

INDICATORS	ANNUAL SUSTAINABILITY REPORT 2007/08			DIRECT IMPACTS			INDIRECT IMPACTS			Industry																															
	Financial performance			Non-financial indicators			Customer/Supplier indicators																																		
	2005/06 £m (est.)	2006/07 £m (est.)	2007/08 £m (est.)	Targets and narrative			Benchmark Information																																		
Emissions				<p>Emissions: % reduction since 1990/91</p> <table border="1"> <tr><th>Year</th><th>CO2</th><th>NOx</th><th>SO2</th></tr> <tr><td>2004/05</td><td>78</td><td>78</td><td>95</td></tr> <tr><td>2005/06</td><td>82</td><td>82</td><td>98</td></tr> <tr><td>2006/07</td><td>80</td><td>80</td><td>95</td></tr> </table>			Year	CO2	NOx	SO2	2004/05	78	78	95	2005/06	82	82	98	2006/07	80	80	95	<p>Costs relate to overall Council service provision. Emissions data relates to Council owned buildings. Target is to reduce emissions by 80% from 1990/91 levels.</p>			<p>Regional estimates from Defra show that in 2005 residents, businesses and visitors produced 604,000 tonnes of CO₂ equivalent emissions, this is a reduction from the 649,000 tonnes of CO₂ produced in 2003. This data will be used to monitor the Climate Change Strategy for Woking.</p>			National Indicators												
Year	CO2	NOx	SO2																																						
2004/05	78	78	95																																						
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<u>CO₂ equivalent emissions</u>										185 and 186 will provide baselines from 2009																															
Economic Programme	2.3	2.7	0.2																																						
Environmental Programme	6.2	6.9	7.0																																						
Social Programme	8.3	9.0	8.8																																						
Waste				<p>Internal waste and recycling collections split</p> <table border="1"> <tr><th>Year</th><th>Refuse</th><th>Recycle</th></tr> <tr><td>2007/08</td><td>82%</td><td>18%</td></tr> </table>			Year	Refuse	Recycle	2007/08	82%	18%	<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 30%.</p>			<p>64% of residents expressed satisfaction with refuse collections in 2006/07. 72% of residents expressed satisfaction with recycling collections in 2006/07. 382kg of household waste was produced per head in the Borough for 2007/08 (a decrease of 4% from the previous year). 1,030 Home composter units were sold to residents through Council promoted offers for 2007/08.</p>			National Indicators for waste and recycling																						
Year	Refuse	Recycle																																							
2007/08	82%	18%																																							
<u>Internal</u>				<p>Household Waste: % recycling</p> <table border="1"> <tr><th>Year</th><th>Refuse</th><th>Recycled / Composted</th></tr> <tr><td>2005/06</td><td>65</td><td>35</td></tr> <tr><td>2006/07</td><td>62</td><td>38</td></tr> <tr><td>2007/08</td><td>60</td><td>40</td></tr> </table>			Year	Refuse	Recycled / Composted	2005/06	65	35	2006/07	62	38	2007/08	60	40				<p>191, 192 and 193 will provide baselines from 2009</p>																			
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2005/06	65	35																																							
2006/07	62	38																																							
2007/08	60	40																																							
Internal collections (refuse)	-	-	0.0006*																																						
Internal collections (recycling)	-	-	0.003*																																						
Internal collections (confidential)	-	-	0.006*																																						
<u>External</u>																																									
Household collections	1.8	2.0	2.3																																						
	<i>*based on 5 months service data.</i>																																								
Finite resource usage				<p>Water consumption</p> <table border="1"> <tr><th>Year</th><th>Consumption</th></tr> <tr><td>2007/08</td><td>69,597 M³</td></tr> </table> <p>Energy Consumption</p> <table border="1"> <tr><th>Year</th><th>Consumption</th></tr> <tr><td>2007/08</td><td>83,388,515 kWh</td></tr> </table> <p>% Sustainable / Renewable Energy purchased</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2006/07</td><td>94% / 4% (Target: 100%)</td></tr> </table> <p>Fuel consumption (business miles travelled)</p> <table border="1"> <tr><th>Year</th><th>Miles</th></tr> <tr><td>05/06</td><td>195k</td></tr> <tr><td>06/07</td><td>188k</td></tr> <tr><td>07/08</td><td>192k</td></tr> </table> <p>Number of sheets of paper purchased.</p> <table border="1"> <tr><th>Year</th><th>Quantity</th></tr> <tr><td>05/06</td><td>5.9m</td></tr> <tr><td>06/07</td><td>4.6m</td></tr> <tr><td>07/08</td><td>4.9m</td></tr> </table>			Year	Consumption	2007/08	69,597 M ³	Year	Consumption	2007/08	83,388,515 kWh	Year	Percentage	2006/07	94% / 4% (Target: 100%)	Year	Miles	05/06	195k	06/07	188k	07/08	192k	Year	Quantity	05/06	5.9m	06/07	4.6m	07/08	4.9m	<p>The targets to reduce consumption of water and energy from Council buildings by 40% from 1990/91 levels were met by 2006/07. (Water: 43.8% Energy: 51%)</p>			<p>Average daily consumption of water for Woking is approx. 170 litres/person/day. 41 Water Butt Kits were sold to residents through Council promoted offers for 2007/08. Since 1996, Energy efficiency in residential accommodation has improved by 32.89%. The average energy efficiency rating of Council owned dwellings is 76.53%</p>			Data: 3 Valleys Water HECA SAP
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<u>Water</u>																																									
Water consumption	-	-	0.105																																						
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Energy consumption	-	-	2.0																																						
<u>Other finite materials</u>																																									
Fuel consumption	-	-	0.055							Data: SCC																															
Paper consumption	-	-	0.015							WBC																															
<u>Environmental incidents</u>																																									
Fines	0	0	0	<table border="1"> <tr><th>Year</th><th>Number</th></tr> <tr><td>2004</td><td>0</td></tr> <tr><td>2005</td><td>0</td></tr> <tr><td>2006</td><td>0</td></tr> </table>			Year	Number	2004	0	2005	0	2006	0	<p>Zero incidents</p>			<p>1 pollution Incident in Woking Borough for 2007.</p>			EA																				
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2004	0																																								
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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 2007/08 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 2007/08 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/sppfrmgt)
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 2007/08

Table 1 lists Woking Borough Council sustainability performance indicators which been included within the Annual Service and Performance Plan for 2008/09 (www.woking.gov.uk/council/sppfmgt). 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 2007/08. 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 2008/09

Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 07 - 31 March 08)
Reduce energy consumption and pollutants overall by 40% between 1991/92 and 2002/03	Climate Change Strategy	Reduce by 40% from 1990 levels.	51.4% (at April 07)
Percentage improvement in energy efficiency in all residential accommodation in the Borough.	Climate Change Strategy	Improve by 30% from 1996 levels.	32.89% (at April 07)
Percentage reduction in water consumption for corporate buildings.	Climate Change Strategy	To cut consumption by 40% from 1990 levels and maintain performance	43.8% (at April 07)
Percentage of new homes built on previously developed land.	Planning Policy	60%	100%
Percentage of the total tonnage of household waste that has been (A) Recycled (B) Composted (C) Total A + B	Waste and Recycling	30%	(A)30.21% (B)10.8% (C)41.4%
Kg of household waste collected per head	Waste and Recycling	396	382
Percentage reduction in carbon dioxide equivalent emissions – corporate buildings	Climate Change Strategy	Reduce emissions by 80%	80.2% (at April 07)
The average SAP (Standard Assessment Procedure) rating of local authority owned dwellings.	HRA – Repairs and Maintenance	73	76.5%
Percentage reduction in NO _x emissions from corporate buildings.	Climate Change Strategy	Reduce emissions by 80%	79.0% (at April 07)
Percentage reduction in SO ₂ emissions from corporate buildings.	Climate Change Strategy	Reduce emissions by 80%	94% (at April 07)
No. of sites of potential concern with respect to land contamination.	Environmental Control	Target to be confirmed	407

WOKING BOROUGH COUNCIL ANNUAL SUSTAINABILITY REPORT 2007/08

Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 07 - 31 March 08)
Conservation areas in the Local Authority area: (A) Total Number (B) % with up-to-date character appraisal (C) % with published management proposals	Planning Implementation	(A) – 25 (B) – 48 (C) – 0	(A) 26 (B) 20% (C) 0%
% presence of the following bird species in Woking's gardens (participating in Gardening For Life survey): (A) Blackbird (B) House Sparrow (C) Song Thrush	Cultural and Community Development	Monitor Only	07/08 results: (A) 94% (B) 64% (C) 41%
Number of hectares which are maintained as natural/semi natural space	Cultural and Community Development	Increase by 2.5% by 2011/12 (Target for 08/09 is 112 hectares)	111.40
Annual turnover (voluntary leavers as a percentage of staff in post)	Corporate Employer	10%–15%	9.78%
Staff Sickness per annum (average days for each member of staff).	Corporate Employer	Maintain top quartile performance (8.2 days)	8.35 days
% of high risk food premises that were inspected that were due an inspection % of low risk food premises that were inspected that were due an inspection	Food and Health & Safety	100% high risk 95% low risk	100% 98.9%
Number of Health and Safety inspections of specific classes of high risk premises that were due an inspection	Food and Health & Safety	119	104
Numbers participants in Surrey Youth Games. Numbers participants in Surrey Youth Games from ethnic minority groups.	Health and Wellbeing Development	190 30	177 5
Numbers of adults / young persons from relevant Ethnic Minority groups participating in sports development activity.	Health and Wellbeing Development	40	31
Take up of WBC health initiatives: (A) Bravehearts (B) Healthy Walks (C) Well-balanced.	Health and Wellbeing Development	(A) Monitor Only (B) 400 (C) Monitor Only	(A) 114 (B) 206 (C) 1284
Playschemes Participation: (A) Passport To Leisure enrolment as a % of total enrolment for Playschemes. % Playschemes take up from areas of deprivation: (B) Bishop David Brown, Sheerwater. (C) Sythwood School (D) New Monument	Health and Wellbeing Development	(A) 40% (B) 55% (C) 75% (D) 70%	(A) 32% (B) 38% (C) 66% (D) 37%

WOKING BOROUGH COUNCIL ANNUAL SUSTAINABILITY REPORT 2007/08

Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 07 - 31 March 08)
No of participants in health, exercise and social activities at WBC Centres for the Community. (A) Exercise (B) Health (C) Social (D) Cultural (E) Educational	Health and Wellbeing Development	To be equal or increasing, but to ensure a greater balance of activities at centres.	(A) 5,984 (B) 7,764 (C) 16,936 (D) 7,261 (E) 425
The percentage of interactions with the public by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	Information Communications Technology	100%	100%
Abandoned Vehicles (A) % investigated within 24 hours of notification. (B) % Removed within 24 hours of legal consent.	Removal of Abandoned Vehicles	(A) 86% (B) 100%	(A) 90% (B) 100%
Retain revised awards for Town Centre Car Parks.	Parking Services	Retain award for Victoria Way Car Park	Achieved for 2007/08
Community Safety Crime Statistics: (A) Domestic Burglaries per 1,000 households (B) Violent Offences per 1,000 population (C) Robberies per 1,000 population (D) Vehicle Crimes per 1,000 population	Community Safety	(A) 10 (B) 11 (C) 1 (D) 6.8	(A) 4.7 (B) 14.8 (C) 0.27 (D) 6.8
The % of reported racial incidents that resulted in further action.	Community Safety	100%	100%
% Score for Actions Against Domestic Violence checklist.	Community Safety	73%	82%
Actual number of alcohol related crime incidents in Woking Town Centre.	Licensing	Monitor Only	569 (2006/07 survey)
(A) Number of meals on wheels Mon to Fri and weekends ('000). (B) Number of frozen meals (C) Number of centre / Brockhill meals (D) Number of Lunch club meals	Community Meals	Target is to maintain the service provision. (Service is provided through referral.)	(A) 31 (B) 7.7 (C) 32.7 (D) 9.4
The number of vacant properties that are returned to occupation or demolished as a direct result of action by the Local authority	Private Sector Housing – including Housing Advances	30	7
Decent Homes Standard. The proportion (%) of LA homes that were non-decent at 1 April.	HRA – Repairs and Maintenance	22%	9%
% Satisfaction of tenants of council housing with the overall service provided by their landlord.	HRA – Tenant Participation	80%	85%

WOKING BOROUGH COUNCIL ANNUAL SUSTAINABILITY REPORT 2007/08

Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 07 - 31 March 08)
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	3.5%	6.6%
Frequency of use of the following services (% using facility at least once within previous 6 months) Sports/leisure facilities Theatres/concert halls Parks /open spaces	General Community Services Functions	Top quartile performance and increase from previous survey.	(2003/04 results) 46.2% 57.2% 70.8%
% satisfied services provided: Sports/leisure facilities Theatres/concert halls Parks /open spaces	General Community Services Functions	Top quartile performance: 63% 79% 77%	(2006/07 results) 65% 77% 76%
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 by 2008/09	3.1
Total Hectares of Sports Pitches per 1'000 population in secured, community use.	Cultural and Community Development	1.21 by 2011/12. 0.73 by 2008/09	0.68
The total amount spent by the authority on advice and guidance services provided by external organisations.	Grants to Voluntary and Community Organisations	Determined by grants allocation. Not currently being collected.	(2005/06): £399,000
The % of relevant land and highways that is assessed as having deposits of litter and detritus across four categories of cleanliness.	Environmental Maintenance Contract	19%	13.7%
% Satisfaction with Street Cleaning	Environmental Maintenance Contract	80%	74%
% Satisfaction with Landscaping	Environmental Maintenance Contract	82%	78%
Turnout rate for local elections (%of electorate).	Elections and Electoral Registration	To increase turnout for comparable elections.	43.6%
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	To be representative of the local community.	7.8%
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	To be representative of the local community.	7.2%
The duty to promote race equality. % score against checklist of procedures, process and outcomes	Corporate Planning and Policy	55%	66%

WOKING BOROUGH COUNCIL ANNUAL SUSTAINABILITY REPORT 2007/08

Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 07 - 31 March 08)
The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	Property Management	74%	78%
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	94% (at April 07) 4% (at April 07)
Number of Water Butts purchased by residents through Council promotion with Straight Plc.	Climate Change Strategy	Monitor Only	41
Total amount of paper used at the Civic Offices (millions of sheets) % of paper purchased that comes from sustainably managed forests.	Information Communications Technology	Monitor Only	4.9 100% Sustainable Sources
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.	192
Number of composters sold through WBC offers. (Home Composters & Wormeries)	Recycling	Monitor Only	1.030
The % of Internal waste collections for recycling	Property Management	Monitor Only	18%
Total number properties from which Business Rates were collected.	Revenue Collection	Monitor Only	2,539
Net change in industrial and commercial floor space as a result of planning permissions (%)	Planning Policy	Monitor Only	+0.25
Amount of floor space for non-office economic activity (factories, warehouses, retail) '000 sq.metres. <i>Increase or Decrease</i>	Planning Policy	Monitor Only	-3.68
Level of staff satisfaction (Percentage of those staff within Woking Borough Council who strongly agree or agree) That the Council, as the employer, cares for it's employees The Council is a good place to work	Corporate Employer	To increase satisfaction for each survey	67% (2005 survey) 84% (2005 survey)
Acceptance by DEFRA of the conclusions of the Council's annual assessment of local air quality against health based national air quality standards (or another quantitative measure).	Environmental Control	Acceptance of report indicates good overall level of air quality.	Awaiting confirmation from DEFRA.

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Indicator Description	Service & Performance Plan Cross Reference	Target where applicable	Out-turn (01 April 07 - 31 March 08)
(A) Passport To Leisure take up. (B) % Passport To Leisure users in receipt of benefit.	Health and Wellbeing	(A) 3,200 (B) 53%	3,766 50%
Number of people who attended courses. (A) Vocational Training (B) Corporate Training	Corporate Employer	To provide a similar level of training opportunities each year.	For 2006/07: (A) 52 (B) 362
Percentage of staff rating the quality of internal communication at Woking as satisfactory or better.	Corporate Employer	To increase satisfaction for each survey.	75% (2005 survey)
Percentage of respondents who think that the Borough Council keeps residents very well or fairly well informed about the services and benefits it provides.	Marketing Communications	To increase satisfaction for each survey.	46% (next survey 2009/10)
Monthly average number of unique users to the WBC web site i.e. separate individuals using the web site. ('000)	Information Communications Technology	Monitor Only	46
Number of organisations that have joined the 'Window On Woking' Community Web Site.	Cultural and Community Development	To increase the number of member organisations each year.	96
Number of Home safety jobs carried out for vulnerable home owners.	Homelink – Home Improvement Agency	Monitor Only	420 (2006/07)
Number of properties within the private sector made secure by the Homelink Handyperson Service.	Homelink – Home Improvement Agency	Monitor Only	116 (2006/07)
The number of New Affordable Homes provided each year.	Housing Needs and Enabling	150 new affordable homes each year	29
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	66.9
Total amount (%) of housing provided as a percentage of the Structure Plan requirement.	Planning Policy	3340 completions required by 2016.	72.9%
Total number of bicycle allowance claims made during the year.	Corporate Employer	To increase cycling each year.	187
Number of employees accessing the bicycle 'salary-sacrifice scheme'.	Corporate Employer	To increase take up each year.	12
Number of posts with entitlement to a car parking season ticket.	Corporate Employer	Monitor Only	250
Proportion of non-residential development which is in a high accessibility area (%)	Planning Policy	To maintain the current level of performance	100%

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Length of cycle routes in the Borough. (KM) (A) Signed Cycle Routes (B) Shared Facilities (C) Carriageway Cycle Paths (D) Number of 'Toucan' crossings for cyclists.	Planning Policy	Monitor Only	(A) 17 (B) 9.3 (C) 10.5 (D) 7
Allotments (percentage occupancy)	Cultural and Community Development	100%	100%
Total number of groups assisted through the grants process.	Grants to Voluntary and Community Organisations	Maintain a consistent level of community support.	136 (2006/07)
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) 917 (B) 183 (C) 1756
% of Satisfaction Survey respondents who tend to agree or definitely agree that they can influence decisions that affect their local area.	Corporate Planning and Policy	To increase the % for each survey.	23% (2006/07)

ENDS