

	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)	3	▼	NI 169 – condition of non-principal roads (LAA)	3	▲							
Stronger Communities	NI 3 – civic participation	3		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	3		NI 11 – engagement in the arts (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	a) Major	4	▲
											b) Minor	4	▲
											c) Other	3	▼
										Local – access to services (LAA)	a) Local shop	3	
											b) Advice provision	3	
											c) Public transport facility	3	
											d) Cultural / recreational facility	3	
	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					

	Citizen Focus		Perf.	DoT	Service Focus		Perf.	DoT	Partnership Focus & Organisational Health		Perf.	DoT	Statutory Focus		Perf.	DoT
Environment	NI 191 – residual household waste per household (LAA)		3	▲	NI 192 – % of household waste sent for reuse, recycling and composting		3	▲	NI 197 – improved biodiversity (LAA)		3		NI 186 – CO ₂ emissions (LAA)		3	
	NI 195 – improved street cleanliness and environmental cleanliness	a) Litter	1	◀▶									NI 193 - % of municipal waste landfilled		1	▲
		b) Detritus	1	▼												
		c) Graffiti	1	▼												
		d) Fly-posting	3	▼												
NI 196 – improved street cleanliness and environmental cleanliness – fly tipping		1	◀▶													
Organisational Improvement	Local - customer satisfaction		1	▼	NI 14 – avoidable contact		1		NI 179 – Value for Money		2		Local – the % of Local Authority employees with a disability		2	
					NI 180 - the number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year		4		Local – average sickness (full-time equivalent) (3 month average)		2		Local - the % of Local Authority employees from ethnic minority communities		2	
					NI 181 – time taken to process Housing Benefit / Council Tax Benefit claims and change events		2	▲	Local - number of vacant posts as a proportion of the approved establishment		2					
					Local - % of Council Tax collected (BVPI 9)		3	▲	Local - Use of Resources		2					
					Local - % of non-domestic rates collected (BVPI 10)		3	▲	Local - % of key performance indicators improving on last year		1	▼				