

	Citizen Focus	Perf.	DoT	Service Focus	Perf.	DoT	Partnership Focus & Organisational Health	Perf.	DoT	Statutory Focus	Perf.	DoT
Safer Communities	NI 21 – dealing with concerns about anti-social behaviour (LAA)	3		NI 168 – condition of principal roads (LAA)	3		NI 30 – priority & prolific offenders (LAA)	3				
	NI 47 – people killed or seriously injured in road traffic accidents (LAA)	1	▽	NI 169 – condition of non-principal roads (LAA)	3							
Stronger Communities	NI 3 – civic participation	1		NI 9 – use of libraries (LAA)	3		NI 4 – influencing decisions in the locality (LAA)	3		NI 1 - % of people who believe people from different backgrounds get on well together (LAA)	3	
	NI 6 – participation in regular volunteering	2		NI 11 – engagement in the arts (LAA)	3		NI 197 – improved biodiversity (LAA)	3		NI 156 – households in temporary accommodation (LAA)	1	▽
	NI 155 – number of affordable homes delivered (LAA)	1	▽							NI 157 – processing of planning applications	3	
	NI 195 – improved street cleanliness and environmental cleanliness (litter, detritus, graffiti and fly posting)	2								Local – access to services (LAA)	2	
	NI 196 – improved street cleanliness and environmental cleanliness – fly tipping	1										
Economic Development and Enterprise	NI 171 – VAT registration rate (LAA)	3		NI 182 – business satisfaction with regulatory services	1		NI 152 – working age people on out of work benefits (LAA)	3				
							NI 163 – working age people qualified to Level 2 or higher (LAA)	3				
							NI 178 – bus services running on time (LAA)	3				
Environment	NI 191 – residual household waste per household (LAA)	4	△	NI 192 – % of household waste sent for reuse, recycling and composting	2	▽				NI 186 – CO ₂ emissions (LAA)	2	
										NI 193 - % of municipal waste landfilled	1	△

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Organisational Improvement	Local - customer satisfaction	2	Δ	NI 14 – avoidable contact	1		NI 179 – Value for Money	2		Local – relevant diversity indicator from Workforce Strategy	1	
				NI 180 - the number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	4	Δ	Local – average sickness (full-time equivalent) (3 month average)	3				
				NI 181 – time taken to process Housing Benefit / Council Tax Benefit claims and change events	2	Δ	Local – staff turnover	1				
				Local - % of Council Tax collected (BVPI 9)	2	Δ	Local – vacancies	1				
				Local - % of non-domestic rates collected (BVPI 10)	2	Δ	Local - Use of Resources	2				
							Local - % of key performance indicators improving on last year	2	▽			