

















Corporate Performance Scorecard
Quarter 4 2014-15
Priority 1: A clean, safe and sustainable Borough

Outcomes: Our borough will be safer, cleaner and sustainable						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating.	Low	1.28% (9 out of 700 published premises)	0.88% (7 out of 793 published premises)	2.25%	
1.2	The percentage of food establishments which are broadly compliant with good hygiene law	High	95% (out of 1107 premises)	98% (1104 out of 1124 premises)	85%	
1.3	The area of contaminated land that has been remediated or is determined suitable for use	High	8Ha	4.34 Ha	-	-
1.4	Number of incidents of violence with injury	Low	197	262	-	-
1.5	Number of incidents of anti-social behaviour	Low	785	808	-	-
1.6	Number of incidents of serious acquisitive crime	Low	183	168	-	-
1.7	The amount of residual waste per household	Low	108kgs	106.25kgs (est)	415kgs (annual)	
1.8	Percentage of household waste sent for reuse, recycling and composting	High	45%	44.12% (est)	55%	
1.9	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	96% 93% 99% 100%	94% 97% 99% 99%	91% 91% 97% 99%	
1.10	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1383 hrs	2691hrs (5929 hrs total 2014-15)	5250 hrs	
1.11	Town Centre Vacancy Rate	Low	14.68%	12.3%	15%	
1.12	Percentage of investment portfolio (NBC owned) vacant	Low	8%	7.8%	12%	








Priority 2 : Borough of Opportunity


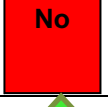
Outcomes: Newcastle is a great place to live, work and do business						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	396 hrs	385hrs	375 hrs	
2.2	Percentage of minor adaptations delivered within four months (approval to payment for works under £5000)	High	89%	84%	75%	
2.3	Number of homelessness cases where positive action was successful preventing homelessness	High	98	95 (643 total 2014-15)	600	
2.4	Average stall occupancy rate for markets	High	64%	75%	55%	
2.5	Percentage of Major Planning Applications determined within time	High	33.3%	86.4% (Cumulative)	70%	
2.6	Percentage of Minor Planning Applications determined within time	High	74%	70.6% (Cumulative)	85%	No
2.7	Percentage of Other Planning Applications determined within time	High	96.5%	82% (Cumulative)	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						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	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	70%	70%	
3.3	Number of people visiting the museum	High	10,693	10873 (59517 total 2014-15)	60,000	
3.4	Number of referrals from GPs to organised sporting activity	High	58	66	n/a	n/a
3.5	Percentage of people referred for exercise by GPs whose health improves	High	17.24%	18.36%	n/a	n/a
3.6	Number of people accessing leisure and recreational facilities	High	173,303	170,524	670,000	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						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
4.1	Percentage attendance at planned meetings by members	High	n/a	n/a	80%	n/a
4.2	Percentage projected variance against full year council budget	Low	n/a	0.05%	No variance	
4.3	Average number of days per employee lost to sickness	Low	7.63 days	7.17 days	7.5 days	
4.4	Percentage of requests resolved at first point of contact	High	96.5%	97%	97%	
4.5	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	5.6%	5.9%	8%	
4.6	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	11.71 days	6.72 days	10 days	
4.7	Percentage of Council Tax collected	High	96.6%	97.7%	97.5%	
4.8	Percentage of National non-domestic rates collected	Hlgh	96.9%	96.9%	96%	

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.	