

Annex 4: Performance Indicator Sheet

NPI	Owner		Definition	LAA	LSP Area	07/08	08/09	08/09 Target	Reported	Hit Target	Improved
3	NS	NS	Civic participation in the local area		Inclusive	nr	12.30%	no target	yes	no target	cant say
4	NS	NS	% of people who feel they can influence decisions in their locality	yes	Inclusive	nr	31.50%	no target	yes	no target	cant say
5	NS	NS	Overall/general satisfaction with local area		Sustainable	nr	87.00%	no target	yes	no target	cant say
15	NYP	CDRP	Serious violent crime rate		Safer	96	113	92	yes	no	no
16	NYP	CDRP	Serious acquisitive crime rate	yes	Safer	3330	3459	3891	yes	yes	no
17	NS	CDRP	Perceptions of anti-social behaviour	yes	Safer	13%	11.20%	13%	yes	yes	yes
18	Probation	CDRP	Adult re-offending rates for those under probation supervision		Safer	131	nr	no target	no	no target	cant say
20	NYP	CDRP	Assault with injury crime rate		Safer	1024	1239	990	yes	no	no
21	NS	CDRP	Dealing with local concerns about anti-social behaviour and crime by the local council and police		Safer	nr	29.30%	no target	yes	no target	cant say
27	NS	CDRP	Understanding of local concerns about anti-social behaviour and crime by the local council and police		Safer	nr	29.40%	no target	yes	no target	cant say
28	NYP	CDRP	Serious knife crime rate		Safer	67	60	64	yes	yes	yes
29	NYP	CDRP	Gun crime rate		Safer	2	5	2	yes	no	no
30	Probation	CDRP	Re-offending rate of prolific and priority offenders	yes	Safer	131	89 (12m to Dec 08)	105	yes	yes	yes
33	NYFRS	CDRP	Arson incidents		Safer	nr	nr	no target	no	no target	cant say
34	NYP	CDRP	Domestic violence – murder		Safer	1	0	0	yes	yes	yes
35	NS	CDRP	Building resilience to violent extremism		Safer	nr	2	no target	yes	no target	cant say
40	DAAT	CDRP	Drug users in effective treatment		Safer	nr	nr	no target	no	no target	cant say
41	NS	CDRP	Perceptions of drunk or rowdy behaviour as a problem		Safer	nr	18.40%	no target	yes	no target	cant say
42	NS	CDRP	Perceptions of drug use or drug dealing as a problem		Safer	nr	17.30%	no target	yes	no target	cant say
49	NYFRS	CDRP	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks		Safer	nr	nr	no target	no	no target	cant say
138	NS	NS	Satisfaction of people over 65 with both home and neighbourhood		Sustainable	nr	91.90%	no target	yes	no target	cant say
143	Probation	CDRP	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence		Safer	nr	nr	no target	no	no target	cant say
144	Probation	CDRP	Offenders under probation supervision in employment at the end of their order or licence		Safer	nr	nr	no target	no	no target	cant say

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168	NS	NS	% of principal roads where maintenance should be considered		Sustainable	4%	3%	4%	yes	yes	yes
169	NS	NS	% of non-principal roads where maintenance should be considered		Sustainable	10%	9%	10%	yes	yes	yes
182	NS	NS	Satisfaction of businesses with local authority regulation services		Safer	nr	76%	80%	yes	no	cant say
183	NS	NS	Impact of local authority regulatory services on the fair trading environment		Safer	nr	0.92%	no target	yes	no target	cant say
184	NS	NS	Food establishments in the area which are broadly compliant with food hygiene law		Safer	nr	88%	93%	yes	no	cant say
191	NS	NS	Residual household waste per household	yes	Sustainable	663 kg	629 kg	640 kg	yes	yes	yes
192	NS	NS	Household waste recycled and composted		Sustainable	43.37%	45.13%	45.13%	yes	yes	yes
193	NS	NS	Municipal waste land filled		Sustainable	57.45%	55.14%	55.30%	yes	yes	yes
196	NS	NS	Improved street and environmental cleanliness – fly tipping		Sustainable	2	3	2	yes	no	no
195a	NS	NS	Improved street and environmental cleanliness (levels of litter)		Sustainable	8%	9%	8%	yes	no	no
195b	NS	NS	Improved street and environmental cleanliness (levels of detritus)		Sustainable	9%	11%	8%	yes	no	no
195c	NS	NS	Improved street and environmental cleanliness (levels of graffiti)		Sustainable	2%	5%	2%	yes	no	no
195d	NS	NS	Improved street and environmental cleanliness (levels of fly posting)		Sustainable	0%	1%	0%	yes	no	no
190	NS	NS	Achievement in meeting standards for the control system for animal health		Safer	deferred	deferred	deferred			
32	NYP	CDRP	Repeat incidents of domestic violence		Safer	deferred	deferred	deferred			
26	NYP	CDRP	Specialist support to victims of a serious sexual offence		Safer	deferred	deferred	deferred			
38	DAAT	CDRP	Drug-related (Class A) offending rate	yes	Safer	deferred	deferred	deferred			

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Dir P	Owner	Definition	LAA	LSP Area	07/08	08/09	08/09 Target	Reported	Hit Target	Improved
BV12	NS	Sickness absence per fte		Effective	15.53	11.25	14	yes	yes	yes
CP13	NS	Stress sickness absence per ft		Effective	2.53	1.47	2	yes	yes	yes
Staff	NS	Overall Satisfaction with present job		Effective	69%	nr	no target	no		
Staff	NS	Currently being bullied/harassed		Effective	10%	nr	0%	no		
Staff	NS	I am able to cope with demands of my job		Effective	78%	nr	no target	no		
Staff	NS	Staff who are well-informed		Effective	92%	nr	no target	no		
Staff	NS	Line managers who report being given opportunity to develop people management skills		Effective	72%	nr	no target	no		
Staff	NS	Staff receiving a PDR		Effective	92%	95.60%	92%	yes	yes	yes
EIA	NS	EIA programme completed		Effective	nr	11%	100%	yes	no	cant say
H&S	NS	Total number of accidents reported		Effective	127	90	no target	yes	no target	yes
H&S	NS	Number of RIDDOR accidents		Effective	30	28	10% reduction	yes	no	yes
H&S	NS	Number of RIDDOR major injuries		Effective	2	1	20% reduction	yes	yes	yes
H&S	NS	Number of RIDDOR dangerous occurrences		Effective	2	0	0	yes	yes	yes
Finan	NS	Variance against budget		Effective	1.2% und	0.3% und	0	yes	no	yes
BV89	NS	Place Survey measure: Satisfaction with local cleanliness		Sustainable	67%	67%	75%	yes	no	stable
BV90	NS	Place Survey measure: Satisfaction with waste collection services		Sustainable	75%	79%	76%	yes	yes	yes
COL1	NS	Missed bins per 100000 collections		Sustainable	51	41	40	yes	no	yes
VW19	NS	Missed bins put right by end of next working day.		Sustainable	80%	97%	99%	yes	no	yes
CRM	NS	Number of waste related CRM system complaints		Sustainable	52	48	50	yes	yes	yes
H4	NS	Urgent housing repairs completed within government time limits		Inclusive	90%	95.30%	99%	yes	no	yes
H5	NS	Days taken to complete non-urgent housing repairs.		Inclusive	8	6.6	8	yes	yes	yes
BCS	NS	Total BCS crimes		Safer	10010	9906	10354	yes	yes	yes
no co	NS	Illegal alcohol sales via Test Purchase programme		Safer	8.60%	8.45%	10%	yes	yes	yes
CC2	NS	% if residents who feel York is a safe city to live in		Safer	55%	64%	68%	yes	no	yes
COL1	NS	% of residents reporting noisy neighbours as a problem		Safer	13%	14%	9%	yes	no	no