

Reference	Description	2007/08 Out turn	Latest Update	Time Frame	Trend	2008/09 Target	On Target
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Prosperous City

Outcome By 2025 we will have reduced the unemployment rate in the city to the UK national average

MAA /Local Area Agreement Performance indicators

NI 151	Overall employment rate	New in 200809	Annual	N/A	N/A	to be set as part of MAA	N/A
NI 152 (LAA)	Working age people on out of work benefits	18.20%	17.60%	April to Sept	↑	17.70%	✓
NI 153 (LAA)	Working age people claiming out of work benefits in the worst performing neighbourhoods	30.1%	30.08%	April to Sept	↔	31.80%	✓

National Indicators

NI 173	People falling out of work and on to incapacity benefits	New in 200809	Annual	N/A	N/A	Not Set	N/A
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Outcome By 2025 we will have created 20000 new jobs in the city and will demonstrate year on year growth in recorded business start ups

Local Area Agreement Performance indicators

NI 171 (LAA)	VAT registration rate	New in 200809	33.3 per 10,000 pop	3 year average 2005-2007	N/A	34.7	N/A
NI 174 (LAA)	Skills gaps in the current workforce reported by employers	New in 200809	Annual	N/A	N/A	baseline year	N/A

National Indicators

NI 172	VAT registered businesses in the area showing growth	New in 200809	Annual	N/A	N/A	baseline year	N/A
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Outcome By 2025 average employee wages in the city will be equivalent to national averages

National Indicators

NI 166	Average earnings of employees in the area	New in 200809	Annual	N/A	N/A	baseline year	N/A
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Outcome By 2025 75% of the working age population will be economically active and the city will be contributing to the national target of ensuring the 89% of adults are qualified to at least level 1 in literacy, 81% to at least entry level 3 in numeracy and 79% to at least a full level 2

Local Area Agreement Performance indicators

NI 161 (LAA)	Learners achieving a Level 1 qualification in literacy	954 (06/07)	Annual	N/A	N/A	973 people	N/A
NI 162 (LAA)	Learners achieving an Entry Level 3 qualification in numeracy	109 (06/07)	Annual	N/A	N/A	114 people	N/A
NI 163 (LAA)	Working age population qualified to at least Level 2 or higher	61% (2006)	68.60%	Jan 07 to Dec 07	↑	63%	✓
NI 165 (LAA)	Working age population qualified to at least Level 4 or higher	21.1% (2006)	23.80%	Jan 07 to Dec 07	↑	24.80%	✗

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Outcome By 2021 we aim to provide 15000 new homes in the right place at the right price that people can afford through an affordable housing policy enabling everyone to access the housing market

National Indicators

NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year	New in 200809	Annual	N/A	N/A	Not Set	N/A
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	New in 200809	Annual	N/A	N/A	14 days	N/A

Local Performance Indicators

BVPI 76b	Housing Benefit and Council Tax Security - Investigators	0.29	0.25	April to Dec	↓	0.24	✓
BVPI 76c	Housing Benefit and council Tax Security - Investigations	28.85	16.72	April to Dec	↓	28.6	✗
BVPI 76d	Housing Benefit and Council Tax Security - Prosecutions and Sanctions	4.41	3.49	April to Dec	↓	4.43	✗
BVPI 78a	Average time for processing new claims (Housing and Council Tax benefit)	28.4 days	18.37 days	April to Dec	↑	21 days	✓
BVPI 78b	Speed of processing : change in circumstances for Housing and Council Tax benefit claims	13.4 days	6.14 days	April to Dec	↑	9 days	✓
BVPI 79a	Accuracy of processing Housing Benefit and Council Tax Benefit claims	99.80%	100%	April to Dec	↑	99.80%	✓
BVPI 79b(i)	Percentage of recoverable overpayments recovered (deemed recoverable) (HB)	85.02%	99.87%	April to Dec	↑	86%	✓
BVPI 79b(ii)	Percentage of recoverable overpayments recovered (debt outstanding) (HB)	41.60%	35.23%	April to Dec	↓	38%	✗
BVPI 79b(iii)	Percentage of recoverable overpayments recovered (overpayment debt) (HB)	3.50%	5.40%	April to Dec	↑	3.90%	✓

Outcome By 2021 Sunderland City Centre will have a vibrant retail and office market attracting many more people to work in the city centre with a new generation of high quality jobs and shops easily accessible by public transport to residents of the city and wider sub region

National Indicators

NI 176	Working age people with access to employment by public transport (and other specified modes)	New in 200809	Annual	N/A	N/A	Not Set	N/A
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Learning City

Outcome: Adults will be offered learning opportunities that meet their individual needs and the needs of employers with the same focus upon appropriate curriculum, sufficient support and accessible places to learn.

Local Area Agreement Performance indicators

NI 163 (LAA)	Working age population qualified to at least Level 2 or higher	61% (2006)	68.6% (2007 latest data)	Jan 07 to Dec 07	↑	63%	✓
NI 165 (LAA)	Working age population qualified to at least Level 4 or higher	21.1% (2006)	23.8% (2007)	Jan 07 to Dec 07	↑	24.80%	✗

Reference	Description	2007/08 Out turn	Latest Update	Time Frame	Trend	2008/09 Target	On Target
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National Indicators

NI 13	Migrants English language skills and knowledge	New in 200809	Annual	N/A	N/A	Not Set	N/A
NI 164	Working age population qualified to at least Level 3 or higher	37.6(2006)	43.4 (2007)	Jan 07 to Dec 07	↑	Not Set	N/A

Outcome Increase the number of adults who have qualifications in literacy and numeracy and relevant workplace skills

Local Area Agreement Performance indicators

NI 161	Learners achieving a Level 1 qualification in literacy	954 (06/07)	Annual	N/A	N/A	973 pupils	N/A
NI 162	Learners achieving an Entry Level 3 qualification in numeracy	109 (06/07)	Annual	N/A	N/A	114 pupils	N/A

Creating Inclusive Communities

Outcome: By 2025 over 75% of people will agree that Sunderland is a place where people from different backgrounds get on well together

Local Area Agreement Performance indicators

NI 1	% of people who believe people from different backgrounds get on well together in their local area	New in 200809	65.20%	2008 Place Survey	N/A	baseline year	N/A
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Outcome: By 2025 at least 25% of residents will feel that they contribute to their community and 50% of residents will feel that they can influence decisions affecting their local area

Local Area Agreement Performance indicators

NI 4	% of people who feel they can influence decisions in their locality	New in 200809	26.10%	2008 Place Survey	N/A	baseline year	N/A
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Outcome: We will ensure that people feel that local services have the best interests of the community at heart so that by 2025 more than two thirds of the population agree that this is the case

National Indicators

NI 140	Fair treatment by local services	New in 200809	73.40%	2008 Place Survey	N/A	baseline year	N/A
NI 3	Civic participation in the local area	New in 200809	7.80%	2008 Place Survey	N/A	baseline year	N/A

Outcome: We will build confidence and trust in local areas so that by 2025 50% of people feel that their neighbours can be trusted and 90% of people agree that people in their local area are willing to help out their neighbours

National Indicators

NI 2	% of people who feel that they belong to their neighbourhood	New in 200809	63.70%	2008 Place Survey	N/A	baseline year	N/A
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Outcome: We will address the barriers to creating active citizenship and increase the number of people formally volunteering to five percentage points above the national average by 2025

National Indicators

NI 6	Participation in regular volunteering	New in 200809	14.20%	2008 Place Survey	N/A	baseline year	N/A
NI 7	Environment for a thriving third sector	New in 200809	13.70%	2008 third sector survey	N/A	baseline year	N/A

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Corporate Improvement Objectives

Improving partnership working to deliver one city

Local Area Agreement Performance indicators

NI 1 (LAA)	% of people who believe people from different backgrounds get on well together in their local area	New in 200809	65.20%	2008 Place Survey	N/A	baseline year	N/A
NI 4 (LAA)	% of people who feel they can influence decisions in their locality	New in 200809	26.10%	2008 Place Survey	N/A	baseline year	N/A

National indicators

NI 2	% of people who feel that they belong to their neighbourhood	New in 200809	63.70%	2008 Place Survey	N/A	baseline year	N/A
NI 3	Civic participation in the local area	New in 200809	7.80%	2008 Place Survey	N/A	baseline year	N/A
NI 5	Overall/general satisfaction with local area	New in 200809	77.30%	2008 Place Survey	N/A	baseline year	N/A
NI 6	Participation in regular volunteering	New in 200809	14.20%	2008 Place Survey	N/A	baseline year	N/A
NI 7	Environment for a thriving third sector	New in 200809	Annual	N/A	N/A	baseline year	N/A

Being one council

Local Performance indicators

BVPI 2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability.	Level 2	Level 3	April to Dec	↑	Level 4	✘
BVPI 11a	Percentage of top-paid 5% of local authority staff who are women.	38.97%	Annual	N/A	N/A	41%	N/A
BVPI 11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority (excludes not knowns and refused).	1.36%	Annual	N/A	N/A	1.50%	N/A
BVPI 11c	Percentage of the top paid 5% of staff who have a disability (excludes not knowns and refused).	2.34%	Annual	N/A	N/A	2.80%	N/A
BVPI 16a	The percentage of local authority employees with a disability.	2.59%	Annual	N/A	N/A	2.90%	N/A
BVPI 17a	The percentage of local authority employees from ethnic minority communities.	1.11%	Annual	N/A	N/A	1.50%	N/A

Delivering customer focused services

National indicators

NI 14	Avoidable contact: The average number of customer contacts per received customer request	New in 200809	Annual	N/A	N/A	baseline year	N/A
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Local Performance indicators

MORI 115a	The quality of Council services is good overall - Agree	65%	Annual	N/A	N/A	baseline year	N/A
MORI 117a	The Council listens to the views of local people - Agree	26%	Annual	N/A	N/A	baseline year	N/A
MORI 118a	The Council's performance has improved in the last 5 years - Agree	39%	Annual	N/A	N/A	baseline year	N/A

Appendix 2 Performance Indicators 2008/09

Reference	Description	2007/08 Out turn	Latest Update	Time Frame	Trend	2008/09 Target	On Target
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Efficient and effective council

National indicators

NI 179	Value for money - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-2009 financial year	New in 200809	annual (from backward statement)	N/A	N/A	£8,913,000	N/A
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Local Performance Indicators

AMP 1	% of council properties classed as fit for purpose	100%	100%	April to Dec	↔	100%	✓
AMP 2	Council Property - Backlog of Maintenance	£10,010,000	£10,000,000	April to Dec	↑	£9,440,000	✗
AMP 3a	Capital receipts as a % of disposal programme	6%	1%	April to Dec	↓	9%	✗
AMP 3b	Space utilisation of operational property	70%	Annual	N/A	N/A	65%	N/A
AMP 3c	Cost per metre(2) of operational property	£51	Annual	N/A	N/A	£50	N/A
AMP 4a	Internal rate of return on investment portfolio - Average rate of return - Agricultural	£6.57	Annual	N/A	N/A	£6.75	N/A
AMP 4b	Internal rate of return on investment portfolio - Average rate of return - Retail	£12.41	Annual	N/A	N/A	£18.13	N/A
AMP 4c	Internal rate of return on investment portfolio - Average rate of return - Factories	£13.70	Annual	N/A	N/A	£18.91	N/A
AMP 5	Energy consumption - Carbon emissions / m(2)	0.0429	Annual	N/A	N/A	0.04998	N/A
AMP 6	Capital projects delivered	100%	Annual	N/A	N/A	100%	N/A
AMP 7	% of properties classed as secure	80%	80%	April to Dec	↔	80%	✓
BVPI 8	Percentage of undisputed invoices paid on time	96.81%	97.21%	April to Dec	↑	97%	✓
BVPI 9	The percentage of council tax collected by the Authority in the year.	95.81%	81.46%	April to Dec	↓	97%	✗
BVPI 12	The number of working days/shifts lost to the Local Authority due to sickness absence.	11.9 days	8.31 days	April to Dec	↓	10.76 days	✗
MORI 114a	The Council gives local people good value for money - Agree	42%	Annual	N/A	N/A	Not Set	N/A
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.60%	Annual	N/A	N/A	0.12%	N/A
BVPI 15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	0.22%	Annual	N/A	N/A	0.15%	N/A