

































Performance Indicator Table

Ind Ref	Short Description	Previous Figure 2012/13	Current Figure 2014/15	Current Target	Current Status	Trend
Performance indicators – these are measures (previous national indicators or best value indicators) where the Council has set targets						
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))	87%	94%	88.0%		
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))	30%	41%	32.0%		
NI006	Participation in regular volunteering (Biennially (every two years))	28%	20%	31.0%		
NI023	People in the area not treating one another with respect and consideration is a problem (Biennially(every two years))	14%	13%	13.0%		
Responses to other questions – these are measures where the Council has not set targets preferring to monitor trends over time						
	Percentage of people who are satisfied with their local area as a place to live	85%	87%	N/A	-	
	Overall satisfaction with the way the Council runs things	60%	65%	N/A	-	
	Percentage that strongly agree or tend to agree that the Council provides value for money	52%	59%	N/A	-	
	Percentage that think the Council keeps residents informed very well or fairly well	64%	64%	N/A	-	
Satisfaction with specific Council services – with comparative data where available						
	Parks and open spaces	86%	86%	N/A	-	
	Longshot Lane recycling centre (defined as 'local tips / household waste recycling centres' in 2012)	82%	73%	N/A	-	
	Refuse collection (defined as 'refuse collection / recycling' in 2012)	78%	73%	N/A	-	
	Kerbside recycling (referred to as 'doorstep recycling' in 2012)	68%	74%	N/A	-	
	Standard of maintenance of public land e.g. grass cutting, litter, graffiti (defined as 'Keeping land clear of litter/refuse' in 2012)	56%	71%	N/A	-	
	Libraries	56% (25% don't know)	53% (35% don't know)	N/A	-	
	Sport/Leisure facilities	52% (24% don't know)	64% (22% don't know)	N/A	-	
	Road maintenance	36%	40%	N/A	-	
	South Hill Park Arts facility (referred to as 'Arts facilities' in 2012)	33% (45% don't know)	59% (30% don't know)	N/A	-	

	Local bus services	32% (33% don't know)	32% (43% don't know)	N/A	-	
	Local transport information	29% (31% don't know)	37% (36% don't know)	N/A	-	
	Schools	27% (56% don't know)	44% (45% don't know)	N/A	-	
	Community centres	24% (52% don't know)	29% (57% don't know)	N/A	-	
	Planning	15% (43% don't know)	15% (67% don't know)	N/A	-	
	Social care services	11% (69% don't know)	12% (77% don't know)	N/A	-	
	Childcare services	7% (76% don't know)	10% (82% don't know)	N/A	-	
	Youth Services	5% (78% don't know)	11% (78% don't know)	N/A	-	
	Benefit Services	-	12% (77% don't know)	N/A	-	-

Traffic Lights		Performance Trend
Compares current performance to target		Identifies direction of travel compared to previous survey results
On, above or within 2.5% of target		Performance has improved
Between 2.5% and 7.5% of target		Performance Sustained
More than 7.5% from target		Performance has declined