














Corporate Performance Scorecard Quarter 2 2014-15



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 2	Result 2014/15 Qtr 2	Target 2014/15	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating.	Low	1.44% (10 out of 692 published premises)	1.02% (8 out of 780 published premises)	2.25%	
1.2	The percentage of food establishments which are broadly compliant with good hygiene law	High	92.7% (1042 out of 1124 premises)	95.03% (1072 out of 1128 premises)	85%	
1.3	The area of contaminated land that has been remediated or is determined suitable for use	High	71Ha	4.242Ha	-	-
1.4	Number of incidents of violence with injury	Low	242	248	-	-
1.5	Number of incidents of anti-social behaviour	Low	1176	1035	-	-
1.6	Number of incidents of serious acquisitive crime	Low	197	223	-	-
1.7	The amount of residual waste per household	Low	107.11kgs	108.39kgs (est)	415kgs (annual)	
1.8	Percentage of household waste sent for reuse, recycling and composting	High	55.01%	53.17% (est)	55%	
1.9	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	96.67% 93.92% 99.33% 100%	92.33% 96.27% 99.17% 99.83%	91% 91% 97% 99%	
1.10	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1776.25	585.5	2000 hrs	
1.11	Town Centre Vacancy Rate	Low	16.2%	13.5%	15%	
1.12	Percentage of investment portfolio (NBC owned) vacant	Low	8.4%	8.6%	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 2	Result 2014/15 Qtr 2	Target 2014/15	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	550hrs	363hrs	375 hrs	
2.2	Percentage of minor adaptations delivered within four months (approval to payment for works under £5000)	High	78.6%	86%	75%	
2.3	Number of homelessness cases where positive action was successful preventing homelessness	High	130	141	150	
2.4	Average stall occupancy rate for markets	High	61%	78.5%	55%	
2.5	Percentage of Major Planning Applications determined within time	High	75%	85.7%	70%	
2.6	Percentage of Minor Planning Applications determined within time	High	77.6%	75.7%	85%	No
2.7	Percentage of Other Planning Applications determined within time	High	90.1%	85%	92.5%	No



Priority 3 : A Healthy and Active Community

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						
Ref	Indicator	Good is	Result 2013/14 Qtr 2	Result 2014/15 Qtr 2	Target 2014/15	Status
3.1	Number of parks which have Green Flag status	High	9	11	9	
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	36413	31363	60,000	
3.4	Number of referrals from GPs to organised sporting activity	High	64	n/a	n/a	n/a
3.5	Percentage of people referred for exercise by GPs whose health improves	High	32.8%	n/a	n/a	n/a
3.6	Number of people accessing leisure and recreational facilities	High	143,481	145,731	170,180	No

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

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

Ref	Indicator	Good is	Result 2013/14 Qtr 2	Result 2014/15 Qtr 2	Target 2014/15	Status
4.1	Percentage attendance at planned meetings by members	High	84.79%	77.28%	80%	
4.2	Percentage projected variance against full year council budget	Low	0.1%	0.3%	No variance	
4.3	Average number of days per employee lost to sickness	Low	4.05 days (long term 2.53 and Short term 1.52 days)	3.33 days (long term 1.88 and Short term 1.45 days)	3.75 days	
4.4	Percentage of requests resolved at first point of contact	High	99.29%	96%	97%	
4.5	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	11.5%	5.9%	8%	
4.6	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	16.08days	9.42 days	10	
4.7	Percentage of Council Tax collected	High	52.6%	52.8%	50.11%	
4.8	Percentage of National non-domestic rates collected	Hlgh	61.1%	57.5%	58.3%	

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.	