
3		
4		

Comment:

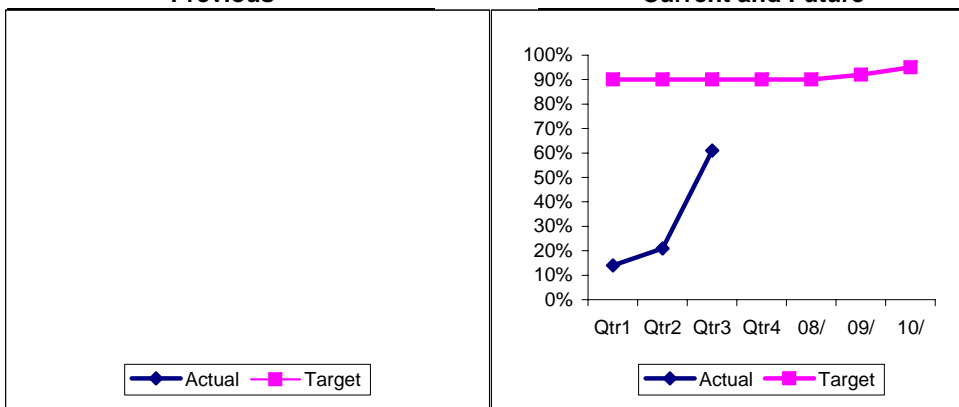
This is a new National Indicator and quartile data will not be available until late 2009.

Directorate: Corporate Services

WLI 0709 - Percentage Of High Risk Food Inspections Carried Out

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	76%				14%	21%	61%	
Target		90%	92%	95%	90%	90%	90%	90%

Good performance is above the target line
Previous Current and Future



Performance Comparisons

Quartile	Trend	Target
	↑	G

Comment:

Directorate: Community Services

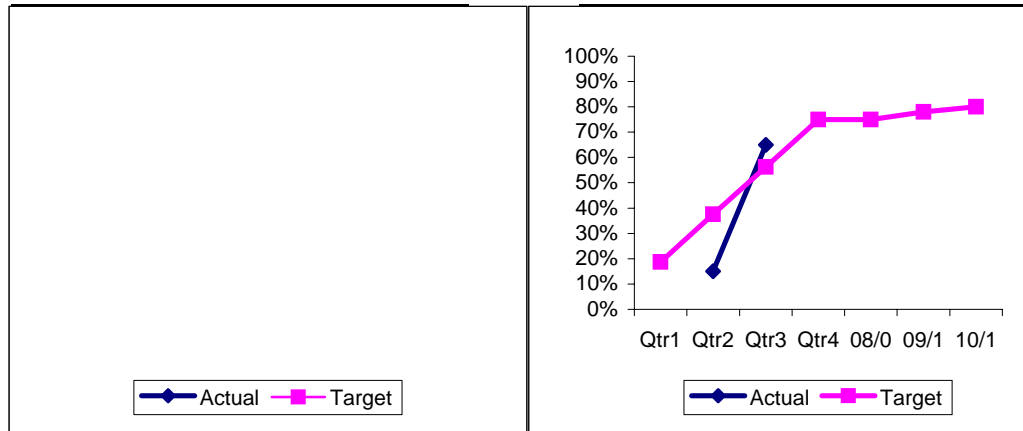
WLI 0713 - Percentage of health and safety inspections carried out

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	74%					15%	65%	
Target		75%	78%	80%	19%	38%	56%	75%

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target

Comment:

Difficulty in recruiting to a vacant post has affected progress but an improvement is anticipated in the second half of the year.

Quarterly data is cumulative.

Community Safety

Directorate: Community Services

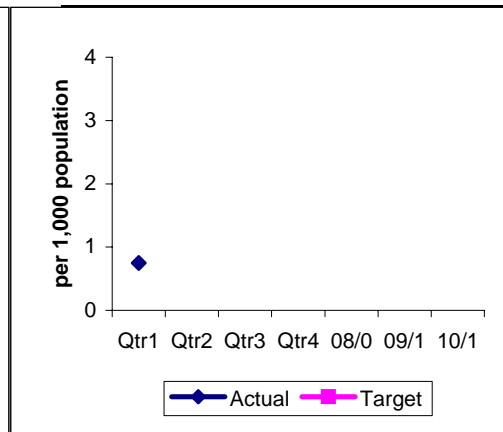
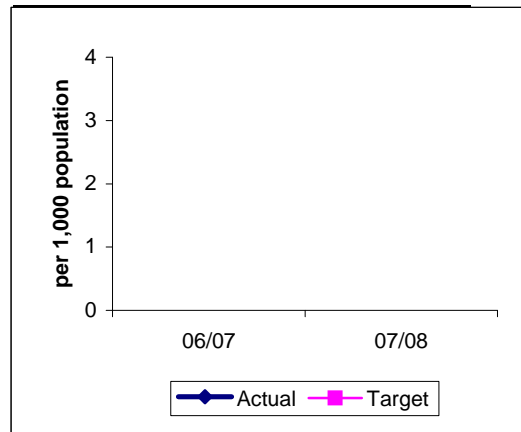
NI 20- Assault with less serious injury rate per 1,000 population

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual					0.75			
Target								
Best								

Good performance is below the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target

Comment:

This is a new national indicator and quartile data will not be available until late 2009.

Local Economy

Directorate: Environmental Services

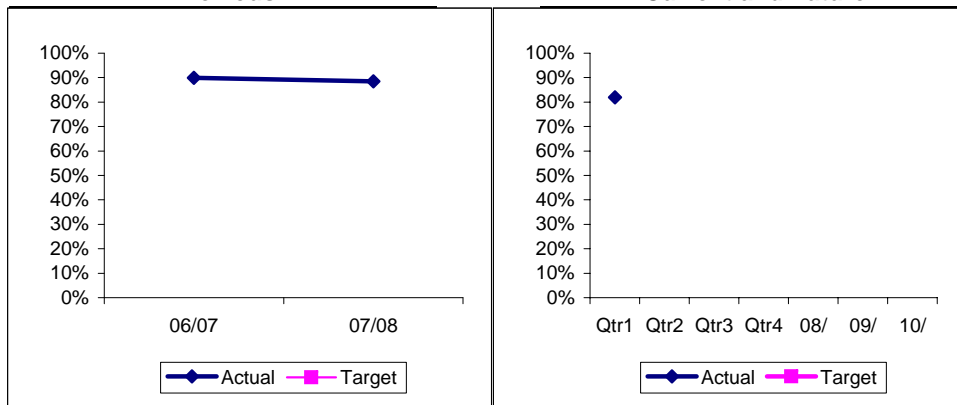
NI 151 - Overall employment rate (working age)

	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	78%				82%			
Target								
Best								

Good performance is above the target line

Previous

Current and Future



Performance Comparisons

Quartile	Trend	Target

Comment:

Corporate Health

Performance Indicators of Corporate Health measure the fitness of the Council to provide good governance and community leadership as well as overall standards of customer care.

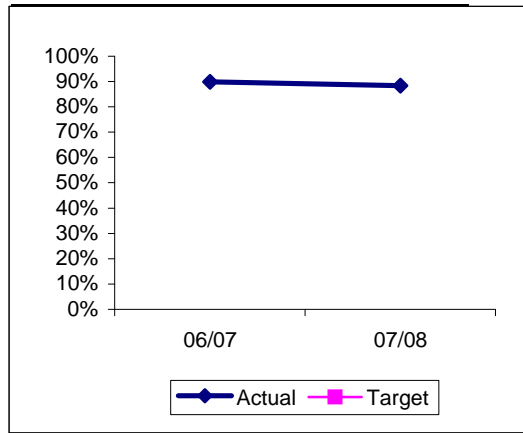
Directorate: Corporate Services

WLI 0301 - Percentage telephone calls operator answered in 15 seconds

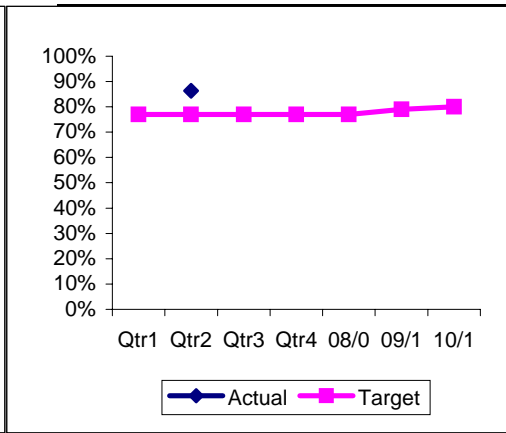
	2007/08	2008/09	2009/10	2010/11	08/09 Q1	08/09 Q2	08/09 Q3	08/09 Q4
Actual	88%					86%		
Target		77%	79%	80%	77%	77%	77%	77%

Good performance is above the target line

Previous



Current and Future



Performance Comparisons

Quartile	Trend	Target

Comment: