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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))	82.1%	87%	83.0%		
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))	28.1%	30%	30.0%		
NI006	Participation in regular volunteering (Biennially (every two years))	20.6%	28%	22.0%		
NI023	People in the area not treating one another with respect and consideration is a problem (Biennially (every two years))	29.5%	14%	25.0%		
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	83%	85%	N/A	-	
	Overall satisfaction with the way the Council runs things	48%	60%	N/A	-	
	Percentage that strongly agree or tend to agree that the Council provides value for money	36%	52%	N/A	-	
	Percentage that think the Council keeps residents informed very well or fairly well	39%	64%	N/A	-	
Satisfaction with specific Council services – with comparative data where available						
	Parks and open spaces	76%	86%	N/A	-	
	Local tip/ waste recycling centre	53%	82%	N/A	-	
	Refuse collection	55%	78%	N/A	-	
	Doorstep recycling	59%	68%	N/A	-	
	Keeping land clear of litter/ refuse	-	56%	N/A	-	-
	Libraries	56%	56%	N/A	-	
	Sport/Leisure facilities	56%	52% (24% don't know)	N/A	-	
	Road maintenance	-	36%	N/A	-	-
	Arts facilities	-	33% (45% don't know)	N/A	-	-
	Local bus services	26%	32% (33% don't know)	N/A	-	
	Local transport information	25%	29% (31% don't know)	N/A	-	
	Schools	-	27% (56% don't know)	N/A	-	-

			know)			
	Community centres	-	24% (52% don't know)	N/A	-	-
	Planning	-	15% (43% don't know)	N/A	-	-
	Social care services	-	11% (69% don't know)	N/A	-	-
	Childcare services	-	7% (76% don't know)	N/A	-	-
	Youth Services	-	5% (78% 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	