

Corporate Plan PIs 2022-27	Baseline 2021-22 figure	2022-23 figure
Number of air quality monitoring points exceeding Nitrogen Dioxide (NO ₂) legal limit	0	0
Direct emissions (tCO ₂) from council assets and activities	4,478 ¹	5,248 ²
Kilogrammes of residual waste per household (black bin)	418.44Kg	399.77Kg
% recycling-rate (blue bin)	Blue bin 21.94% Blue and green 50.50%	Blue bin 22.80% Blue and green 48.92%
% of all journeys undertaken by bicycle, public transport and on foot	145,114 Cars 9,731 Cycles 4,933 Pedestrians 1.935m P&R 2.075m Busway	Annual radial survey data currently not available. 2.472 P&R 2.946 Busway
Number of electric vehicles in the council's fleet	12	12
Number & % of ultra-low/electric taxi vehicles licensed	45 Zero emission 15 Ultra-low emission vehicles	57 Electric vehicles 28 Ultra-low emission vehicles
Basket of indicators in the Anti-Poverty Strategy	CT supported cases were 6,736 which represents 11.4% of domestic CT households	CT supported cases were 6,732 which represents 11.2% of domestic CT households
Number of rough sleepers found on the bi-monthly and official annual count (November)	Annual count held in November 2021 showing 9 people	Annual count held in November 2022 showing 23 people
Number of entries to Council leisure facilities by people holding concession memberships	46,644	56,878

¹ Collected July 2021

² Collected July 2022

Corporate Plan PIs 2022-27	Baseline 2021-22 figure	2022-23 figure
Number of refugees settled and supported	160	684 ³
Number of new referrals by health professionals to 12-week exercise referral service PLUS completion levels	142	251
% of Council community grants allocated to each of the priority themes in the grants round.	Sport and Recreation: 3% Arts and Culture: 12% Community Development: 24% Employment Support: 12% Legal and Financial Support: 33% Vol Sector capacity Building: 8% Reducing Poverty: 5%	Sport and Recreation: 4% Arts and Culture: 16% Community Development: 20% Employment Support: 8% Legal and Financial Support: 34% Vol Sector capacity Building: 12% Reducing Poverty: 6%
Number of low-income households whose homes have been improved with home energy interventions	132	173
Number of people supported by Home Improvement Agency and percentage of those reporting that it has helped them to live independently.	Not available	1185 enquiries completed, 265 DFG funded adaptations, 33 other grants and 10 self-funded adaptations totalling £3.7m. 97% of customers surveyed said their health and wellbeing had improved.
Number of council housing starts	24	144
Number of Affordable Housing completions by category (council & non-council)	New affordable homes on strategic growth sites (non-Council) 30 and within the Council's own programme 70	New affordable homes on strategic growth sites (non-Council) 22 and within the Council's own programme 208
All current tenant arrears at end of period (<i>Housemark definition</i>)	3.12%	3.38%

³ This is due to the Russian invasion of Ukraine, and subsequent launch of Homes 4 Ukraine and Family Visa schemes. In addition, the Council also took on the role as a bridging authority for Afghan refugees.

Corporate Plan PIs 2022-27	Baseline 2021-22 figure	2022-23 figure
Number of households prevented or relieved from homelessness	430	369
% customer (tenant) satisfaction with their homes	Not collected this year	Not collected this year
Number of tenant complaints about damp and mould	Not collected this year	215 ⁴ cases received on the council's contact pathway.
% customer (tenant) satisfaction with Estate Services	90.25%	87.5%
Energy and environmental performance of our housing stock (average RdSAP score)	69.8	70.8
% of new homes delivered at Passivhaus level carbon reduction or above	0	0 ⁵
Average Net gain % biodiversity on new Council housing sites	Not collected	60% bio-diversity net gain achieved at the Meadows Centre, Phase 1. Colville Road Phase 2 and Mill Road Schemes completing in the period have focussed on enhancement to existing biodiversity.
Number of private sector homes that have been improved for health and safety and energy standards	153	249
Number of developments implemented in line with (or exceeding) adopted policy requirements	4 out of 4 implemented in line with (or exceeding) adopted policy requirements ⁶	Next Monitoring Report published in early 2024

⁴ 12 were treated as formal complaints rather than contacts

⁵ No completed delivery as at March 2023, however through 2022/23 the development of 21 Passivhaus Certified homes commenced on site. These homes will be completed by Q3 2023/24. A further 84 (51 net new) homes to be delivered to Passivhaus performance levels have received planning approval and are expected to start on site in 2023/24.

⁶ We monitor and publish performance against the '40% affordable housing policy' through the [Authority Monitoring Report](#) (see para 3.24) and Table 18b in [Appendix 2](#).

Corporate Plan PIs 2022-27	Baseline 2021-22 figure	2022-23 figure
% of streets achieving Grade A cleanliness standard	99.89%	99.90%
No of volunteer hours contributed to maintaining streets & open spaces	5,070 hours estimated	5,070 hours estimated
% of food businesses rated as broadly compliant (<i>FSA rating system</i>)	97.67%	97.06 %
Investor in People (IiP) status / staff survey data	IIP Status retained	No IiP staff survey carried out this year
Annual income generated by council services and investments	Circa £30,300k	Circa £36,480k ⁷
Public waste volumes collected from city streets and open spaces	802.98 Tonnes	826.44 Tonnes
Volume of herbicide used on managing city streets and open spaces	600 Litres	200 Litres
Cost of grounds maintenance service per hectare ⁸ (<i>APSE benchmarking indicator</i>)	£26.62	Not released by APSE

⁷ The increase is £6,180k largely due to investment income the council has received, better interest rates, folk festival income (as we didn't have one in 21-22), increase in commercial rental income, Corn exchange income and market income.

⁸ Association for Public Service Excellence Service Indicator: Maintenance cost per hectare of maintained land (excluding CEC) released in the following year to the activity.