








The following performance indicators are used by the Council to monitor how we are performing and improving

Key

- ↗ Performance improved from previous year 1 Upper Quartile equals good performance
- ↔ Performance stayed the same 2 2nd Quartile equals above average performance
- ↘ Performance declined from previous year 3 3rd Quartile equals below average performance
- ☆ Quartile Position 4 Bottom Quartile equals poor performance
-  Target Met  Target almost met  Target not met

Best Value Performance Indicators		Performance Results						Future Performance Targets																				
BVPI	Description	2006/2007	Performance Change & Quartile 2006/2007 (compared with all DCs)	Performance 2007/2008	Target 2007/2008	Target Met 2007/2008	Performance Change & predicted Quartile 07-08 ¹ (compared with all DCs)	Annual 2008/09	Annual 2009/10	Annual 2010/11																		
BV2a	Level of Equality Standard for local government to which LA conforms in respect of gender, race & disability.	Level 2	↗ Quartile Not Applicable	Level 2	Level 3		↔ Quartile Not Applicable	Level 4	Level 5	Level 5																		
BV2b	Quality of LA's Race Equality Scheme (RES) and the improvements resulting from its application.	79%	↗ <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>										100%	85%		↗ <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td></td><td></td><td>☆</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>			☆							90%	90%	90%
		☆																										
BV3	The percentage of citizens satisfied with the overall service provided by their local authority	60%	↘ <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td></td><td></td><td>☆</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>			☆							No Survey Required			Not Applicable	Not Applicable	60%	Not Applicable									
		☆																										
BV4	The percentage of complainants satisfied with the handling of their complaint	33%	↗ <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td></td><td></td><td>☆</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>			☆							No Survey Required			Not Applicable	Discontinued											
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¹ Estimated Quartile Position based on 2006-07 Quartiles

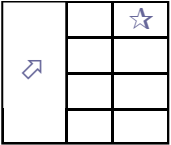

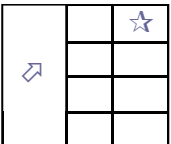

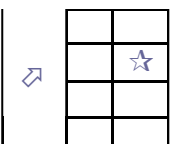
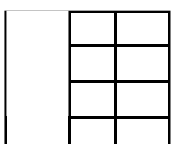
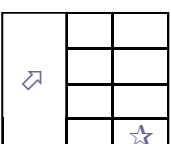
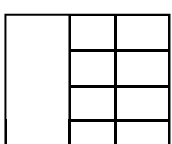
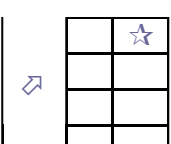
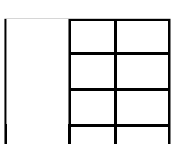
Best Value Performance Indicators		Performance Results						Future Performance Targets		
BVPI	Description	2006/2007	Performance Change & Quartile 2006/2007 (compared with all DCs)	Performance 2007/2008	Target 2007/2008	Target Met 2007/2008	Performance Change & predicted Quartile 07-08 ¹ (compared with all DCs)	Annual 2008/09	Annual 2009/10	Annual 2010/11
BV8	% of invoices for commercial goods & services paid LA in 30 days of receipt or within the agreed payment terms.	96.46%		94.98%	100.00%			Discontinued		
BV9	Percentage of Council Tax collected by the Authority in the year	99.06%		99.10%	98.60%			98.60%	98.60%	98.60%
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	99.00%		99.30%	99.36%			99.36%	99.36%	99.36%
BV11a	The percentage of top 5% of earners that are women	13.33%		12.50%	18.00%			Discontinued		
BV11b	The percentage of top 5% of earners from an ethnic minority	0.00%		0.00%	0.50%			Discontinued		

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BV11c	Percentage of the top paid 5% of staff who have a disability.	6.67%		6.25%	10.00%			Discontinued		
BV12	Number of working days/shifts lost to the Local Authority due to sickness absence	11.88 wkg days		8.99 wkg days	7.50 wkg days			7.50 wkg days	8.00 wkg days	8.00 wkg days
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.81%		0.00%	0.81%			Discontinued		
BV15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.40%		0.83%	1.21%			Discontinued		
BV16a	The percentage of local authority employees with a disability	2.93%		2.06%	5.00%			5.00%	5.00%	5.00%
BV16b	The percentage of economically active disabled people in the authority area	11.83%	Not Applicable	11.83%	Data only PI		Not Applicable	Data only PI		

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BV17a	The percentage of local authority employees from ethnic minority communities.	1.0%		0.7%	0.8%			1.0%	1.2%	1.2%
BV64	No. of private sector vacant dwellings returned into occupation or demolished in current financial year as direct result of action by LA	4.00		1.00	4.00			Discontinued		
BV76b	Housing Benefit Security: Number of fraud investigators employed per 1,000 caseload	0.46	 Quartile Not Applicable	0.30	0.66		 Quartile Not Applicable	Discontinued		
BV76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the LA per year, per 1,000 caseload.	13.08	 Quartile Not Applicable	12.00	30.00		 Quartile Not Applicable	Discontinued		
BV76d	No. of Housing Benefit & Council Tax Benefit prosecutions and sanctions, per year/1,000 caseload, in LA area.	3.95	 Quartile Not Applicable	1.50	9.00		 Quartile Not Applicable	9.00	9.00	To be set
BV78a	Average processing time all new Housing & Council Tax Benefit (HB/CTB) claims submitted to LA, for which the date of decision is within the financial year being reported.	29.6 days		26.6 days	28.0 days			26.0 days	26.0 days	To be set

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BV78b	Average processing time for all written notifications to LA of changes to a claimant's circumstance that require new decision on behalf of LA.	3.7 days		3.9 days	5.0 days			5.0 days	5.0 days	To be set
BV79a	% of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	97.60%		97.80%	99.00%			Discontinued		
BV79 b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a % of HB deemed recoverable overpayments during that period.	67.75%		57.73%	90.00%			Discontinued		
BV79 b(ii)	HB overpayments recovered during period as % of the total amount of HB overpayment debt outstanding at start of period plus amount of HB overpayments identified during period.	30.61%		27.10%	60.00%			Discontinued		
BV79 b(iii)	Housing Benefit (HB) overpayments written off during period as % of the total amount of HB overpayment debt outstanding at start of period, plus amount of HB overpayments identified during the period	0.00%	Quartile Not Applicable	1.41%	0.00%		Quartile Not Applicable	Discontinued		

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BV80a	Satisfaction with contact/access facilities at benefit office - % agree all. Conducted every 3 years.	88%		No Survey Required	Target 06-07 84%		Not Applicable	Not Applicable	84%	Not Applicable
BV80b	Satisfaction with service in benefit office - % agree all	88%		No Survey Required	Target 06-07 86%		Not Applicable	Not Applicable	86%	Not Applicable
BV80c	Satisfaction with telephone service at benefit office - % agree all	88%		No Survey Required	Target 06-07 80%		Not Applicable	Not Applicable	80%	Not Applicable
BV80d	Satisfaction with Staff in benefit office - % agree all	90%		No Survey Required	Target 06-07 86%		Not Applicable	Not Applicable	86%	Not Applicable
BV80e	Clarity etc. of forms & leaflets - % agree all	69%		No Survey Required	Target 06-07 68%		Not Applicable	Not Applicable	68%	Not Applicable

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BV80f	Time taken for a decision - % agree all	87%		No Survey Required	Target 06-07 77%		Not Applicable	Not Applicable	77%	Not Applicable
BV80g	Overall satisfaction with the benefits service	91%		No Survey Required	Target 06-07 84%		Not Applicable	Not Applicable	84%	Not Applicable
BV82 a(i)	Percentage of the total tonnage of household waste arisings which has been recycled	20.13%		Data by end of June 08	20.00%			20.00%	20.00%	20.00%
BV82 a(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	4503.19 tonnes		Data by end of June 08	4700.00 tonnes			Discontinued		
BV82 b(i)	Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	30.88%		Data by end of June 08	29.00%			29.00%	29.00%	30.00%

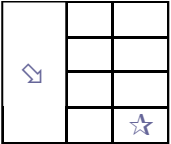

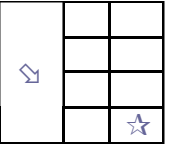


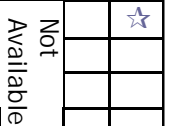
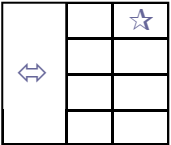

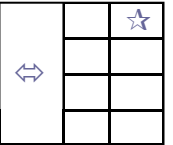
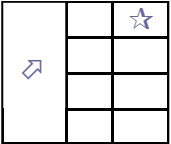

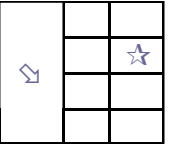
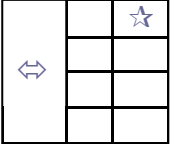

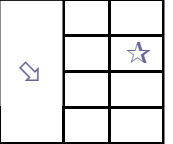
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BV82 b(ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	6908.80 tonnes		Data by end of June 08	7000.00 tonnes			Discontinued		
BV84a	Number of kilograms of household waste collected per head	430.3 kg		Data by end of June 08	431.0 kg			Discontinued		
BV84b	% change from the previous financial year in the number of kilograms of household waste collected per head of the population	1.48% increase		Data by end of June 08	0.25%			0.25%	0.25%	0.25%
BV86	Cost of waste collection per household	£53.81		Data by end of June 08	£59.44			Discontinued		
BV89	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	76%		No Survey Required	Target 06-07 70%		Not Applicable	Discontinued		

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BV90a	Percentage of people expressing satisfaction with the household waste collection service overall	75%		No Survey Required	Target 06-07 90%		Not Applicable	Discontinued		
BV90b	Percentage of people expressing satisfaction with the provision of recycling facilities overall	73%		No Survey Required	Target 06-07 80%		Not Applicable	Discontinued		
BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	99.5%		Data by end of June 08	100.0%			Discontinued		
BV91b	% of households resident in the authority's area served by kerbside collection of at least 2 recyclables.	99.5%		Data by end of June 08	100.0%			Discontinued		
BV106	Percentage of new homes built on previously developed land	54.39%		Data by end of June 08	40.00%			To be set	To be set	To be set

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BV109a to be NI 157a	Percentage of major planning applications determined within 13 weeks	82.35%		77.27%	65.00%			65.00%	65.00%	70.00%
BV109b to be NI 157b	Percentage of minor planning applications determined within 13 weeks	81.70%		74.52%	71.00%			75.00%	78.00%	80.00%
BV109c to be NI 157c	Percentage of other planning applications determined within 8 weeks	90.61%		90.21%	86.00%			90.00%	92.00%	93.00%
BV111	%of applicants and those commenting on planning applications satisfied with the service received - Overall	72%		No Survey Required	Target 06-07 85%		Not Applicable	83%	84%	85%
BV119a	Percentage of residents satisfied with the authorities sports/leisure facilities	56%		No Survey Required	Target 06-07 60%		Not Applicable	Not Applicable	65%	Not Applicable

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BV119c	Percentage of residents satisfied with the authorities museums and galleries.	50%		No Survey Required	Target 06-07 55%		Not Applicable	Not Applicable	50%	Not Applicable
BV119e	Percentage of residents satisfied with the authorities parks and open spaces	56%		No Survey Required	Target 06-07 57%		Not Applicable	Not Applicable	78%	Not Applicable
BV126	Domestic burglaries per year, per 1,000 households in the Local Authority area.	3.0		4.5	3.7			See 2010/11	See 2010/11	Reduce total from 99 to 89 over 3 yrs, 10% reduction
BV127a	Violent crime per year, 1,000 population in the Local Authority area.	8.2		7.5	7.4			Discontinued		
BV127b	Robberies per year, per 1,000 population	0.0		0.1	Data only PI			Discontinued		
















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BV128	The number of vehicle crimes per year, per 1,000 population	4.4		3.8	5.1			Discontinued		
BV156	% of LA buildings open to public in which all public areas are suitable for & accessible to disabled people	100%		Data by end of June 08	100%			Discontinued		
BV166a	Score against a checklist of enforcement best practice for environmental health.	100.0%		100.0%	100.0%			Discontinued		
BV170a	The number of visits to/usages of local authority funded or part-funded museums & galleries in the per 1,000 population	207		106	90			Discontinued		
BV170b	The number of those visits to Local Authority funded, or part-funded museums & galleries that were in person, per 1,000 population.	62		48	80			Discontinued		




















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BV170c	The number of pupils visiting museums and galleries in organised school groups	365		298	500			Discontinued		
BV174	No. of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	Not monitored	Not Applicable	1.89	Data only PI		Not Applicable	Discontinued		
BV175	The percentage of racial incidents reported to the local authority that resulted in further action	Not monitored	Not Applicable	100.00%	Data only PI		Not Available 	Discontinued		
BV183b	The average length of stay in hostel accomm of h/h which include dependent children or pregnant women who are unintentionally homeless in priority need	0 weeks		0 weeks	0 weeks			Discontinued		
BV199a	% of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an acceptable level	5.3%		6.5%	9.0%			Discontinued		
BV199b	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible.	0%		1%	2%			Discontinued		



























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BV199c	The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible.	0%		0%	2%			Discontinued		
BV199d to be NI 196	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	3=good (1=Very effective, 4=Poor)		Data by end of June 08	3			2	2	2
BV200a	Did local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain 3-year rolling programme.	Yes	 Quartile Not Applicable	Yes	Yes		 Quartile Not Applicable	Discontinued		
BV200b	Has local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out.	No	 Quartile Not Applicable	Yes	Yes		 Quartile Not Applicable	Yes	Yes	Yes
BV202	The number of people sleeping rough on a single night within the area of the authority	0		0	0			Discontinued		
BV204	% of appeals allowed against the LA's decision to refuse on planning applications (exclude withdrawals)	36.7%		35.3%	34.0%			33.0%	33.0%	33.0%
















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BV205	The local authority's score against a 'quality of planning services' checklist	77.8%		94.4%	100.0%			Discontinued		
BV213	No of households who considered themselves as homeless, who approached local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	5		6	2			2	2	2
BV216a	Number of "sites of potential concern" [within LA area], with respect to land contamination	5850	Quartile Not Applicable	5850	Data only PI		Quartile Not Applicable	Discontinued		
BV216b	No. sites for which sufficient detailed information available to decide if remediation of the land is necessary, as % of all 'sites of potential concern'.	0.03%		0.17%	0.50%			Discontinued		
BV217	Percentage of pollution control improvements to existing installations completed on time	100%		83%	95%			Discontinued		


















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BV218a	Percentage of new reports of abandoned vehicles investigated within 24 hrs of notification.	91.67%		100.00%	95.00%			Discontinued		
BV218b	% of abandoned vehicles removed in 24 hours from point at which LA legally entitled to remove the vehicle	91.67%		100.00%	95.00%			Discontinued		
BV219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	8.82%		14.71%	14.00%			Discontinued		
BV225	The overall provision & effectiveness of LA services designed to help victims of domestic violence and prevent further domestic violence	90.9%		90.9%	90.0%			Discontinued		
BV226a	Total amount spent by LA on Advice and Guidance services provided by external organisations.	£25323		Data by end of June 08	£26080			Discontinued		
BV226b	% of monies spent on advice and guidance services provision given to organisations holding the CLS Quality Mark at 'General Help' level and above	100.00%		Data by end of June 08	100.00%			Discontinued		
BV226c	Total spent on Advice & Guidance in housing, welfare benefits & consumer matters provided direct by LA to public.	£51372		Data by end of June 08	£72820			Discontinued		

LPI	Details	Performance 2006/07	Performance 2007/08	Target 07/08	Target Met 2007/08	2007/08 Performance compared with 2006/07	2008/09	2009/10	2010/11
LPI 2	Percentage return on investments (cash manager) (Result & Target LIBID+% of LIBID)	-1.4%	-4.8%	5.0%			Discontinued		
LPI 3	Percentage of Sundry Debtor Accounts paid in 90 days	98%	96% Dec 2007	95%			Discontinued		
LPI 4	Cost per head of population of Council Tax and NNDR collection	£7.44	Figure by end of June 08	£8.19			Discontinued		
LPI 6 RDC	% of RDC completing Staff Development Reviews Annual Target 90%	36%	66%	90%			90%	90%	90%
LPI 9RDC	Number of visitors to Reception at RDC (weekly average for year)	453	440	Data only PI		Data only PI	Not Applicable		
LPI 9a	Number of visitors to Pickering office (monthly average for year)	486	510	Data only PI		Data only PI	Not Applicable		
LPI 9b	Number of visitors to Kirkbymoorside office (monthly average for year)	340	329	Data only PI		Data only PI	Not Applicable		
LPI 9c	Number of visitors to Kirkbymoorside night offices (monthly average)	127	131	Data only PI		Data only PI	Not Applicable		
LPI 9d	Number of visitors to Helmsley offices per month (monthly average)	357	356	Data only PI		Data only PI	Not Applicable		
LPI 10 RDC	Percentage of letters answered in 7 days Ryedale District Council	98%	94.49%	95%			95%	95%	95%
LPI 11a	Public conveniences with disabled facilities	8	Figure by end of June 08	10			10	10	To be set
LPI 11b	Public conveniences with baby changing facilities	5	Figure by end of June 08	8			8	8	To be set
LPI 13	Overall satisfaction of service users of Ryecare (sat/very sat)	95%	No Survey	95%			Discontinued		
LPI 15	% of environmental health complaints responded to within 3 working days	97%	93%	90%			90%	90%	90%
LPI 16	Overall satisfaction of service users of pest control services	100%	98%	90%			Discontinued		

LPI	Details	Performance 2006/07	Performance 2007/08	Target 07/08	Target Met 2007/08	2007/08 Performance compared with 2006/07	2008/09	2009/10	2010/11
LPI 17	Percentage of full plans checked within 14 days-Building Control	94%	91%	90%			Discontinued		
LPI 19	Cost of delivery of Building Control per head of population	£0.87	Figure by end of June 08	£1.10			Discontinued		
LPI 26	The % of food premises inspections carried out (95% Annual Target)	New PI	95%	100%		Not Applicable	Discontinued		
LPI 27a	Swimming pools and sports centres no of swims and other visits	3431	3472	4300			4400	4500	4545
LPI 27b	Swimming pools and sports centres net cost per swim	£3.39	Figure by end of June 08	£2.67			Discontinued		
LPI 28	The net cost per visit/usage to museums	£2.53	Figure by end of June 08	£6.20			Discontinued		
LPI 31a	The No. of debtor cases received for recovery	102	80	Data only PI		Data only PI	Discontinued		
LPI 31b	The % of debtor cases completed	52%	28%	50%			Discontinued		
LPI 31c	Value of completed debtor cases	£80,566	£30,095	Data only PI		Data only PI	Discontinued		
LPI 31d	Number of Cases completed from previous quarters	32	57	Data only PI		Data only PI	Discontinued		
LPI 31e	Value of Cases completed from previous quarters	£28,501	£44,107	Data only PI		Data only PI	Discontinued		
LPI 34	New claims determined within 14 days of receiving information - % (CTax/HB)	94.00%	90.80%	96.00%			Discontinued		
LPI 35	The percentage of press releases issued that are used by the media	100%	100%	95%			95%	95%	95%
LPI 36	Stakeholder satisfaction with media service provided	75%	75%	85%			Discontinued		
LPI 42	Overall satisfaction of service users of the dog warden service	100%	80%	85%			85%	85%	85%

LPI	Details	Performance 2006/07	Performance 2007/08	Target 07/08	Target Met 2007/08	2007/08 Performance compared with 2006/07	2008/09	2009/10	2010/11
LPI 43a	Average waiting time for a DFG to be processed from application to approval Housing Assoc.	5.6 wkg days	4.8 wkg days	30.0 wkg days			Discontinued		
LPI 43b	Average waiting time for a DFG to be processed from application to approval Private	8.4 wkg days	5.4 wkg days	30.0 wkg days			Discontinued		
LPI 44	Number of properties accessed under the bond guarantee scheme	4	9	5			Discontinued		
LPI 45	Number of Affordable Housing units completed during the year compared to the number of all new homes	23	Figure available later	75			Discontinued		
LPI 46	% Plans approved/rejected in statutory time period of 2 months Building Ctrl	99%	99%	100%			100%	100%	100%
LPI 47	Percentage of Building Notices processed within 2 days	98%	84%	93%			93%	93%	93%
LPI 48	No. of planning decisions delegated to officers as a % of all decisions	84.99%	85.88%	90.00%			90.00%	90.00%	90.00%
LPI 50	Overall satisfaction of food business proprietors with food safety inspections	97%	97%	75%			Discontinued		
LPI 52	% of standard searches done in 5 working days (cumulative)	84.5%	60.7%	90.0%			90.0%	90.0%	90.0
LPI 53	Average household earnings in Ryedale (tgt 5% increase each yr to 08-09)	£18,787	£20,088	£22,226			£23,337	£24,504	To be set
LPI 54	Share of total regional employment.	1.17%	1.22%	0.96%			To be Set	To be Set	To be Set
LPI 55a	No. of community based projects implemented in Helmsley	0	4	1			1	To be Set	To be Set
LPI 55b	No. of community based projects implemented in Kirkbymoorside	0	3	0			1	To be Set	To be Set
LPI 55c	No. of community based projects implemented in Malton & Norton	0	0	1			1	To be Set	To be Set

LPI	Details	Performance 2006/07	Performance 2007/08	Target 07/08	Target Met 2007/08	2007/08 Performance compared with 2006/07	2008/09	2009/10	2010/11
LPI 55d	No. of community based projects implemented in Pickering	0	1	0			1	To be Set	To be Set
LPI 56	% of community grants targeted at needs identified in community plan.	100%	100%	60%			90%	100%	100%
LPI 57a	No. of incidents of anti-social behaviour in Nuisance Dogs	327	439	409			Discontinued		
LPI 57dii	No. incidents of anti-social behaviour in Neighbour disputes inc noise rec'd by RDC	194	52	204			Discontinued		
LPI 58a	No. of ASBOs issued.	2	7	Data only PI		Data only PI	Discontinued		
LPI 58b	No. of Acceptable Behaviour Contracts issued	New LPI	18	Data only PI		Data only PI	Discontinued		
LPI 59	Net migration of 16-24 year olds as a proportion of population.	-0.39%	No Data Available	0%			0.00%	To be Set	To be Set
LPI 60	Residual waste collected per household - kg	454 kg	Figure by end of June 08	525kg			Discontinued		
LPI 61	CO2 emissions resulting from our operations tonnes	1555.0 tonnes	1607.3 tonnes estimate	1445.0 tonnes			Discontinued		
LPI 62	% improvement in the PPG17 style audit of Public Open Space quality.	0%	0%	Baseline			50%	10%	10%
LPI 63	No. of HGVs travelling through the centre of Malton and Norton.	No Data Available	No Data Available		N/a		1200	To be set	To be set
LPI 64	Proportion of persons travelling to work by public transport (by residence).	No Data Available	No Data Available		N/a		6.00%	To be set	To be set
LPI 65a	% of all development in market towns and service villages: Housing	No Data Available	No Data Available				To be set	To be set	To be set
LPI 65b	% of all development in market towns and service villages: Economic Dev	No Data Available	No Data Available				To be set	To be set	To be set

LPI	Details	Performance 2006/07	Performance 2007/08	Target 07/08	Target Met 2007/08	2007/08 Performance compared with 2006/07	2008/09	2009/10	2010/11
LPI 66RDC	Service enquiries resolved at first point of contact by telephone excluding dial direct to ext calls.	38%	40%	20%			50%	80%	To be set
LPI 67a	Payments made using electronic channels (web, telephone & DD)		64%	74%			66%	To be set	To be set
LPI 67c	Payments - face to face, aim to reduce		30%	12%			34%	To be set	To be set
LPI 68	% of performance targets met or exceeded. All PIs.	55%	Figure by end of June 08	60%			65%	70%	To be set
LPI 69a	Cashable efficiency gains (cumulative)	5.31%	Figure by end of June 08	6.00%			Discontinued		
LPI 69b	Non cashable efficiency gains (cumulative)	1.22%	Figure by end of June 08	1.50%			Discontinued		
LPI 70	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days	100.0%	98.3%	100.0%			100.0%	100.0%	100.0%
LPI 71	The percentage of standard searches carried out in 10 working days	99.9%	91.6%	100.0%			100.0%	100.0%	100.0%
LPI 72	No. of types of interactions enabled for electronic delivery	97.23%	97.23%	100.00%			100.00%	100.00%	100.00%
LPI 73	RDC Website - Minutes uploaded within 10 working days	91%	98%	100%			100%	100%	100%
LPI 74	Average length of stay in bed & breakfast accommodation of hh which inc dependent children or a pregnant woman who are unintentionally homeless & in priority need.	3.14%	4.57 weeks	4.00 weeks			4.00 weeks	4.00 weeks	4.00 weeks
LPI 75	% of hh accepted as statutorily homeless who were accepted as statutorily homeless by the same LA in last 2 years	0.00%	0.00%	0.00%			0.00%	0.00%	0.00%
LPI 76	% change in average number of families placed in temporary accommodation	0.00	-9.09%	-10.00%			-10.00%	-10.00%	-10.00%