


















Corporate Performance Scorecard
Quarter 2 2015-16
Priority 1: A clean, safe and sustainable Borough

Outcomes: Our borough will be safer, cleaner and sustainable						
Ref	Indicator	Good is	Result 2014/15 Qtr 2	Result 2015/16 Qtr 2	Target 2015/16	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating.	Low	1.02% (8 out of 780 published premises)	1.36% (10 out of 734 published premises)	2.25%	
1.2	The percentage of food establishments which are broadly compliant with good hygiene law	High	95.03% (1072 out of 1128 premises)	92.29% (1042 out of 1129 premises)	85%	
1.3	The area of contaminated land that has been remediated or is determined suitable for use	High	42.42 Ha	2.78 Ha	-	-
1.4	Number of incidents of violence with injury	Low	248	274	-	-
1.5	Number of incidents of anti-social behaviour	Low	1035	1004	-	-
1.6	Number of incidents of serious acquisitive crime	Low	223	154	-	-
1.7	The amount of residual waste per household	Low	108.39	103.04kgs	415kgs (annual)	
1.8	Percentage of household waste sent for reuse, recycling and composting	High	53.17%	54.67%	55%	
1.9	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	92.33% 96.27% 99.17% 99.83%	94.33% 97.45% 99.67% 99.83%	91% 91% 97% 99%	
1.10	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	2,681 hrs	2,761.5 hrs	2,350 hrs (Qtr 2)	
1.11	Town Centre Vacancy Rate	Low	13.5%	13.8%	15%	
1.12	Percentage of investment portfolio (NBC owned) vacant	Low	8.6%	6.2%	12%	



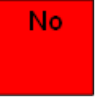





Priority 2 : Borough of Opportunity



Outcomes: Newcastle is a great place to live, work and do business						
Ref	Indicator	Good is	Result 2014/15 Qtr 2	Result 2015/16 Qtr 2	Target 2015/16	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	363hrs	374hrs	375 hrs	
2.2	Percentage of minor adaptations delivered within four months (approval to payment for works under £5000)	High	86%	93%	75%	
2.3	Number of homelessness cases where positive action was successful preventing homelessness	High	141	192	600	
2.4	Average stall occupancy rate for markets	High	78.5%	78%	55%	
2.5	Percentage of Major Planning Applications determined within time	High	85.7%	89.5% (Cumulative)	70%	
2.6	Percentage of Minor Planning Applications determined within time	High	75.7%	64.7% (Cumulative)	75%	No
2.7	Percentage of Other Planning Applications determined within time	High	85%	84.7% (Cumulative)	85%	

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 2014/15 Qtr 2	Result 2015/16 Qtr 2	Target 2015/16	Status
3.1	Number of parks which have Green Flag status	High	11	9	9	
3.2	Level of satisfaction with Council run parks and open spaces	High	70%	70% (Annual survey)	70%	
3.3	Number of people visiting the museum	High	31,363	37,761 (cumulative)	60,000	
3.4	Number of referrals from GPs to organised sporting activity	High	n/a	60	-	-
3.5	Percentage of people referred for exercise by GPs whose health improves	High	n/a	75%	-	-
3.6	Number of people accessing leisure and recreational facilities	High	145,731	324,631	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 2014/15 Qtr 2	Result 2015/16 Qtr 2	Target 2015/16	Status
4.1	Percentage attendance at planned meetings by members	High	77.28%	84%	80%	
4.2	Percentage projected variance against full year council budget	Low	0.3%	0 %	No variance	
4.3	Average number of days per employee lost to sickness	Low	3.33 days (long term 1.88 and short term 1.45 days)	4.77 days (long term 3.34 and short term 1.43 days)	3.75 days	
4.4	Percentage of requests resolved at first point of contact	High	96%	96%	97%	
4.5	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	5.9%	4.5%	7%	
4.6	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	9.42 days	7.36 days	10 days	
4.7	Percentage of Council Tax collected	High	52.8%	52.8%	50.11%	
4.8	Percentage of National non-domestic rates collected	Hlgh	57.5%	58.1%	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.	