

















Corporate Performance Scorecard
Quarter 4 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 4	Result 2015/16 Qtr 4	Target 2015/16	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating.	Low	0.88% (7 out of 793 published premises)	1.67% (14 out of 839 published premises)	2.25%	
1.2	The percentage of food establishments which are broadly compliant with good hygiene law	High	98% (1104 out of 1124 premises)	96% (1065 out of 1111 premises)	85%	
1.3	The area of contaminated land that has been remediated or is determined suitable for use	High	4.34 Ha	2.59 Ha	-	-
1.4	Number of incidents of violence with injury	Low	262	326	-	-
1.5	Number of incidents of anti-social behaviour	Low	808	994	-	-
1.6	Number of incidents of serious acquisitive crime	Low	168	190	-	-
1.7	The amount of residual waste per household	Low	427.55 kgs	431.98 kgs (est.)	415 kgs (annual)	No 
1.8	Percentage of household waste sent for reuse, recycling and composting	High	51.2%	50.79% (est.)	55%	No 
1.9	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	98% 99% 99% 99%	95.66% 98.14% 99.83% 99.94%	91% 91% 97% 99%	
1.10	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1844 hrs (6,819 hrs cumulative)	1736 hrs (8336 hrs cumulative)	1700 hrs (6800 hrs cumulative)	
1.11	Town Centre Vacancy Rate	Low	12.3%	10.43%	15%	
1.12	Percentage of investment portfolio (NBC owned) vacant	Low	8.3%	10%	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 4	Result 2015/16 Qtr 4	Target 2015/16	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	385 hrs	510 hrs	375 hrs	
2.2	Percentage of minor adaptations delivered within four months (approval to payment for works under £5000)	High	84%	85%	75%	
2.3	Number of homelessness cases where positive action was successful preventing homelessness	High	91 (634 Cumulative)	101 (580 Cumulative)	600	No
2.4	Average stall occupancy rate for markets	High	75%	68%	55%	
2.5	Percentage of Major Planning Applications determined within time	High	86.4%	73.5% (Cumulative)	70%	
2.6	Percentage of Minor Planning Applications determined within time	High	70.6%	67.4% (Cumulative)	75%	No
2.7	Percentage of Other Planning Applications determined within time	High	82%	85.3% (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 4	Result 2015/16 Qtr 4	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% (Annual survey)	70% (Annual survey)	70%	
3.3	Number of people visiting the museum	High	14,620 (60,029 cumulative)	10,104 (56,635 cumulative)	60,000	No
3.4	Number of referrals from GP scheme to organised sporting activity in each quarter (See Appendix C)	High	-	8	-	-
3.5	Number of people accessing leisure and recreational facilities	High	170,524 (614,914 cumulative)	169,952 (784,866 cumulative)	150,080 (Qtr 3) 670,000	

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 4	Result 2015/16 Qtr 4	Target 2015/16	Status
4.1	Percentage attendance at planned meetings by members	High	n/a	82.4%	80%	
4.2	Percentage projected variance against full year council budget	Low	n/a	0%	No variance	
4.3	Average number of days per employee lost to sickness	Low	7.17 days (cumulative)	9.84 days (cumulative)	7.5 days	No
4.4	Percentage of requests resolved at first point of contact	High	95.66 % (96.82% cumulative)	97% (96.96% cumulative)	97%	
4.5	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	5.9 % (5.4% cumulative)	7.26% (6.47% cumulative)	8%	
4.6	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	6.72 days	5.36 days	10 days	
4.7	Percentage of Council Tax collected	High	97.7%	97.3%	97.5%	
4.8	Percentage of National non-domestic rates collected	High	96.9%	97.8%	96.0%	

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.	