














**Appendix B: Corporate Performance Scorecard
Quarter 1 2017-18
Priority 1: A clean, safe and sustainable Borough**

Outcomes: Our borough will be safer, cleaner and sustainable						
Ref	Indicator	Good is	Result 2016-17 Qtr 1	Result 2017-18 Qtr 1	Target 2017-18	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating	Low	2% (22 out of 925 published premises)	1.28% (11 out of 861 published premises)	5%	
1.2	Number of new Anti-Social Behaviour (ASB) cases received during the quarter	Low	140	138	-	-
1.3	Number of current open ASB cases as at the end of the quarter (30.06.17)	Low	62	32	-	-
1.4	Number of ASB cases closed in the quarter	Low	167	144	-	-
1.5 (a-c)	Household collections from the kerbside (%) • Dry Recycling	High	15.80%	16.03%*	17%	
	• Food	High	5.58%	5.06%*	5%	
	• Green	High	32.14%	26.19%	25%	
1.6	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	Survey to be undertaken in Qtr 2.		91% 91% 97% 99%	-
1.7	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1,916.5 hrs	1,478.5hrs	1,360 hrs Qtr 1 (4,462.5 hrs cumulative)	
1.8	Town Centre Vacancy Rate	Low	10.74%	11.35%	15%	
1.9	Percentage of investment portfolio (NBC owned) vacant	Low	10%	5.7%	12%	




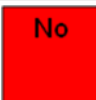



Priority 2: Borough of Opportunity

Outcomes: Newcastle is a great place to live, work and do business						
Ref	Indicator	Good is	Result 2016/17 Qtr 1	Result 2017/18 Qtr 1	Target 2017/18	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	463 hrs (cumulative)	574 hrs Qtr 1 (cumulative)	400 hrs Qtr1 (1200 hrs annual)	
2.2	Number of homelessness cases where positive action was successful preventing homelessness	High	173 hrs (cumulative)	127 (cumulative)	150 hrs (600 annual)	-
2.3	Average stall occupancy rate for markets	High	34%	60%	65%	
	Comment This result is similar to the last quarter's result of 59%. Members will be aware that in an attempt to improve the performance of the general Market (including stall occupancy rates) the Council has embarked upon a tendering process with the aim being to secure a commercial operator to invest in and manage the facility.					
2.4	Percentage of Major Planning Applications decisions issued within an agreed extension of time	High	62.5% (cumulative)	85.7% (cumulative)	70%	
2.5	Percentage of Non Major Planning decisions issued within an agreed extension of time	High	92.5% (cumulative)	81.9% (cumulative)	85%	
	Comment This raised target has not quite been met in the first quarter, due largely to a backlog of underdetermined applications developing. A new member of staff has recently joined the team and this should impact positively on future performance.					


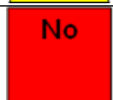
Priority 3: A Healthy and Active Community

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 2016-17 Qtr 1	Result 2017-18 Qtr 1	Target 2017-18	Status
3.1	Number of parks which have Green Flag status	High	Reported at a later date.		7	-
3.2	Level of satisfaction with Council run parks and open spaces	High	70% (Annual survey)	Reported at a later date.	70%	-
3.3	Number of people visiting the museum	High	14,510	18,546	14,000 Qtr 1 (50,000 annual)	
3.4	Number of people accessing leisure and recreational facilities	High	158,355 Qtr 1 (cumulative)	164,289* Qtr 1 (cumulative)	164,820 Qtr 1 (670,000 annual)	

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 2016-17 Qtr 1	Result 2017-18 Qtr 1	Target 2017-18	Status
4.1	Percentage attendance at planned meetings by members	High	85%	79%*	80%	
4.2	Average number of days per employee lost to sickness	Low	2.5 days	1.49 days	2 days Qtr 1 8 days (annual)	
4.3	Percentage of requests resolved at first point of contact	High	96%	98%	97%	
4.4	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	10.52%	20%	8%	
	Comment The target was not met due to a significant increase in the number of calls predominately due to election enquiries, with a 36% increase in calls in the month of June. However it is pleasing to note that the recent result for July is on target.					
4.5	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	4.79days	6.06days	10 days	
4.6	Percentage of Council Tax collected	High	32%	27.6%	24.12%	
4.7	Percentage of National non-domestic rates collected	High	26.22%	27.2%	26.22%	

*This result is narrowly off target but within the level of tolerance

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.	