

Appendix 3a: Service areas where performance is above target	
Department/Budget Head	Key contributing PIs
<i>Chief Executive's</i>	
Policy Unit	CR34b BV/National indicators amended as a result of external audit
<i>Corporate Services</i>	
Municipal Elections	CR05 Election turnout
Parking	DE07 % car parks secure
Commercial and Licensing	DE89a Taxi enforcement number of late night exercises, DE89b Taxi enforcement number of infringements, DE90b Licensed premises enforcement number of infringements
<i>Community Services</i>	
Leisure facilities, tourism, grants, events and sports development	CR155b Young people completing sport active, CS202 Number of young people participating in sports development, BV170a Visits to/usage of museums, DE04 People using Information Darlington
Housing Renewal Team	BV64 Private sector dwellings brought into use/demolished
Housing Benefits Administration	BV76d Number of prosecutions/sanctions, BV78a Average time processing new claims, BV78b Average time processing changes, BV79biii Overpayments written off, CS145 % new claims outstanding over 50 days, CS147 % of applications for reconsideration, CS148 % appeals submitted to appeals service
Homelessness	BV183a Length of stay in bed & breakfast accommodation, BV214 Repeat homelessness in past 2 years
<i>Children's Services</i>	
Youth Service and Children's Fund	CS103 Personal social hours offered, CS105 Participation in youth work
Libraries and Community Learning	ED115 Family Learning Programmes

Appendix 3b): Service areas where performance is below target	
Department/Budget Head	Reasons and Proposed Action
<i>Chief Executive's</i>	
Procurement Unit	CR59 Average spend per supplier, CR60 Spend through TV contracts.
<i>Corporate Services</i>	
No service areas	
<i>Community Services</i>	
Highways	<p>BV99ai Total killed/seriously injured (KSI) in road accidents, BV99aii % change KSI over previous year, BV99aii % change KSI over 1994-98 average, BV99bi Total children KSI in road accidents, BV99bii % change KSI over previous year. BV99cii % change in slight injuries over the previous year. There were a number of serious accidents in this period, which will have had an affect on this year's results. It is important to note that the figures reported in 2007/08 are actually the statistics relating 2006/07. In some years there are 'spikes' and the 10 year target allows for these. The trend is positive and the 10 year targets are on track to be achieved. Highway services are continuing to focus on road safety and tackling accident black spots through schemes such as improvements to Burtree Lane and introducing 20mph zones.</p> <p>BV165 % crossing adapted for the disabled. The on-site checks undertaken by PWC failed crossings where there were isolated areas of non-compliance including rutting or slight defects. The audit of March 2007 has taken a similar approach. The upstand limit is 6mm (with 3mm tolerance for older crossing). A lot of the measurements taken were very close to the limit and at isolated locations within the crossing point but were classed as failure (following the same principles as PWC). Similarly, some rutting and material failure adjacent to the kerbs has resulted in the tolerance being exceeded at certain locations.</p> <p>BV215 Rectification of streetlight faults due to the council. Major projects, pedestrian heart and Christmas decorations had knock on effect. Orders that were issued before and during the pedestrian heart will just have been completed since the scheme was finished, therefore bringing the total down.</p>
Street Scene, Countryside and Public Conveniences	<p>BV89 Satisfaction with litter/refuse - this was a highly ambitious target as part of the LPSA and we will continue to work towards achieving this target by increasing standards of cleanliness. BV119e Satisfaction with parks - The recent level of funding in parks, and hopefully next year, will improve levels of satisfaction with parks. BV199a Cleanliness of land/highways. The annual indicator is based on 3 surveys of 300 transects across the Borough. Improvements in service delivery will be apparent in overall reading by the end of the year. BV199b % of unacceptable graffiti. Litter is less of a</p>

	<p>problem so people are now reporting graffiti more. This problem is being tackled through CDRP and Street Scene is spending more time removing it. CS26 Satisfaction with children's play areas. Still not received funding from LAA to carry out redevelopment of play areas.</p>
Waste Management	<p>BV84a Kg of waste collected per head - although both recycling and composting have continued to improve in the 3rd quarter the growth rate has slowed, add this to a significant increase in the amount of landfill created in the same quarter and the result has had an adverse affect on the total tonnage per head of waste produced. This slowdown in recycling and composting and increase in landfill waste is a seasonal trend and should balance itself again by the end of the year. BV84b % change in the amount of waste collected per head - due to the significant increase in weight of household waste per head in the 3rd quarter this has also affected the percentage change of waste per head from last year's 3rd quarter data. Once again this is due to seasonal trends and the results should balance again by the end of year. Improvement in indicators is built in to the new waste disposal contract.</p>
Community Safety, Dog Wardens and Abandoned Vehicles	<p>CS211a % of total remand episodes. Difficult target to achieve, all YOTs regional and nationally face the same problem. 8 young people remanded for serious offending out of 66 remand hearings.</p>
<i>Children's Services</i>	
Pupil Support Services	<p>ED18a % half days missed - secondary, ED18b % half days missed – primary. Large variance due to small percentages in ED18b. The Local Authority and schools worked closely together to improve attendance this led to an increase in the number of prosecutions and penalty notices that were issued. Consequently absence that would have been authorised remains unauthorised so that the sanctions can be applied. Unauthorised absence missed the target, however overall absence decreased. ED53 Permanent exclusions. ACTION: The Local Authority are developing a Key Stage 4 engagement programme to support schools in offering disengaged young people a curriculum that is appropriate. The Local authority working with schools have developed protocols for Managed Moves that will offer young people on the verge of exclusion the opportunity of a fresh start in a new school. The Pupil Referral Unit is offering packages of support for KS3 pupils.</p>