










**Corporate Performance Scorecard  
Quarter 1 2014-15**


APPENDIX B

**Priority 1: A clean, safe and sustainable Borough**



Outcomes: Our borough will be safer, cleaner and sustainable Lead Members Cllrs. Ann Beech, Tony Kearon and Terry Turner						
Ref	Indicator	Good is	Result 2013/14 Qtr 1	Result 2014/15 Qtr 1	Target 2014/15	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating.	Low	1.87% (14 '0/1' premises out of 746 published)	0.89% (7 '0/1' premises out of 782 published)	2.25%	
1.2	The percentage of food establishments which are broadly compliant with good hygiene law	High	92.1% (1,028 out of 1,116 premises broadly compliant)	95% (1,062 out of 1,118 premises broadly compliant)	85%	
1.3	The area of contaminated land that has been remediated or is determined suitable for use	High	Reported in Qtr 2		-	-
1.4	Number of incidents of violence with injury	Low	167	199	-	-
1.5	Number of incidents of anti-social behaviour	Low	1022	1002	-	-
1.6	Number of incidents of serious acquisitive crime	Low	168	171	-	-
1.7	The amount of residual waste per household	Low	109.21kgs	109.61	415kgs (annual)	
1.8	Percentage of household waste sent for reuse, recycling and composting	High	53.4%	56.69%	55%	
1.9	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	Survey in Qtr 2		91% 91% 97% 99%	n/a
1.10	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1508.5 hrs	2105.5 hrs	2000 hrs	
1.11	Town Centre Vacancy Rate	Low	16.21%	13.5%	15%	
1.12	Percentage of investment portfolio (NBC owned) vacant	Low	8.4%	8.4%	12%	

**Priority 2 : Borough of Opportunity**



Outcomes: Newcastle is a great place to live, work and do business - Lead Member Cllrs. Ann Beech, Terry Turner and John Williams						
Ref	Indicator	Good is	Result 2013/14 Qtr 1	Result 2014/15 Qtr 1	Target 2014/15	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	516 hrs	397 hrs	375 hrs	
2.2	Percentage of minor adaptations delivered within four months	High	61%	90%	75%	
Ref	Indicator	Good is	Result 2013/14 Qtr 1	Result 2014/15 Qtr 1	Target 2014/15	Status







2.3	Number of homelessness cases where positive action was successful preventing homelessness	High	130	234	150	
2.4	Average stall occupancy rate for markets	High	61%	65%	55%	
2.5	Percentage of Major Planning Applications determined within time	High	100%	100%	70%	
2.6	Percentage of Minor Planning Applications determined within time	High	71.7%	86%	85%	
2.7	Percentage of Other Planning Applications determined within time	High	92.8%	95.2%	92.5%	



### Priority 3 : A Healthy and Active Community

<b>Outcomes: Everyone has the chance to live a healthy, independent life, access to high quality leisure and cultural facilities/activities and the opportunity to get involved in their community - Lead Member Cllrs. Ann Beech, Trevor Hambleton and John Williams</b>						
Ref	Indicator	Good is	Result 2013/14 Qtr 1	Result 2014/15 Qtr 1	Target 2014/15	Status
3.1	Number of parks which have Green Flag status	High	Report in Qtr 2		9	n/a
3.2	Level of satisfaction with Council run parks and open spaces	High	78.2% Annual result	Reported at a later date	70%	n/a
3.3	Number of people visiting the museum	High	15,225	15,435	60,000	
3.4	Number of referrals from GPs to organised sporting activity	High	101	91	n/a	n/a
3.5	Percentage of people referred for exercise by GPs whose health improves	High	16%	-	n/a	n/a
3.6	Number of people accessing leisure and recreational facilities	High	148,206	154,131	167,500	

### Priority 4 : A Co-operative Council, delivering high-quality, community driven services

<b>Outcomes: Your council is efficient, open and innovative in its work, with services designed and delivered co-operatively and communities are strong and well supported - Lead Member Cllrs. Mike Stubbs and Elizabeth Shenton</b>						
Ref	Indicator	Good is	Result 2013/14 Qtr 1	Result 2014/15 Qtr 1	Target 2014/15	Status
4.1	Percentage attendance at planned meetings by members	High	87.78%	81%	80%	
4.2	Percentage projected variance against full year council budget	Low	0	0	No variance	

Ref	Indicator	Good is	Result 2013/14	Result 2014/15 Qtr 1	Target 2014/15	Status
4.3	Average number of days per employee lost to sickness	Low	2.16 days (long term 1.48 and short term 0.68 days)	1.5 days	1.88 days	
4.4	Percentage of requests resolved at first point of contact	High	96.41%	97%	97%	
4.5	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	9.8%	6%	8%	
4.6	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	13.83 days	7.78 days	10	
4.7	Percentage of Council Tax collected	High	27.25%	27.4%	24.12% (Qtr 1)	
4.8	Percentage of National non-domestic rates collected	Hlgh	26.0%	26.9%	25.11% (Qtr 1)	

Key	Performance information not available at this time or due to be provided at a later date.	n/a
	Performance is not on target but direction of travel is positive	
	Performance is not on target where targets have been set	
	Performance is on or above target.	