

**Appendix 1
Report Key**

These columns show the level of performance for the latest reporting period and the same period in the previous year. A question mark means that information is not available

The target is what we want to achieve. A question mark means that a target has not been set

	2008/09 Outturn	2009/10 Outturn	Are we improving	Target	Have we achieved the target	Commentary
The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level.	4.00 %	2.00 %	✓	9.00 %	★	
The percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level.	5.00 %	5.00 %	→	7.00 %	★	
The percentage of relevant land and highways that is assessed as having levels of graffiti that fall below an acceptable level.	4.00 %	3.00 %	✓	3.00 %	★	

This is a comparison of the latest outturn against the same period the previous year. The symbols mean

- performance has improved
- performance is stable
- performance has declined
- Information is not available

This traffic light is a comparison of performance against the target set for the year

- The target has been achieved
- Performance is within 10% of the target
- The target has not been achieved
- Not applicable due to no target being set

Recycling & Street Cleanliness

	Dec 2009 Position	Latest Position Dec 2010	Are we improving	Target	Have we achieved the target	Commentary
The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level (NI195a)	2.00 %	5.00 %	✘	8.00 %	★	<ul style="list-style-type: none"> There have been no changes to RLS (Responsive Local Services) operations and the slight reduction in performance has not been attributed to any particular issue. Year end surveys are now being carried out and the results when compiled may give some indication why performance has declined over the past 12 months.
The percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level (NI195b)	4.00 %	14.00 %	✘	6.00 %	▲	<ul style="list-style-type: none"> Increased levels of detritus recorded during the last survey relates directly to the amount of grit and salt spread during winter weather maintenance operations. We expect the final survey due in March to show a return to expected levels.
The percentage of relevant land and highways that is assessed as having levels of graffiti that fall below an acceptable level (NI195c)	1.00 %	2.00 %	✘	3.00 %	★	<ul style="list-style-type: none"> There have been no changes to RLS (Responsive Local Services) operations and the slight reduction in performance has not been attributed to any particular issue. Year end surveys are now being carried out and the results when compiled may give some indication why performance has declined over the past 12 months.
The percentage of relevant land and highways that is assessed as having levels of fly-posting that fall below an acceptable level (NI195d)	0.00 %	0.00 %	➡	1.00 %	★	<ul style="list-style-type: none"> Based on 8 month survey (Apr - Jul & Aug - Nov cumulative). Street Scene Operations improvement programme progressed, developing the skill base of the work force to increase time staff can spend on front-line operational activity, increased productivity, improved management information, available in real time. Planning further development of Responsive Local Services. We will publish service standards to enable residents and members to engage in service delivery performance updates. Extend the implementation of hand held technology to improve connectivity between the customer services network and service delivery.
The grade that measures the year on year change in total number of incidents of fly tipping compared with the year on year change in total number of enforcement action (reducing fly tipping incidents and increasing enforcement activity is better performance) Grade 1 is very effective and grade 4 is poor (NI196)	1.00	1.00	➡	2.00	★	<ul style="list-style-type: none"> Annual Only
The number of kilograms of household waste collected that is not sent for reuse, recycling or is not composted or anaerobic digestion per household (NI191)	582.88	534.32	✔	597.00	★	<ul style="list-style-type: none"> Draft calculations based on estimates.
The percentage of Municipal waste landfilled (NI193)	69.68 %	67.50 %	✔	68.00 %	★	<ul style="list-style-type: none"> Draft calculations based on estimates
The percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion (NI192)	29.08 %	32.25 %	✔	32.00 %	★	<ul style="list-style-type: none"> Draft calculations based on estimates

Planning

	Dec 2009 Position	Latest Position Dec 2010	Are we improving	Target	Have we achieved the target	Commentary
The percentage of major planning applications dealt with in 13 weeks (NI157a)	80.00 %	81.82 %		80.00 %	★	• Once again we have seen a high level of performance delivered by the Development Control team with support from other planning sections. This has been achieved in the context of a reduced workforce and a mounting new additional workload arising out of application enquiries yet still producing performance figures that are the highest recorded within Tyne and Wear and place the authority within the top quartile (ie top 10 authorities in the country) when measured nationally.
The percentage of minor planning applications dealt with in 8 weeks (NI157b)	96.43 %	96.20 %		93.50 %	★	
The percentage of 'other' planning applications dealt with in 8 weeks (NI157c)	99.07 %	97.98 %		98.00 %	●	

Transport & Road Safety

	Dec 2009 Position	Latest Position Dec 2010	Are we improvi...	Target	Have we achieved the target?	Commentary
The percentage change in number of people killed or seriously injured during the calendar year compared to the previous year. (Figures are based on a 3 year rolling average) (NI047)	3.77 %	10.88 %	↓	6.09 %	★	
The percentage change in number of children killed or seriously injured during the calendar year compared to the previous year. (Figures are based on a 3 year rolling average) (NI048)	-4.47 %	21.31 %	↓	8.55 %	★	
The number of people slightly injured in road traffic collisions (BV099ci)	712.00	660.00	↓	805.00	★	
The number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions (BV099bi)	18.00	11.00	↓	17.00	★	
The number of people killed or seriously injured (KSI) in road traffic collisions (BV099ai)	70.00	63.00	↓	74.00	★	
The average number of days taken to repair a street lighting fault, which is under the control of the local authority (BV215a)	4.90	5.47	↑	7.00	★	• Exceptional bad weather caused delays during November and December 2010.
The average number of days taken to repair a street lighting fault, where response time is under the control of a DNO (BV215b)	27.90	24.14	↓	35.00	★	