




















**Appendix B: Corporate Performance Scorecard**
**Qtr 2 2017-18 (July-September)**

Priority 1: A clean, safe and sustainable Borough				Outcomes: Our borough will be safer, cleaner and sustainable			
Ref	Service Area & Officer	Indicator	Good is	Result 2016-17 Qtr 2	Result 2017-18 Qtr 2	Target 2017-18	Status
1.1	Environmental Health –Nesta Barker	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	Partnerships – Sarah Moore	Number of new Anti-Social Behaviour (ASB) cases received during the quarter	Low	116	111	-	-
1.3		Number of current open ASB cases as at the end of the quarter ( 30.06.17)	Low	59	25	-	-
1.4		Number of ASB cases closed in the quarter	Low	111	119	-	-
1.5 (a-c)	Recycling & Fleet – Andrew Bird	Household collections from the kerbside (%) • Dry Recycling	High	17.03%	19.63%	17%	
		• Food	High	3.8%	5.73%	5%	
		• Green	High	31.23%	26.07%	25%	
1.6	Operations – Roger Tait	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	Survey results reported at a later date.		91% 91% 97% 99%	-
1.7		Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	952 hrs Qtr 2 (2,868.5 hrs cumulative)	1680 hrs Qtr 2 (3,158.5 hrs cumulative)	637.5 hrs Qtr 2 (4,462.5 hrs cumulative)	



Priority 2: Borough of Opportunity Outcomes: Newcastle is a great place to live, work and do business							
Ref	Service Area & Officer	Indicator	Good is	Result 2016/17 Qtr 2	Result 2017/18 Qtr 2	Target 2017/18	Status
2.1	Regeneration & Economic Development –Kim Graham	Town Centre Vacancy Rate	Low	10.74 %	13.19%	15%	
2.2	Property - Louise Beeby	Percentage of investment portfolio (NBC owned) vacant	Low	8.1%	6.9%	12%	
2.3	Regeneration & Economic Development – Kim Graham	Average stall occupancy rate for markets	High	34%	57%	65%	
		<u>Comment</u> In October 2017 Cabinet resolved to appoint an external operator for the markets in Newcastle town centre. This decision was made following due consideration of the options available to improve the future potential of the market as it was considered to represent the best prospect for improving the fortunes of the market for the benefit of the wider town centre economy.					
2.4	Planning & Development – Guy Benson	Percentage of Major Planning Applications decisions issued within an agreed extension of time	High	73.3% (Cumulative)	72.7% (cumulative)	70%	
2.5		Percentage of Non Major Planning decisions issued within an agreed extension of time	High	94.6% (Cumulative)	81.6% (cumulative)	85%	
		<u>Comment</u> This raised target has not quite been met this quarter, due largely to a backlog of undetermined applications developing. We should see a positive impact on future performance due to a new member of staff recently joining the team. It is noted that the Council’s performance remains above the Government target.					
2.6	Customer & ICT – Kelvin Turner	Percentage of requests resolved at first point of contact	High	98%	97%	97%	
2.7	Customer & ICT – Kelvin Turner	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	32.9%	8.74%*	8%	
		<u>Comment:</u> The result for Qtr 2 has improved significantly from Qtr 1 (20%) and is only slightly off target but within tolerance levels.					
2.8	Revenues & Benefits – Jane Spencer	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	5.49 days	5.91 days	10 days	

2.9	Revenues & Benefits – Karen Hollinshead	Percentage of Council Tax collected	High	53.1%	50.29%	50.11%	
2.10		Percentage of National non-domestic rates collected	High	57.4%	56.70%	52.44%	




**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	Service Area & Officer	Indicator	Good is	Result 2016-17 Qtr 2	Result 2017-18 Qtr 2	Target 2017-18	Status
3.1	Operations –Roger Tait	Number of parks which have Green Flag status	High	7	7	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	Culture & Arts – Rob Foster	Number of people visiting the museum	High	25,870 Qtr 2 (40,680 cumulative)	23,758 Qtr 2 (42,304 cumulative)	15,000 Qtr 2 (29,000 cumulative)	
3.4	Leisure –Rob Foster	Number of people accessing leisure and recreational facilities	High	155,616	159,431 Qtr 2 323,720 (cumulative)	145,000 Qtr 2 (580,000 annual)	
3.5	Human Resources – Sarah Taylor	Average number of days per employee lost to sickness	Low	3.64 days (cumulative)	4.1 days* (cumulative)	4 days (Qtr 2 cumulative)	

**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	Service Area & Officer	Indicator	Good is	Result 2016-17 Qtr 2	Result 2017-18 Qtr 2	Target 2017-18	Status
4.1	Democratic Services – Paul Washington	Percentage attendance at planned meetings by members	High	85%	77%*	80%	
4.2	Culture & Arts – Delyth Copp & Teresa Mason	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	389 hrs Qtr 2 (852 hrs cumulative)	695 hrs Qtr 2 (1270 hrs cumulative)	400 hrs Qtr 2 (1200 hrs annual)	
4.3	Housing –Mike O'Connor	Number of homelessness cases where positive action was successful preventing homelessness	High	116 Qtr 2 (289 cumulative)	121 Qtr 2 (248 cumulative)	150 Qtr 2 (600 annual)	-

\*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.	
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