

Volume 3

Council Delivery Plan 2010/2014
Our Performance – Annual Report

Volume 3

This is North West Leicestershire District Council's Delivery Plan for 2010 – 2014. The delivery plan highlights what has been achieved in 2009/10 and what the Council aims to achieve during the next three years. The plan is in 4 volumes:

Volume 1: Introduction, performance highlights and way forward, including a summary of volumes 2, 3 and 4.

Volume 2: Our strategic direction and Future Plans

Volume 3: *Our Performance – Annual report*





Volume 4: What the Council will do in 2010/11





The Council Delivery Plan which was published last year detailed the actions that North West Leicestershire were going to take to continue to provide quality services and improve our performance – this is how the authority performed in detail. This document will form part of our annual report.

In many of the priorities the outcomes' success is measured by an indicator that can only give a feel as to whether the outcome has been achieved – these are called proxy indicators. Where this is the case it is highlighted in the commentary.





Performance 2009/10


Priority 1 – Children and Young People


Outcome	Improved mental and physical wellbeing of children and young people			Complete
Action	To increase levels of participation in sport and physical activities	Q1 - Task	Re brand and promote all after school activities as 'club activate'	
		Q2 - Task	Deliver a multi-agency coordinated Summer Holiday activity programme	
		Q3 - Task	Re launch Club Activ8 after school activity programme involving School Sports Partnerships, After School Clubs and Local Sports Clubs	
		Q4 - Task	Evaluate the success of Club Activ8 after-school and holiday clubs	

	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	NI 56*	Obesity among primary school children in year 6	14.9%	14.9%	14.9%		These are proxy indicators – that make the assumption that if children are more active it will improve their physical and mental wellbeing. The results of these measures therefore suggest that there has been an increase in physical well being of children and young people. Data available in Q1 2010/11
	NI 57*	Children and young peoples participation in sport	70%	80%	80%		
Action Measures	LPI07	Number of individual young people using Club Activ8 points to access leisure centre sessions	1264?	1350	2052		The target has been exceeded due to revision of the Sports Development Improvement Team and effective promotion in schools through partnership working with the SSP – The target has been narrowly missed due to a reevaluation of the ClubActiv8 loyalty points
	LPI08	Total number of Club Activ8 attendances	5500?	6000	5485		





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Outcome	Children and Young People have their say on matters important to them						Complete
Action	To promote the engagement and involvement of children and young people	Q1 - Task	To develop a capacity building plan fro the new Youth Council Officers				
		Q2 - Task	To review the 2007 Hear by Right self assessment and develop a short term action plan in advance of a 2010/11 re-assessment				
		Q3 - Task	To deliver the Annual Youth Conference and national play day events To establish the 2009/10 plan for Careers Road shows				
		Q4 - Task	To ensure Youth Council engagement in the Budget setting process To deliver a member speed chat event				



	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	LPI01	Number of issues presented for comment to young peoples consultative groups	N/A	20	49		This is a proxy indicator – that makes the assumption that the issues that are being taking to young people are ones that important to them. The assumption suggests that through the consultation on these issues the outcome of children and young people having a say on matters that are important to them has been successful. There has been positive engagement over a range of issues including anti social behaviour, the redevelopment of the website, the development of play areas and the type of children's activities that take place.





Action Measures	LPI13	Number of young people actively involved in consultative groups	N/A	600	840		The measure clearly shows that there have been success in actively engaging with children and young people – this has had a clear reflection on the positive result against the outcome. The measure can be used to set the baseline for further improvement in future years.
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Priority 2 – Community Safety

Outcome	Reduction in overall offence levels and improved perception of local neighbourhoods			Complete
Action	Delivery the key objectives within the Community Safety Strategy in order to reduce overall offence levels in the area	Q1 - Task	To Ensure the strategic refresh document is disseminated widely and resources are aligned Ensure the relevant theme groups are in place and functioning Establish relevant action plans for the priorities Tracking overall crime reduction rates and monitoring delivery of the Community Safety Strategies priorities	
		Q2 - Task	Manage, monitor and review work and resources Tracking overall crime reduction rates and monitoring delivery of the Community Safety Strategy	
		Q3 - Task	Produce and provide half year report on Community Safety Strategy progress to the Strategy Group Put in place relevant remedial action if there is a lack of progress in areas Tracking overall crime reduction rates and monitoring delivery of the Community Safety Strategies priorities	
		Q4 - Task	Produce and provide half year report on Community Safety Strategy progress to the Strategy Group Put in place relevant remedial action if there is a lack of progress in areas Tracking overall crime reduction rates and monitoring delivery of the Community Safety Strategies priorities	





	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	NI1	The percentage of people who believe people from different backgrounds get on well together in the local area	74.9%	76%	77.3%		These are proxy indicators – that make the assumption that how people respond to these areas represent how they perceive their neighbourhoods. These are bi yearly indicators as part of the Leicestershire Place Survey. V Views from a 2009/10 local North West Leicestershire interim Place Survey exceeded both targets.
	NI2	The percentage of people who feel that they belong to their neighbourhood	59.8%	60%	61.3%		The Place Survey has only been completed once so there are no trends to use as a basis for the prediction.
Action Measures	NI18	Adult re-offending rates for those under probation supervision	N/A	None Required	No year-end figure has been predicted		Data only available for June 2008 – July 2009 = +0.06% Leicestershire figures
	NI19	Rate of proven re-offending by young offenders	0.79	126 per 1000 Offenders	0.41		Data only available for April – June 2009 = 0.41 Leicestershire figures
	NI20	Assault with injury crime rate	5.4	- 3% (5.24)	4.73		Oct – Dec 2009 - 0.83 Leicestershire figures



	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	NI21	Dealing with local concerns about anti social behaviour and crime issues by the local council and police	25%	No target	24%		Views from a 2009/10 local North West Leicestershire interim Place Survey showed a slight downturn from the 2008 Place Survey.
	NI40	Drug users in effective treatment	1,144	1,150	1,190		Leicestershire figure of people in effective treatment. Target of 1,150 for the current financial year. Currently achieving the target and exceeding it by + 3.6%.
	NI115	Substance misuse by young people	11.1	12.6	12.6		Local NWL figures



Outcome	Improved standards in Licensed taxis and private hire vehicles.			Complete
Action	Taxi drivers and operators maintaining their vehicles in a safe condition	Q1 - Task	Review conditions relating to licensed vehicles referring to Best Practice	
		Q2 - Task	Prepare draft conditions to licensed vehicles and undertake a consultation exercise	
		Q3 - Task	Report to the Licensing Committee re: adoption of new conditions for licensed vehicles	
		Q4 - Task	Give consideration to devising a Scores on the doors style scheme of licensed vehicles	





	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	EHPl07	% of taxis passing their annual inspection first time	N/A	72.5%	68.1%		For 2009/10, 467 out of the 686 vehicles tested have passed their inspection first time, narrowly missing the target.
Action Measures							



Priority 3 – Revitalise Coalville Town Centre





Outcome	Coalville market revitalized and the number of traders increases.			Complete
Action	Begin the process and delivery key changes to create an attractive shopping environment in Coalville	Q1 - Task	Discuss market relocation with Belvoir Centre Owners	
		Q2 - Task	Prepare timetable & project plan for relocation & discuss with market traders	
		Q3 - Task	Review "fallback" position on closure of High Street	
		Q4 - Task	Discussions on way forward with traders and Town Center partners	



	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	PSPlo1	Number of traders in the market	N/A	35	35		The first indicator measures directly the number of traders in the market the second proxy indicator, through the numbers of attendees at Christmas events measures how the perception and use of Coalville is developing. The 2009 event exceeded all expectations, and drew a record crowd.
	PSPlo2	Increase in number of people attending Christmas event in Coalville	N/A	3500	5500		

	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	NI172	VAT registered businesses in the area showing growth BERR DSO	N/A	13.15%	TBC by ONS		This indicator looks at the proportion of small businesses that have achieved some employment growth within the year. It is a measure of dynamism within firms and not an indicator of the overall change in employment. indicator is measured annually by Leicestershire County Council and will be available at year end
Action Measures	PSPIo6	Development proposals coming forward	N/A	2	3		This is a direct measure which makes the assumption that large companies are interested in developing their business within Coalville. Applications from Tesco, ASDA and the Belvoir Centre have been determined in 2009/10.





Outcome	A town centre vision promoting a contemporary market town			Complete
Action	To create a shared vision for Coalville Town Centre	Q1 - Task	Develop an outline sustainable transport strategy for Coalville	
		Q2 - Task	Prepare master plan/design strategy for a key sites	
		Q3 - Task	Determine any planning application for the Belvoir Centre	
		Q4 - Task	Refresh the vision in the community	


	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	PSP105	% of community satisfied with place	80%	1% on baseline	TBC		<p>This is a proxy indicator – that makes the assumption that how people respond to place will be impacted on by the vision of the Central Market Town in North West Leicestershire. This is a bi yearly indicator as part of the Leicestershire Place Survey – a local North West Leicestershire view will be gained and reported on during 2010/11.</p> <p>It should be noted that the predicted out- turns are only estimates. The Place Survey has only been completed once so there are no trends to use as a basis for the prediction.</p>
Action Measures	PSP107	Support for vision from LSP and town centre partnership	40	10% on base line	44		The LSP and Town Centre Partnership were involved during the Prince's Foundation's Enquiry by Design process, and support the Coalville Regeneration Strategy which sets out a vision for the town centre.





Outcome	Reduced regulatory burden on businesses whilst remaining compliant with law			Complete
Action	Enable Business to remain safe and compliant during the economic downturn	Q1 - Task	Identify and meet with partner organisations	
		Q2 - Task	Liaise with economic benefits group re Donington Park F1	
		Q3 - Task	Host Business Forum	
		Q4 - Task	Launch new business service	





	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	NI184	Food establishments in the area which are broadly compliant with the law	N/A	80%	83%		The proxy indicator assumes that a sector for safety and compliance is the food industry and therefore can be seen as reflective of other industries. The improvement on the target is due to engaging with business over specific risks to support them through the compliance process.
Action Measures	NI182	Satisfaction of Business with local authorities regulatory services	N/A	82%	82%		The proxy indicator assumes that through satisfaction with Local Authority regulatory services business have received a service that has been beneficial to them and enables them to comply with the law.



Priority 4 – Green Footprints Challenge

Outcome	The Council's carbon footprint is reduced			Complete
Action	To reduce CO ₂ emissions from Local Authority operations	Q1 - Task	Review mileage from 2008/09 and action plan for reduction	
		Q2 - Task	Arrange Green Travel Week and undertake relevant actions from plan	
		Q3 - Task	Organize and run the 'big switch off'	
		Q4 - Task	Review progress and set targets for 2010/11	





	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	Nl194	Level of air quality reduction in NO and primary PM emissions through the local authority's estate and operations	N/A	4%	TBC		This indicator provides a direct reflection on whether the Council is helping to improve local air quality.


	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	NI197	Improved local biodiversity - active management of local sites	N/A	Establish Baseline	Yes		This is a proxy indicator that makes the assumption that actively managing local wildlife sites contributes to improving the District's Carbon Footprint.
Action Measures	NI185	CO2 reduction from local authority operations	N/A	4%	4%		This indicator is measured annually and will be available at year end. Early calculations suggest the indicator is on track to exceed target set.
	NI186	Per capita reduction in CO2 emissions in the local authority area	0.4 tonnes	0.5 tonnes	TBC by DEFRA		This indicator is measured annually by DEFRA and there is no predicted outturn available
	NI188	Adapting to climate change	N/A	Level 2	Level 2		Level 2 achieved, the risk assessments have been communicated to senior management and LSP Executive Group






Outcome	Increased recycling resulting in less waste being sent to land fill			Complete
Action	To improve the Council's recycling and composting rate	Q1 - Task	Introduce kerbside collection of other plastics – round 1	
		Q2 - Task	Introduce kerbside collection of other plastics – rounds 2 & 3	
		Q3 - Task	To undertake Q3 actions in the LWP Waste minimisation Plan	
		Q4 - Task	To undertake Q4 actions in the LWP Waste minimisation Plan	




	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	Nl192	Household waste recycled and composted	43.35%	44.3%	43.8%		This indicator provides a direct reflection on the amount of waste being recycled or composted.
Action Measures	Nl191	Residual household waste per household	587kg	575kg	568kg		<p>This indicator reflects the efforts to reduce the amount of waste generated and the increase in the amount of waste being recycled or composted resulting in less waste going to landfill</p> <p>The tonnages are subject to verification by the County Council. The annual target has been exceeded resulting in a reduction of 3% from the previous year in the amount of residual waste being sent to landfill.</p>





Priority 5 – Affordable Housing



Outcome	Growing number of affordable dwellings available for those who cannot access market housing			Complete
Action	Maximise the delivery of affordable housing, and increase the number of decent homes	Q1 - Task	Ensure timely submission of Continuous Market Engagement (CME) bids Assist households in fuel poverty by implementing Affordable Warmth action plan	
		Q2 - Task	Ensure timely submission of Continuous Market Engagement (CME) bids Consider and Develop Green Loan Scheme	
		Q3 - Task	Ensure timely submission of Continuous Market Engagement (CME) bids Launch advice shop	
		Q4 - Task	Ensure timely submission of Continuous Market Engagement (CME) bids Review effectiveness and improvements achieved	


	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	NI156	Number of households living in Temporary Accommodation	3	8	1		This is a proxy measure making the assumption that the likelihood of the number of people who need temporary accommodation would reflect access to the housing market. The figure represents the number of street homeless households living in temporary accommodation on the last day of the quarter – 31 st March 2010.







	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Action Measures	NI155	Number of affordable homes delivered (gross)	18	32	89		The cumulative total of affordable homes delivered in the District for 2009 -10 is 89, nearly 3 times the annual target of 32 and equivalent to almost 40% of all net additional homes provided during 2009-10. The extra properties provided have resulted from additional opportunities created by the recession (as private developers have sold directly to RSL's) and through RSL's bringing forward the delivery of some units planned for 2010-11 although this may adversely impact on numbers due to be delivered in the coming year.
	NI 154	Net additional homes provided	N/A	500	231		This is a proxy measure making the assumption that the provision of new housing stock will improve access to the housing market. However the measure does not indicate that the housing is affordable.
	NI 159	Supply of ready to develop housing sites	N/A	51%	51.7%		This is a proxy measure making the assumption that the provision of new housing stock/sites will improve access to the housing market. However the measure does not indicate that the housing is affordable.
	NI 170	Previously developed land that has been vacant or derelict for more than 5 year	N/A	Establish Base Line	0.10%		This is a proxy measure based on the assumption that the amount of land which is vacant or derelict reflects the availability of affordable housing.
	NI187a	Tackling Fuel Poverty- SAP < 35 rate (Annual)		2%	10%		This indicator measured that 429 properties out of 635 were deemed eligible for the SAP rating.


	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	NI187b	Tackling Fuel Poverty- SAP > 65 rate (Annual)		20%	28%		This indicator measured that, 429 of the 635 properties surveyed were deemed eligible for the SAP rating, exceeding the target.
	NI 158	% of non decent council homes		45%	55.1%		This indicator measures progress in ensuring all council homes meet the decent homes standard.
	EHP103	Increase in the number of decent homes in the private sector	N/A	250	322		This is a measure of the increase in the number of decent homes in the private sector for vulnerable people. This target is based on the government target of 70% by October 2010. This target has been exceeded by 72 homes.

Outcome	Better provision of support and temporary accommodation for vulnerable households			Complete
Action	Implement the homelessness action plan to support vulnerable households/groups	Q1 - Task	Introduce alternative Temp accommodation provision other than B & B	
		Q2 - Task	Investigate and identify gaps in available support services for vulnerable groups	
		Q3 - Task	Work with relevant partners to address gaps in provision	
		Q4 - Task	Revise homelessness strategy Action Plan in light of any new policy drivers/newly identified needs	





	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	HFPI01	Total number homeless declarations taken	148	145	80		<p>This is a proxy measure that makes the assumption that the number of homeless reflects the temporary accommodation that is made.</p> <p>The successful approach of concentrating on early prevention work has resulted in exceeding the annual target.</p>
Action Measures	HFPI02	Gross monthly cost of B & B (exc HB)		£80,400	£47,517		<p>Bed and Breakfast has been kept to a minimum through early prevention work, much of which has been achieved through rent deposits secured through close working with the Private Sector Housing team.</p>



	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	HFPI03	Number of cases where advice casework prevented homelessness	126	90	120		<p>There has been a large increase in the number of cases we have been able to assist from becoming homeless through advice and assistance and prevention work. This has been helped by the popularity of the use of NWLDC website and close working with Private Sector Housing.</p> <p>The numbers approaching the housing advice team for help has tripled since the beginning of the year. Through early prevention work during increased demand, the target has been exceeded for 2009-10.</p>





Outcome	A 5 year plan will be developed during 09/10 in consultation with all stakeholders, which will illustrate how we will manage our limited finances in the years ahead			Complete
Action	Develop and implement a Housing Revenue Account (HRA) Business Plan which reflects the strategic decision of the Council with respect to the future ownership and management of the housing stock	Q1 - Task	Initial consultation on development of 5 year HRA business plan with key stakeholders Commence delivery of agreed revenue and capital improvements programmes	 
		Q2 - Task	Production of draft business plan Complete contractor selection	 
		Q3 - Task	Development of 2010/11 budget complete. Planned improvement programme for 2009/10 underway. Development of HRA Business Plan delayed to co-ordinate with national HRA reform	
		Q4 - Task	Approval of 10/11 budget Commence contractor selection for improvement programme delivery 10/11	



	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	NI 158	% of non decent council homes	39%	45%	55.1%		The % of decent homes directly reflects the management of the finances within the Housing Revenue Account.
Action Measures							

Priority 6 – Improving the Planning Service





Outcome	Growth in the district is achieved but to the benefit of the existing communities			Complete
Action	To deliver more homes in the district in the most appropriate and sustainable way	Q1 - Task	Report progress on LDF Core Strategy	
		Q2 - Task	Progress work on core strategy	
		Q3 - Task	Community engagement on progress of core strategy	
		Q4 - Task	Council decision and submission of Core Strategy to Secretary of State	


	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	PSPI05	% of community satisfied with place	80%	1% on baseline	80.8%		This is a proxy indicator – that makes the assumption that how people respond to place will be impacted on by the homes and developments are built in the area. This is a bi yearly indicator as part of the Leicestershire Place Survey The Place Survey has only been completed once so there are no trends to use as a basis for the prediction.
Action Measures	PSPI09	LDF Core strategy submitted to Secretary of State	N/A	Yes	No		This is a proxy indicator that makes the assumption that the submission of the Core Strategy will support development within the District that will benefit local communities.





Outcome	More hard to reach groups engaged in planning process			Complete
Action	Increase participation in the planning process	Q1 - Task	Discuss options with Youth Council	
		Q2 - Task	Report to Cabinet on way forward timetable	
		Q3 - Task	Implementation of committee	
		Q4 - Task	Hold 2 meetings	





	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	PSP1o4	% satisfaction with Youth Planning Committee	N/A	70%	80%		Through focusing on a specific hard to reach a group e.g. Young person this is reflection of engaging at least one hard to reach group and is therefore a direct indicator of success with this outcome.
Action Measures	PSP1o8	Number of meetings held	N/A	2	2		This is a proxy measure of groups engaged in the planning process. It does not indicate how many people have been involved. Planning sessions have taken place with students at a local college which have formed part of the Hear by Right initiative, discussing specific planning applications.




Priority 7 – Value for Money


Outcome	To provide value for money services with quality provision			Complete
Action	Identify more efficient ways of delivering services	Q1 - Task	Identify programme plan for forthcoming year – with associated efficiencies	
		Q2 - Task	Deliver against agreed milestones with project plan – all projects on green	
		Q3 - Task	80% of all projects on green and predicted savings confirmed	
		Q4 - Task	80% of all projects on green Programme plan for forthcoming year identified	

	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	NI179*	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		£400,000	£603,000		This is a direct measure of providing value for money services.

	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	NI 14	Avoidable contact	N/A	20%	17%		This is a proxy indicator for the provision of quality services as contact that could be avoided is an indicator of failure of service provision.
Action Measures	STPIo2	Support the release of savings within service budgets	N/A	£175,000	£891,971		This indicator measures the release of savings within service budgets.
	NI180	Changes in Housing Benefit / Council Tax Benefit entitlements within one year	N/A	2,450	2,459		This indicator measure The number of changes of circumstances which affect customers' HB/CTB entitlement within the year Annual Target has been exceeded.
	NI181	Time Taken to process Housing Benefit / Council Tax Benefit new claims and change events		15	9.8		This indicator measures the time taken to process Housing Benefit/Council Tax Benefit new claims and change events. Annual target has been exceeded.

Outcome	To ensure equality of service delivery to all sectors of the community			Complete
Action	Work with communities to ensure we are delivering in ways most appropriate to them	Q1 - Task	Ensure key recommendations from the County's community engagement framework are taken on board	
		Q2 - Task	Develop a local action for delivery via liaison with the Place shaping service	
		Q3 - Task	Review the equality impact assessment progress and plan	
		Q4 - Task	Sustain engagement via methods adopted and seek to engage wider groups of local people	

	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
Outcome Measures	STPI01	Equality standard for local government	Level 2	Achieving Level	Level 2		The equality standard/framework measure that equality of access to services and the way that they are delivered it is therefore a direct measure of success within this outcome.
	NI 4*	The percentage of people who feel they can influence decisions about their area	24.8%	+1% on base line	25.05%		How people feel they can influence decisions is a proxy indicator for how equality of service is perceived within North West Leicestershire. It should be noted that the predicted out- turns are only estimates. The Place Survey has only been completed once so there are no trends to use as a basis for the prediction.
Action Measures	STPI03	Number of Equality Impact Assessments Completed	N/A	25	17		Number of Equality Impact Assessments Completed

	Ref	Performance Indicator Description	Actual 2008/2009	Target 2009/2010	Predicted Out turn 2009/10	Status	Commentary
	NI 160	LA tenants satisfaction with landlord services					Reported every 2 years. Next results in April 2011

COUNCIL'S VISION

North West Leicestershire will be a place where people and businesses feel they belong and are proud to call home

North West Leicestershire District Council,
Council Offices, Whitwick Road, Coalville,
Leicestershire, LE67 3FJ.

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