

Annual Report 2010/11

If you would like this document in large print, audio, Braille, alternative format or in a different language please contact 01263 516214 or performance@north-norfolk.gov.uk and we will do our best to help.






Housing

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Affordable dwellings built (Was PL 001)	HO001 (A)	90	64	
Number of households from the housing register rehoused (Was H 005)	HO005 (A)	400	394	
Number of Disabled Facilities Grants allocated (Was H 007)	HO007 (A)	150	147	
Number of currently empty properties in the private sector brought back in to use	HO010 (A)	10	2	
Percentage of Households in Temporary Accommodation rehoused through the Your Choice Your Home scheme within 26 wks (Replaces	HO011 (A)	95.00%	96.00%	
(Right Time) Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181 (A)	12.0	11.5	

Employment, Training and Business

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Number of economically active people assisted into work each year	ETD 005 (A)	50	51	
The number of unemployed people receiving advice and guidance	ETD 006 (A)	250	276	
The number of new business start-ups supported each year	ETD 007 (A)	35	42	
The number of businesses assisted to retain jobs and/or increase employment each year.	ETD 008 (A)	12	123	




Leisure and Culture

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Participation at NNDC Sporting Facilities	LC 004 (A)	508,000	537,975	
Number of Events Organized at Country Parks	LC 005 (A)	50	54	
Number of new play and leisure facilities provided for young people	LC 006 (A)	1	2	



Community Engagement

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Percentage of voters participating in District and Parish Council elections	EL 001 (A)	There are no district and parish elections due until 2011/12.		
Percentage of parish councils holding elections	EL 002 (A)			
Percentage of parish and town councils participating in local area partnerships	EL 003 (A)	Not Set - subject to review	78.00%	
Number of anti-social behaviour referrals	SC 021 (A)	Information not available.		
Percentage of successful low level interventions (stage 1 & 2)	SC 025 (A)			









Environmental Sustainability

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Waste - Commercial - Peak number of trade waste customers who recycle	ES 022 (A)	900	883	
Percentage of household waste sent for reuse, recycling and composting (FY Annual)	NI 192 (A)	47.50%	44.05%	
New Homes on Previously Developed Land (Was BV 106)	PP 002 (A)	50.00%	90.00%	





Tourism

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Number of People using Tourist Information and Visitor Centres	CS 004 (A)	500,000	657,609	
The number of quality assured accommodation providers	ETD 009 (A)	-	75	
Number of estimated visitors to the 'Visitnorthnorfolk.Com' website	ETD 012 (A)	290,000	696,895	







Planning and Coastal Management

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Coastal Zone Management Solution: Milestones - Yes/No Progress Report annual	CM 001 (A)	Yes	Yes	
Delegation of Planning Decisions (Was BV 188)	DC 001 (A)	90.00%	93.00%	
Conservation Areas - Character Appraisals (Was BV 219b)	CDL 005b (A)	30.00%	28.50%	
Conservation Areas - Management Proposals (Was BV 219c)	CDL 005c (A)	30.00%	28.50%	
Processing of MAJOR planning applications (Annual) (Was BV 109a)	NI 157a (A)	60.00%	34.78%	
Processing of MINOR planning applications (Annual) (Was BV 109b)	NI 157b (A)	72.00%	64.79%	
Processing of OTHER planning applications (Annual) (Was BV 109c)	NI 157c (A)	85.00%	80.61%	
Plan-making: Milestones - Yes/No (Was BV 200b)	PP 001 (A)	Yes	Yes	

Clean and Pollution free district

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Green flag accreditation: Holt Country Park	LC 001 (A)	Yes	Yes	
Blue flag accreditation: Resort Beaches	LC 002 (A)	3	3	
Flytipping investigated within 2 working days	EH 003 (A)	100%	99%	
Improved street and environmental cleanliness (levels of litter) (Annual)	NI 195d (A)	5.0%	1.0%	

First Class Resource Management

Service Priority/ Performance Indicator	Ref	2010/11 Target	2010/11 Result	
Corporate Efficiency Target (£)	FS 001 (A)	4.00%	2.77%	
Percentage of invoices paid on time (Was BV 008)	FS 002 (A)	100.00%	97.15%	
Percentage of Council Tax Collected (Was BV 009)	RB 009 (A)	98.50%	98.60%	
Percentage of Non-domestic Rates Collected (Was BV 010)	RB 010 (A)	99.20%	99.10%	
Housing Benefit Security - Prosecutions and Sanctions (Was RB 025)	RB 021 (A)	44	58	
Working Days Lost Due to Sickness Absence (Whole Authority) (Was BV 012)	OD 001 (A)	9.00	8.87	

Key



Significantly below target (by 15% or more)



Slightly below target (by 0 to 15%)



On or above target

Document Information

Document Name	Annual Report 2010/11
Document Description	Monitoring report of the delivery of the corporate plan and the achievements of NNDC
Document Status	Final Draft
Lead Officer	Helen Thomas, Policy and Performance Management Officer
Sponsor	Sheila Oxtoby, Deputy Chief Executive
Produced by (service name)	Organisational Development, Policy and Performance
Relevant to the services listed or all NNDC	All NNDC
Approved by	Cabinet
Approval date	
Type of document	Monitoring report
Equality Impact Assessment details	Not required
Review interval	Not relevant
Next review date	Not applicable

Version	Description	Date
0.01	First draft	14 th June 2011
0.02	Second draft for Cabinet	16 th June 2011
0.03	Final draft for publication	8 th August 2011