

INDICATORS	ANNUAL SUSTAINABILITY REPORT 2009/10			DIRECT IMPACTS	INDIRECT IMPACTS	Industry
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	Financial performance			Non-financial indicators			Customer/Supplier indicators															
	2007/08 £m (est.)	2008/09 £m (est.)	2009/10 £m (est.)	Targets and narrative			Benchmark Information															
Emissions							<p>Costs relate to overall Council service provision. Emissions data relates to selected Council owned buildings. Target is to reduce emissions by 80% from 1990/91 levels.</p>	<p>Data from Defra to support climate change National Indicator 186 shows that in 2008, CO₂ emissions for Woking from Industrial, Commercial, Residential and Transport sources totalled 555kt. This represented a decrease from the same dataset for 2005 (569kt). This data will be used to monitor the Climate Change Strategy .</p>	<p>National Indicators for climate change 185 and 186.</p>													
<u>CO₂ equivalent emissions</u>				<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="3" style="text-align: center;">Internal waste and recycling collections split</th> </tr> <tr> <td style="width:33%;">2009/10</td> <td style="width:33%;">unavailable</td> <td style="width:33%;">unavailable</td> </tr> </table>						Internal waste and recycling collections split			2009/10	unavailable	unavailable	<p>Internal collections are recorded for monitoring purposes. The split between refuse and recycling collections refers to the number of containers emptied, not the volume of waste. The government target for household waste recycled is 40% by 2009/10.</p>	<p>82% of residents expressed satisfaction with refuse and recycling services in 2008/09. 357kg of household waste was collected per head in the Borough for 2009/10 (compared to 383kg for 2008/09) 545 Home composter units were sold to residents through Council promoted offers for 2009/10.</p>	<p>National Indicators for waste and recycling 191, 192 and 193.</p>				
Internal waste and recycling collections split																						
2009/10	unavailable	unavailable																				
Economic Programme	0.2	-0.1	-0.6				<p>The targets are to reduce consumption of water and energy from Council buildings by 40% from 1990/91 levels.</p>	<p>Average daily consumption of water for Woking is approx 0.18m³ /person/day. 10 Water Butt Kits were sold to residents through Council promoted offers for 2009/10. Since 1996, Energy efficiency in residential accommodation has improved by 35% The average energy efficiency rating of Council owned dwellings is 78%</p>	<p>Data: Veolia Water HECA SAP</p>													
Environmental Programme	7.0	7.3	7.1	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">Energy Consumption (% Reduction since 90/91)</th> </tr> <tr> <td style="width:50%;">2009/10</td> <td style="width:50%;">28%</td> </tr> <tr> <th colspan="2" style="text-align: center;">% Sustainable / Renewable Energy purchased</th> </tr> <tr> <td style="width:50%;">2009/10</td> <td style="width:50%;">6.2% / 2% (Target: 100%)</td> </tr> </table>						Energy Consumption (% Reduction since 90/91)		2009/10	28%	% Sustainable / Renewable Energy purchased		2009/10	6.2% / 2% (Target: 100%)	<p>Targets are to reduce business miles and paper usage year on year.</p>	<p>There are a total of 14 development related travel plans approved in the Borough. 100% of paper use by WBC was derived from approved sustainable or recycled sources.</p>	<p>Data: SCC WBC</p>		
Energy Consumption (% Reduction since 90/91)																						
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For explanatory notes and a glossary of terms, visit the Woking Borough Council sustainability Internet pages: woking.gov.uk/sustain.

ANNUAL SUSTAINABILITY REPORT 2009/10 EXPLANATORY NOTES

Why produce the Annual Sustainability Report?	The Council has made a corporate commitment to address to sustainability and has adopted a series of performance indicators to measure and monitor services and their contribution to a more sustainable Woking.
How are indicators selected for inclusion?	A list of more than 70 performance indicators were identified and approved by the Council as measures of sustainability that should be reported as part of the Annual Service and Performance Plan. A number of these have been included in the Annual Sustainability Report which has been compiled and presented in a format that is consistent with the Connected Reporting Framework.
What is the Connected Reporting Framework?	It has been developed by the Prince of Wales' Accounting for Sustainability Project, involving contributions from a range of public and private sector organisations (including Woking Borough Council). The Framework sets out five core sustainability indicators that should be presented with links to financial and non-financial performance, targets, customer/supplier indicators and benchmarking information.
How can performance be compared?	The Annual Sustainability Report will enable the comparison of performance year on year, and comparison with other organisations that have used the Connected Reporting Framework.
Where can further information be found?	Regarding Woking Borough Council's approach: www.woking.gov.uk/sustain Regarding the Connected Reporting Framework www.sustainabilityatwork.org.uk

ANNUAL SUSTAINABILITY REPORT 2009/10 GLOSSARY OF TERMS

Approved sustainable or recycled sources	Paper products must include a Forest Stewardship Product Label (www.fsc.org)
CO ₂ , NO _x , SO ₂	Carbon Dioxide, Nitrogen Oxides, Sulphur Dioxide
DEFRA	Department for Environment, Food and Rural Affairs (www.defra.gov.uk)
Development Related Travel Plans	A compulsory requirement for the occupier of a development site to produce and implement a Travel Plan in accordance with Surrey County Council guidance.
EA	Environment Agency (www.environment-agency.gov.uk)
Economic Programme, Environmental Programme, Social Programme	The Council's Services are presented under these three programme areas within the Annual Service and Performance Plan (www.woking.gov.uk/council/sppfmgt)
Finite Resource usage	The Connected Reporting Framework (www.sustainabilityatwork.org.uk) requires organisations to report resource uses that are not covered by 'Emissions' and 'Waste' under the heading 'Finite Resource Use'
HECA	Home Energy Conservation Act requires every UK local authority with housing responsibilities to prepare, publish and submit to the Secretary of State an energy conservation report.
National Indicators	Performance Indicators for Local Authorities and Local Authority Partnerships as set out by Communities and Local Government (www.communities.gov.uk/localgovernment/performanceframeworkpartnerships/nationalindicators/)
Pollution incident	Incidents recorded by the Environment Agency (www.environment-agency.gov.uk)
SAP	Standard Assessment Procedure (the Government's recommended system for energy rating of dwellings)
SCC	Surrey County Council (www.surreycc.gov.uk)
Waste Internal, Waste External	Waste Internal represents waste and recycling collections from Woking Borough Council operational buildings. Waste External represents waste and recycling collections made by Woking Borough Council from domestic and other premises as part of the organisation's duties as a Waste Collection Authority.
WBC	Woking Borough Council (www.woking.gov.uk)

WOKING BOROUGH COUNCIL SUSTAINABILITY INDICATORS 2009/10

Table 1 lists Woking Borough Council sustainability performance indicators which been included within the Annual Service and Performance Plan for 2010/11 (www.woking.gov.uk/council/plan/servandperfplan1011full). The Table includes descriptions for each indicator, notes the Service Plan in which they appear, explains any targets associated with them and presents outturn figures for 2009/10. More details about these Performance Indicators and the Themes of a Sustainable Woking can be found on the Woking Borough Council web site (www.woking.gov.uk/sustain)

Table 1: Sustainability Indicators presented in the Service and Performance Plan 2010/11

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
CO-020	The duty to promote race equality score against checklist of procedures, process and outcomes	Corporate Planning and Policy	63%	89%
NI 4	% of people who feel that they belong to their neighbourhood.	Corporate Planning and Policy	N/A New for 08/09	28.9% (2008/09)
CO-005	Annual turnover (voluntary leavers as a percentage of staff in post)	Corporate Employer	10%–15%	6.62%
CO-004	The number of working days/shift lost to sickness absence	Corporate Employer	N/A	8.22 days
CO-008	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority areas	Corporate Employer	N/A	6.39%
CO-009	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority community population in the authority area	Corporate Employer	N/A.	7.53%

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
CO-010	The total amount of business miles claimed annually (for casual, essential and lease car users). ('000 Miles)	Corporate Employer	To reduce business miles year on year.	126.6
CO-013	Number of people who attended courses.	Corporate Employer	Provide a similar level of training opportunities	394
CO-015	Total number of bicycle allowance claims made during the year.	Corporate Employer	To increase cycling each year.	254
CO-016	Number of employees accessing the bicycle 'salary-sacrifice scheme'.	Corporate Employer	To increase take up each year.	22
CO-017	Number of posts with entitlement to a car parking season ticket.	Corporate Employer	Monitor Only	184
CO-023	Total amount of paper used at the Civic Offices (millions of sheets)	Information Technology	Monitor Only	4.3
CO-024	% of paper purchased that comes from sustainably managed forests.			100% Sustainable Sources
CO-025	Monthly average number of unique users to the WBC web site i.e. separate individuals. ('000)	Information Technology	Monitor Only	51.1
EC-004	Percentage turnout rate at the last local elections.	Elections and Electoral Registration	To increase turnout for comparable elections.	42.9%
EC-009	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	Property Management	77%	78%
EC-010	Weight of waste recycled at the Civic Offices	Property Management	Monitor Only	Not available
EC-013	Total number properties from which Business Rates were collected.	Revenue Collection	Monitor Only	2518
FC-026	Safer Parking Scheme (Retain revised awards for Town Centre Car Parks.)	Parking Services	Retain Awards	5
NI 195	Improved street and environmental cleanliness, level of: (A) Litter (B) Detritus (C) Graffiti (D) Fly-posting	Environmental Maintenance Contract	(A) 9 (B) 10 (C) 1 (D) 1	(A) 4 (B) 9 (C) 1 (D) 0

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
EN-001	Satisfaction with Street Cleaning (Quarterly telephone survey – 300 residents)	Environmental Maintenance Contract	84%	80%
EN-002	Satisfaction with Landscaping (Quarterly telephone survey – 300 residents)	Environmental Maintenance Contract	84%	79%
	Reduce energy consumption and pollutants overall by 40% between 1991/92 and 2002/03	Climate Change Strategy	Reduce by 40% from 1990 levels.	28% (at April 09)
	Percentage improvement in energy efficiency in all residential accommodation in the Borough.	Climate Change Strategy	Improve by 30% from 1996 levels.	34.93% (at April 08)
	Percentage reduction in CO2 emissions	Climate Change Strategy	Reduce emissions by 80%	55% (at April 09)
	Percentage reduction in NO _x emissions from corporate buildings.	Climate Change Strategy	Reduce emissions by 80%	11.54 (at April 09)
	Percentage reduction in SO ₂ emissions from corporate buildings.	Climate Change Strategy	Reduce emissions by 80%	54.16% (at April 09)
	Percentage of electrical and thermal energy from <i>local</i> sustainable sources Percentage of electrical energy from local renewable sources	Climate Change Strategy	100% sustainable sources by 2010/11 20% renewable sources by 2010/11	60% (at April 02) 2% (at April 02)
	Number of Water Butts purchased by residents through Council promotion with Straight Plc.	Climate Change Strategy	Monitor Only	41 (2008/09)
EN-006	No. of sites of potential concern with respect to land contamination.	Environmental Control	Monitor Only	492
EN-009	Acceptance by DEFRA of the conclusions of the Council's annual assessment of local air quality against health based national air quality standards.	Environmental Control	Accepted.	Accepted.
EN-018	(A) Total Number of conservation areas in the Local Authority area	Planning Implementation	(A) – 25	(A) 25
EN-019	(B) Percentage of conservation areas in the Local Authority area with an up to date character appraisal		(B) – 56%	(B) 0
EN- 020	(c) Percentage of conservation areas with published management proposals		(C) – target not set	(C) 0
EN-023	Percentage of new homes built on previously developed land.	Planning Policy	60%	100%
EN-027	Net change in industrial and commercial floor space as a result of planning permissions (%)	Planning Policy	Monitor Only	+5.3
EN-028	Amount of floor space for non-office economic activity (factories, warehouses, retail) '000 sq.metres.	Planning Policy	Monitor Only	447

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
EN-031	Proportion of non-residential development which is in a high accessibility area (%)	Planning Policy	To maintain the current level of performance	93%
EN-029	The percentage of the total amount of housing permitted that is readily accessible with public transport and other facilities (number of units)	Planning Policy	Monitor Only	45%
EN-030	Total amount (%) of housing provided as a percentage of the Structure Plan requirement.	Planning Policy	3340 completions required by 2016.	23.2%
NI 15 NI 16 NI 20 NI 29	(A) Number of most serious violent crimes per 1,000 population (B) Number of serious acquisitive crimes per 1,000 population (C) Number of assaults with less serious injury (inc. racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences (D) Number of gun crimes per 1,000 population	Community Safety	(A) N/A (B) N/A (C) N/A (D) N/A	(A) 0.18 (B) 9.78 (C) 5.75 (D) 0
EN-060	Domestic Burglaries per 1,000 households	Community Safety	N/A	8.0
EN-072	Inspections of high risk food premises that were due an inspection	Food and Health & Safety	100%	100%
EN-073	Interventions (including inspections) of low risk food premises that were due an inspection		95%	98.7%
EN-074	Health and Safety: Interventions (including inspections) of specific classes of high risk activities including care homes, hotel and catering, retail and wholesale workplace transport, noise in entertainment premises.	Food and Health & Safety	95%	159/200 (79.5%)
EN-084	(A) % of new reports of abandoned vehicles investigated within 24hrs of notification.	Removal of Abandoned Vehicles	(A) 90%	(A) 95%
EN-085	(B) % of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle.		(B) 100%	(B) 100%
NI 192	The percentage of household waste arising which have been sent by the authority for re-use, recycling, composting or anaerobic digestion	Waste and Recycling	45%	44.17%

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
EN-086	Kg of household waste collected per head	Waste and Recycling	355	357.5
EN-091	Number of composters sold through WBC offers.	Waste and Recycling	Monitor Only	545
SO-009	Total number of groups assisted through the grants process.	Grants to Voluntary and Community Organisations	Maintain a consistent level of community support.	53
SO-010 SO-011 SO-012	Total funding awarded through the grants process (£'000) <i>figures rounded up:</i> (A) Grant Funding (B) Reduction / discount of Rates (C) Other (e.g. Community Rent reduction, meeting premises provision, use of facilities)	Grants to Voluntary and Community Organisations	Maintain a consistent level of community support.	(2006/07) (A) 1177 (B) n/a (C) 180
SO-017	The number of households who considered themselves homeless who approached the authority's advice services and for whom casework intervention resolved their situation.	Housing Needs and Enabling	2.5%	6.9%
NI-155	The number of New Affordable Homes provided each year.	Housing Needs and Enabling	117	111
SO-020	The number of private sector vacant dwellings that are returned into occupation or demolished during 2008/09 as a direct result of action by the local authority. Only properties have been empty for more than f4 weeks are counted.	Homelink and Private Sector Housing (inc. Housing Advances)	30	27
SO-030 SO-032 SO-033	(A) Number of meals on wheels Mon to Fri and weekends ('000). (B) Number of centre / Brockhill meals (C) Number of Lunch club meals	Community Meals	(A) 32.75 (B) 30.5 (C) 10	(A) 37.59 (B) 27.1 (C) 8.6
SO-037	Number of hectares which are maintained as natural/semi natural space	Cultural and Community Development	Increase by 2.5% (2011/12) 112 (08/09)	112
SO-038	Numbers of play spaces provided by the Council per 1,000 children under the age of 10.	Cultural and Community Development	3.76 by 2011/12. 3.3 (08/09)	3.3
SO-039	Total Hectares of Sports Pitches per 1'000 population in secured, community use.	Cultural and Community Development	1.21 by 2011/12. 0.73 (08/09)	0.73

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
SO-040	Number of organisations that have joined the 'Window On Woking' Web Site.	Cultural and Community Development	To increase the number of member organisations each year.	67
SO-041	Allotments (percentage occupancy)	Cultural and Community Development	100%	100%
SO-042	Numbers participants in Surrey Youth Games.	Health and Wellbeing Development	180	252
SO-043	Numbers participants in Surrey Youth Games from ethnic minority groups.		15	22
SO-044	Numbers of adults / young persons from relevant Ethnic Minority groups participating in sports development activity.	Health and Wellbeing Development	85	85
SO-047	Take up of WBC health initiatives:	Health and Wellbeing Development		
SO-049	(A) Bravehearts (B) Well-balanced.		(A) 160 (B) 320	(A) 170 (B) 233
SO-050	(A) Key Card enrolment as a % of total enrolment for Playschemes.	Health and Wellbeing Development	(A) 38%	(A) 52%
SO-051	% Playschemes take up from areas of deprivation:			
SO-052	(B) Bishop David Brown, Sheerwater.		(B) 75%	(B) 74%
SO-053	(C) Sythwood School (D) New Monument		(C) 75% (D) 75%	(C) 76% (D) 76%
SO-054	No of participants in health, exercise and social activities at WBC Centres for the Community.	Health and Wellbeing Development	Equal or increasing, but ensure greater balance	
SO-055	(A) Exercise		(A) 5123	(A) 11,367
SO-056	(B) Health		(B) 8210	(B) 13,358
SO-057	(C) Social		(C) 15,971	(C) 25,911
SO-058	(D) Cultural (E) Educational		(D) 7659 (E) 569	(D) 16,820 (E) 1861
SO-059	(A) Key Card take up.	Health and Wellbeing Development	(A) 5123	(A) 11,367
SO-060	(B) % Key Card users in receipt of benefit.		(B) 8210	(B) 13,358
NI 158	Percent of non-decent Council Homes	HRA – Repairs and Maintenance	Monitor Only	3.17%

Indicator	Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 09 - 31 March 10)
NI 160	Local authority tenants' satisfaction with landlord services (A) No. of respondents who are very satisfied with the overall service provided by their landlord. (B) No. of respondents who are fairly satisfied with the overall service provided by their landlord (C) Total no. of respondents for the question (D) Percentage that were very or fairly satisfied with the overall service provided by their landlord	HRA – Tenant Participation	(A) n/a (B) n/a (C) n/a (D) n/a	(A) 318 (08/09) (B) 411 (08/09) (C) 936 (08/09) (D) 80%
SO-071	The average SAP (Standard Assessment Procedure) rating of local authority owned dwellings.	HRA – Repairs and Maintenance	n/a	78%