

NATIONAL INDICATOR SET (NIS) PERFORMANCE INDICATORS - MONITORING REPORT - 3rd QUARTER - 31st DECEMBER 2008 - Appendix B

Ref No	Description	Policy Cttee	LAA Target Y/N	Polarity	Actual 2007 / 08	Target 2008 / 09	Position as at 31 December 2008	Assess - ment Against Target	Proposed Remedial Measures (for amber or red)
Theme 3: Higher Quality Services									
Improving customer care and access to services									
NI 004	% of people who feel they can influence decisions in their locality PSA 21	F & M				n/a	n/a	Grey	No target set. No data available
NI 005	Overall/general satisfaction with local area CLG DSO	F & M				n/a	n/a	Grey	No target set. No data available
NI 014	Avoidable contact: The average number, of customer contacts per received customer request	F & M				n/a	n/a	Grey	No target set. No data available. IT Services are working on a module that will capture data on the CRM system and for use as a 'stand alone' system with other departments. Anticipated that system will be operational shortly
NI 139	People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently	F & M				n/a	n/a	Grey	No target set. No data available
Better Value For Money									
NI179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year CLG DSO	F & M			n/a	£100,000	£478,250	Green	The forecast for the year is around £677,000 as detailed in the Budget and Financial Monitoring Report to Committee in December 2008.
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year DWP DSO	F & M				n/a	n/a	Grey	No target set. No data available