

## Updated 2008/09 Year End Results

## Appendix 2

	Performance Indicator Type	Reference	Title	Service	Frequency & Measure	Rise or Fall	Baseline	Last Year Result	Target	Full Year Result
1	Business Plan	NI 140	Fair treatment by local services	Customer Services	Survey %	Rise	N.A.	N.A.	N.A.	69.8%
2	Business Plan	NI 179	% of cash releasing efficiency savings made (cumulative total over next three years)	Finance	6 Monthly £m	Rise	£28.759m	N.A.	£28.759m	£24.545m
3	National Indicator	NI 37	Awareness of civil protection arrangements in the local area	Emergency Planning	Survey %	Rise	N.A.	N.A.	N.A.	15.9%
4	National Indicator	NI 180	The number of changes of circumstances which affect customers HB/CTB entitlement within the year.	Revenues and Benefits	Monthly Numerical	Rise	N.A.	N.A.	724	1,426