

# All Performance Indicators and Targets 2010-11

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**Report Author:** Debra Admin\_Collins  
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Division: <b>Assistant Chief Executive</b>		PI Manager: <b>Michael Perry</b>		
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>National Indicators</b>				
<b>NI 188</b> (SCS) Planning to Adapt to Climate Change (Max)	1	0	1	2
<b>Service Indicators</b>				
<b>SI 28</b> (CG2) % of standard searches carried out in 10 working days (Max)	99.94%	100%	100%	100%
<b>SI 32</b> (CG6) % of planned audits completed (Max)	84%	90%	95%	95%
<b>SI 107</b> % of actions from the Constitution action plan completed within timescale (Max)	n/a	100%	No target set as project will be complete	No target set as project will be complete
<b>SI 108</b> % of licences re-issued within the required timescales (Max)	n/a	100%	No target set as project will be complete	No target set as project will be complete
<b>SI 109</b> (CI 25) Number of volunteers (staff and relevant partner agencies) attending emergency planning training sessions (incl. workshops, virtual scenarios, live exercises, tabletop sessions) (Max)	27	15	16	17
Division: <b>Building Surveying</b>		PI Manager: <b>Keith Osbourne</b>		
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 49 (NI 185)</b> CO2 reduction from local authority operations (Max)	5.50%	7.60%	6.50%	No target determined at present
<b>CI 53</b> The level of achievement attained under the Equality Framework for Local Government (Max)	n/a	2	2	2
<b>National Indicators</b>				
<b>NI 186</b> (SCS) Per capita reduction in CO2 emissions in the LA area (Min)	Data not yet available	N/A	3%	N/A
<b>NI 187(i)</b> Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency (Min)	5.6%	5.60%	5.60%	No target determined at present
<b>NI 187(ii)</b> Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency (Min)	46.1%	46.10%	46.10%	No target determined at present

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>NI 194</b> Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations (Max)	6.6%	5.00%	5.00%	No target determined at present
<b>Service Indicators</b>				
<b>SI 25</b> (DS5) % of full plan applications checked within 3 weeks of receipt (Max)	99.3%	99.00%	99.10%	99.25%
<b>SI 26</b> (BV63) Energy Efficiency of Housing Stock (Max)	69	69	70	70
<b>SI 27</b> (BV156) Buildings Accessible to People with a Disability (Max)	93.33%	94.11%	94.11%	94.11%
<b>SI 68</b> % of actions from the BC Partnership action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 69</b> Amount (£'s) of income generated (Max)	n/a	£5,000.00	This will be first year of operating this service and we do not know what the uptake will be. Future targets to be reviewed end 2010/11	This will be first year of operating this service and we do not know what the uptake will be. Future targets to be reviewed end 2010/12
<b>SI 70</b> % of actions from the Natural Resources Management action plan completed within timescale (Max)	n/a	90%	90%	90%

Division: <b>Community Development</b>		PI Manager: <b>Gaynor Bradley</b>		
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 11</b> % of Council-led actions from the Sustainable Community Strategy completed on time (Max)	n/a	90%	90%	90%
<b>CI 36</b> % of actions completed in relation to the implementation of the anti-Social Behaviour Strategy action plan (Max)	n/a	90%	92%	95%
<b>Service Indicators</b>				
<b>SI 92</b> % of actions from the CCTV action plan completed within timescale (Max)	n/a	90%	No target set as project will be complete	No target set as project will be complete
<b>SI 93</b> % of actions from the Priors Green action plan completed within timescale (Max)	n/a	90%	No target set as project will be complete	No target set as project will be complete
<b>SI 94</b> % of actions from the Flitch Green action plan completed within timescale (Max)	n/a	90%	No target set as project will be complete	No target set as project will be complete
<b>SI 95</b> % of projects from the Uttlesford Children's Partnership workplan investigated (Max)	n/a	50%	50%	50%
<b>SI 98</b> % of projects from Healthier Communities and Older Peoples workplan investigated (Max)	n/a	50%	50%	50%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 99</b> (CI 12) Cost per visit to Leisure Centres (per head) (Min)	13.32	13.82	14.24	Gaynor Bradley to confirm once she has looked at the budget for the Leisure Centres
<b>SI 100</b> % of projects from the Economic Development, Skills and Learning workplan investigated (Max)	n/a	50%	50%	50%
<b>SI 101</b> % of projects from the Crime Reduction workplan investigated (Max)	n/a	50%	50%	50%
<b>SI 102 (NI 35)</b> Building resilience to violent extremism (Max)	1	1	1	1
<b>SI 105</b> % of projects from the Environment workplan investigated (Max)	n/a	50%	50%	50%
<b>SI 106</b> % of projects from the Transport workplan investigated (Max)	n/a	50%	50%	50%

Division: <b>Community Engagement</b>				PI Manager: <b>Richard Auty</b>
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 39</b> Total users of museum service	n/a	18,580	18,580	18,580
<b>CI 41 (NI 4)</b> % of people who feel they can influence decisions in their locality (Max)	n/a	32%	PI is from Place Survey which is conducted every 2 years	34%
<b>CI 43</b> % of all quarterly monitored performance indicators on or above target (Max)	n/a	70%	75%	80%
<b>CI 50</b> Number of Council press releases and/or advertisements concerning litter enforcement (Max)	n/a	6	8	10
<b>Service Indicators</b>				
<b>SI 12 (c)</b> Museum users: Total visitors to the museum building and on-site events (Max)	15,755	13,700	13,700	13,700
<b>SI 13</b> (CG3) % of minutes from meetings made available to the public within 10 days (Max)	97.52%	98%	98%	98%
<b>SI 40</b> % of actions from Transition Plans completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 41</b> % of actions from the Strategy Maps Action Plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 42</b> % of actions completed from the Business Improvement Toolkit implementation action plan (Max)	Page 3	90%	90%	90%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 43</b> % of Citizens Panel questionnaires returned (Max)	n/a	40%	40%	40%
<b>SI 44</b> % of actions from Consultations Action Plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 49</b> % of actions from cabinet system timetable completed within timescales (Max)	n/a	100%	No target set as project will be complete	No target set as project will be complete
<b>SI 50</b> % of actions from the Communications Strategy completed within timescales (Max)	n/a	90%	90%	90%
<b>SI 51</b> Number of visits to the Council website	n/a	220,000	225,000	230,000

Division: **Customer Support & Revenue Services** PI Manager: **Simon Martin**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 04</b> (BV9) % of Council Tax collected (Max)	98.56%	99.00%	99.00%	99.00%
<b>CI 05</b> Average number of sickness days per employee per annum (Min)	8.1	8	8	8
<b>CI 31</b> Is asset management strategy action plan on schedule?	n/a	Yes	Yes	Yes
<b>CI 42</b> Overall customer satisfaction with council services (Max)	n/a	60%	65%	70%
<b>CI 44</b> Is the implementation of the Workforce Strategy on schedule?	n/a	Yes	Yes	Yes
<b>National Indicators</b>				
<b>NI 181</b> Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (Min)	6.5	12	11.5	11
<b>Service Indicators</b>				
<b>SI 04</b> (BV79a) Accuracy of processing - HB/CTB claims (Max)	91.10%	95.00%	96.00%	97.00%
<b>SI 05</b> (BV79bii) Housing Benefit (HB) recovered as a percentage of the total amount of recoverable HB overpayments (sundry debtors) (Max)	36.33%	40.10%	40.20%	40.30%
<b>SI 06</b> (BV10) Percentage of Non-domestic Rates Collected (Max)	99.13%	99.10%	99.20%	99.30%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 45</b> % of Lodge House actions from Corporate Accomodation Plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 46</b> % of reviews completed from 2010/11 Scrutiny Committee workplan (Max)	n/a	100%	No target set as project will be complete	No target set as project will be complete
<b>SI 47</b> Corporate Support & Revenues Services VfM ranking in family group (Max)	n/a	75%	75%	75%

Division: **Customer Support & Revenue Services/Development Control** PI Manager: **Simon Martin/Mike Ovenden**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 48</b> % of actions from Development Transfer Plan completed within timescale (Max)	n/a	90%	No target set as project will be complete	No target set as project will be complete

Division: **Development Control** PI Manager: **Mike Ovenden**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>National Indicators</b>				
<b>NI 157a</b> (BV109a) Processing of planning applications: Major applications (Max)	69%	60%	62%	65%
<b>NI 157b</b> (BV109b) Processing of planning applications: Minor applications (Max)	58%	65%	68%	70%
<b>NI 157c</b> (BV109c) Processing of planning applications: Other applications (Max)	69%	80%	82%	85%
<b>Service Indicators</b>				
<b>SI 24</b> (DS8) Planning Income (Max)	616,184	£590,000	£590,000	£590,000
<b>SI 35</b> % Planning Consultations completed within 5 days (Max)	n/a	95%	95%	95%
<b>SI 36</b> % Officer reports completed within 2 weeks (Max)	n/a	95%	95%	95%
<b>SI 37</b> % Officer reports completed before Committee deadline (Max)	n/a	80%	80%	80%
<b>SI 38</b> % application decisions despatched within 1 working day (Max)	n/a	95%	95%	95%
<b>SI 39</b> (DS4) % planning applications registered within 3 days (Max)	n/a	95%	95%	95%
<b>SI 103</b> % of BI/Workflow actions completed within timescale from the action plans (Max)	n/a	90%	90%	90%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 104</b> (CI 22/BV 204) Planning appeals allowed (Min)	24%	24%	23%	22%

Division: **Environmental Health** PI Manager: **Geoff Smith**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 18</b> (BV64) No of private sector vacant dwellings that are returned into occupation or demolished (Max)	25	2	2	2
<b>CI 45</b> % of actions completed from the annual Health & Safety action plan (Max)	n/a	100%	100%	100%
<b>National Indicators</b>				
<b>NI 182</b> Satisfaction of business with local authority regulation services (Max)	89%	89%	89%	89%
<b>Service Indicators</b>				
<b>SI 62</b> % establishments taking part in 'Scores on the Doors' scheme (NI 184 not being collected in 2010/11)	n/a	76%	78%	80%
<b>SI 63</b> % of actions from Section 18 Guidance action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 64</b> Reduction of net cost to the Council of providing the Pest Control service (Min)	n/a	£10,000.00	To be set once reduction of net cost for 2010/11 ascertained	To be set once reduction of net cost for 2011/12 ascertained
<b>SI 65</b> % of actions from the JOSHRAC action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 66</b> Number of stray dogs (Min)	n/a	100	100	100

Division: **Finance** PI Manager: **Stephen Joyce**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 01 (b)</b> Is the General Fund Working Balance above the agreed minimum safe contingency level?	Yes	Yes	Yes	Yes
<b>CI 02 (b)</b> Is the HRA Working Balance above the target minimum level?	Yes	Yes	Yes	Yes
<b>CI 27</b> (SI 01b) % of supplier invoices paid within 30 days of receipt by the Council (Max)	93.39%	97.00%	98.00%	99.00%
<b>CI 28</b> (SI 03b) % of investments complying with the approved Investment Strategy (Max)	n/a	100%	100%	100%
<b>CI 29</b> (SI 01c) Average time to pay supplier invoices (Min)	n/a	15	13	11

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>CI 30</b> Is procurement strategy action plan on schedule?	n/a	Yes	Yes	Yes
<b>CI 32</b> % achievement of year on year savings targets with MTFs (Max)	n/a	100%	100%	100%
<b>CI 33</b> UDC VfM performance ranking in family group (Max)	n/a	75%	75%	75%
<b>CI 34 (NI 179)</b> Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year (Max)	Data not available	2107	2457	2757
<b>CI 35 (a)</b> £'s saved from implementation of shared services (Max)	n/a	0	100	200
<b>CI 35 (b)</b> £'s saved from devolution of services (Max)	n/a	0	100	150
<b>Service Indicators</b>				
<b>SI 01 (a)</b> % of invoices processed within 5 working days of receipt by the Finance Service	100%	100%	100%	100%
<b>SI 33 (a)</b> Was the draft Statement of Accounts approved by Members by 30 June?	Yes	Yes	Yes	Yes
<b>SI 33 (b)</b> Did the final Statement of Accounts receive an unqualified audit opinion by 30 September?	Yes	Yes	Yes	Yes
<b>SI 34 (a)</b> Was monthly budgetary control information issued within 10 working days of month end?	No	Yes	Yes	Yes
<b>SI 71</b> % of actions from the procurement action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 72</b> % of actions from the Asset Management action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 73 (a)</b> % of Members Finance trained (by 30/11/2010) (Max)	n/a	90%	N/A - one off training	N/A - one off training
<b>SI 73 (b)</b> % of budget holders Finance trained (by 30/11/2010) (Max)	n/a	100%	N/A - one off training	N/A - one off training

Division: <b>Housing Services</b>		PI Manager: <b>Roz Millership</b>		
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 20 (NI 158)</b> % non-decent council homes (Min)	0.97%	1.50%	1.25%	1.00%
<b>CI 37</b> Number of service users who are supported to establish and maintain independent living (Max)	n/a	1,220	1,250	1,300

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>CI 40</b> Is the Homelessness Strategy Action Plan on schedule?	n/a	Yes	Yes	Yes
<b>CI 54</b> % of rent collected (Max)	n/a	96.25%	96.50%	96.75%
<b>National Indicators</b>				
<b>NI 160</b> Local authority tenants' satisfaction with landlord services (Max)	n/a	76.00%	This survey is conducted every 2 years	78.00%
<b>Service Indicators</b>				
<b>SI 18 (BV66a)</b> Rent Collection and Arrears Recovery:rent collected as proportion of rents owed on HRA (Max)	96.90%	97.50%	98.00%	98.50%
<b>SI 19</b> Current tenant rent arrears as a percentage of the gross dwelling debit (Min)	3.13%	3.1%	3.0%	2.9%
<b>SI 21 (a)</b> Homeless: Number of people presenting as homeless (Min)	26	35	33	31
<b>SI 21 (b)</b> Homeless: Number of people accepted as homeless (Min)	10	20	19	18
<b>SI 22 (a)</b> Average length of stay (weeks) in bed and breakfast accommodation for accepted priority needs families (Min)	1.14	1	1	1
<b>SI 22 (b)</b> Average length of stay in bed and breakfast accommodation for accepted priority needs others (Min)	6.1	3	2.5	2
<b>SI 22 (c)</b> Average length of stay in bed and breakfast accommodation for rejected (all groups) (Min)	4.12	6	6	6
<b>SI 23</b> Customer satisfaction with repairs service (Max)	97.23	95%	95.50%	96%
<b>SI 52</b> % satisfaction with Choice Based Lettings Scheme (Max)	n/a	73%	74%	75%
<b>SI 53</b> % of actions from the local service standards action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 54 (CI 19/NI 156)</b> Number of households living in temporary accommodation (Min)	4	23	20	20
<b>SI 74</b> % of actions from the Anti Social Behaviour action plan completed within timescale (Max)	n/a	90%	90%	90%



PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 75</b> % of actions from the allocations policy action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 76</b> % of actions from the Tenant Participation Strategy Action Plan completed within timescale	n/a	90%	90%	90%
<b>SI 79</b> (CI 21/BV 66b) Rent collection and arrears recovery: No. LA tenants with >7wks arrears (Min)	6.93%	6.90%	6.70%	6.50%
<b>SI 110</b> Housing Services VfM Ranking in family group (Top 25%) (Max)	n/a	75%	75%	75%

Division: <b>Housing Services/Planning &amp; Housing Strategy</b>		PI Manager: <b>Roz Millership/Roger Harbourough</b>		
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Service Indicators</b>				
<b>SI 80</b> (CI 23) % of surplus Council land used for affordable housing (Max)	100%	100%	100%	100%

Division: <b>Information &amp; Communications Technology</b>		PI Manager: <b>Adrian Webb/Nicola Wittman</b>		
PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Service Indicators</b>				
<b>SI 55</b> Is the print review project plan on schedule?	n/a	Yes	Yes	Yes
<b>SI 56</b> % of actions from the Payment Card Industry action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 57</b> % of actions from the Replacement Network action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 58</b> % of actions from the Blade action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 59</b> Is the Office 2010 action plan on schedule?	n/a	Yes	Yes	Yes
<b>SI 60</b> % of actions from the DiP action plan completed within timescale (Max)	n/a	90%	90%	90%
<b>SI 61</b> Is the Walden Place (Disaster Recovery) Project Plan on schedule?	n/a	Yes	Yes	Yes
<b>SI 96</b> % of IT help Desk calls responded to within target (Max)	n/a	97%	97.50%	98%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 97 (CI 08)</b> % of IT Help Desk calls resolved within target (Max)	95.07%	95	95.5	96

Division: **Planning & Housing Strategy** PI Manager: **Roger Harbourough**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 24 (NI 155)</b> Number of affordable homes delivered (gross) (Max)	107	100	150	200
<b>CI 46 (NI 159)</b> Supply of ready to develop housing sites (Max)	121.00%	125.00%	120.00%	115.00%
<b>CI 47 (NI 154)</b> Net additional homes provided (Max)	605	600	550	500
<b>CI 48</b> % of vacant commercial premises (Min)	n/a	5%	5%	5%
<b>CI 52</b> % of Uttlesford Futures Environment Group actions achieved that require assistance from UDC (Max)	n/a	100%	100%	100%
<b>National Indicators</b>				
<b>NI 189</b> Flood and coastal erosion risk management (Max)	100%	100%	New legislation due during 2010/11. Likely that County will be lead on target setting therefore future targets to be advised in due course	New legislation due during 2010/11. Likely that County will be lead on target setting therefore future targets to be advised in due course
<b>NI 197 (SCS)</b> Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented (LAA) (Max)	25%	32%	Current LAA2 only determines targets for 2008-11. Future targets to be confirmed with issue of revised LAA	Current LAA2 only determines targets for 2008-11. Future targets to be confirmed with issue of revised LAA
<b>Service Indicators</b>				
<b>SI 77</b> Number of homes delivered by RSL for occupation to which the Council has nomination rights (Max)	n/a	100	175	175
<b>SI 78</b> Number of homes for social rent delivered by the Council for occupation to which the Council has nomination rights (Max)	n/a	5	To be informed by feasibility study	To be informed by feasibility study
<b>SI 81</b> Capital receipt available for affordable housing development (Max)	n/a	To be informed by feasibility study	To be informed by feasibility study	To be informed by feasibility study
<b>SI 82</b> % of actions from the Economic Development Learning & Skills Work Group Action Plan completed within timescale (Max)	Page 10	100%	100%	100%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 83</b> % of datasets that Planning & Housing Strategy are responsible for created and up to date (Max)	n/a	100%	100%	100%

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>SI 84</b> No. of empty homes brought back into use: ratio of social to intermediate rent (Max)	n/a	50%	50%	50%

Division: **Street Services** PI Manager: **Ron Pridham**

PI Code & Short Name	2009/10 Outturn	Annual Target 2010/11	Annual Target 2011/12	Annual Target 2012/13
<b>Corporate Indicators</b>				
<b>CI 13a</b> (NI 195a) Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (Min)	2.00%	5.00%	4.50%	4.50%
<b>CI 14</b> (NI 192) Percentage of household waste sent for reuse, recycling and composting (LAA) (Max)	54.10%	54.50%	55.00%	55.50%
<b>CI 16</b> (BV86) Cost of household waste collection (Min)	£43.56	£55.00	£54.00	£53.00
<b>CI 51</b> (NI 191) Residual household waste per household (Min)	407	405	405	405
<b>National Indicators</b>				
<b>NI 196</b> (BV199d) Improved street and environmental cleanliness – fly tipping (Min)	Level 2	Level 2	Level 2	Level 2
<b>Service Indicators</b>				
<b>SI 85</b> % of payments being made by Direct Debit or annual invoice (Max)	n/a	95%	100%	100%
<b>SI 86</b> % of actions from the Workshop action plan completed within timescale (Max)	n/a	80%	90%	90%
<b>SI 87</b> % of EU Regulations met (Max)	n/a	100%	100%	100%
<b>SI 88</b> % compliance with HSE inspection (Max)	n/a	100%	100%	100%
<b>SI 89</b> (NI 195b/CI 13b) Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (Min)	4%	10%	9%	8%
<b>SI 90</b> (NI 195c/CI 13c) Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (Min)	0%	1%	1%	1%
<b>SI 91</b> (NI 195d/CI 13d) Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (Min)	0%	1%	1%	1%