	SUMMA	RY - P	eriod 1 (April) 2007/08		
	Mon	thly (A	pril) performance		
Improving or stable. Declining No data	No. 22 13 0	37%	On target Missing target by less than 10% Missing target by more than 10% No data	No. 23 5 7 0	% 66% 14% 20% 0%
Total Number of Indicators	35	100%	Total Number of Indicators	35	100%

SUMMARY	- Perio	d 1 (A	oril 2007/08)		
Es	timate	d Outtu	ırn		
	No.	%		No.	%
On target	30	86%	1st quartile	6	40%
Missing target by less than 10%	0	0%	2nd quartile	4	27%
Missing target by more than 10%	1	3%	3rd quartile	3	20%
No data	4	11%	4th quartile	2	13%
			(2005/06 quartiles		
			used)		
total	35	100%	total*	15	

^{*} only BVPI's with quartile data are counted

			Period 2 (May) 2007/08		
	IOIVI	ntniy (i	May) performance		
	No.	%		No.	%
Improving or stable.	28	80%	On target	23	66%
Declining	7	20%	Missing target by less than 10%	8	23%
No data		0%	Missing target by more than 10%	4	11%
			No data	0	0%
Total Number of					
Indicators	35	100%	Total Number of Indicators	35	100%
maratoro	00	10070	Total Rambor of maioatoro	00	10070

SUMMARY	- Perio	d 2 (Ma	ay) 2007/08)		
Es	timated	d Outtu	ırn		
	No.	%		No.	%
On target	34	97%	1st quartile	6	40%
Missing target by less than 10%	0	0%	2nd quartile	4	27%
Missing target by more than 10%	1	3%	3rd quartile	3	20%
No data	0	0%	4th quartile	2	13%
			(2005/06 quartiles		
			used)		
total	35	100%	total*	15	

^{*} only BVPI's with quartile data are counted

Performance Indicators Period 02 (May) 2007/08

APPENDIX 2

				200			Data (05/06									7/08		
Ref	Description	Report - ed?	Cum or Snap?	Actuals	Quartile	Higher or lower	Median (05/06 quartile)	April Target	April Actual	Target &Trend	May Target	May Actual	Target &Trend	Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	Comments (inc. budgetary
	Chief Executive's Department																	
LPI CEOACE	% of press articles which enhance our reputation	М	С	84.00	n/a	n/a	n/a	80.00	73.84	W	80.00	69.12	W	80.00	80.00	S	n/a	outcome not as good as usual but this was election month and we had more negative letters than usual
	Legal & Democratic Services																	
BV174	The number of racial incidents reported to the Council per 100,000 population	М	С	0	n/a	n/a	n/a	0.00	0.00	S	0.00	0.00	S	0.00	0.00	S	n/a	On target
BV175	The percentage of those racial incidents that have resulted in further action	М	С	100	4	Н	100	100.00	100.00	S	100.00	100.00	S	100.00	100.00	S	1	No reported incidents requiring further action
•	Human Resources & Organisational Development			•										•				
BV12	The average number of working days lost due to sickness.	М	С	10.66	3	L	9.54	0.65	0.71	S	1.46	1.49	W	9.00	8.94	W	2	Sickness levels increased in May bringing the projected figure close to the Councils target of 9. In order for the target to be achieved sickness levels need to be managed.
LPI Human Resources	% of staff appraisals undertaken	M*	С	99.00	n/a	n/a	n/a	100.00	67.00	W	100.00	98.00	_	100.00	100.00	S	n/a	
	Financial services																	
BV78a	The average number of days taken for processing new claims.	М	С	31.13	3	L	31.00	28.00	34.10	W	28.00	35.48	W	28.00	28.00	S	2	Iclipse workflow problems have resulted in missing claims affecting time to process. Meetings have been held (in early June) with the IT system supplier to ensure they are aware of the consequences of the system problems and to impress upon them the need for improvement in their system availability. The supplier has responded positively, some of the problems have been resolved and a programme is being put in place to address the remainder. Early indications for June figures show an improvement, which is expected to continue through into July figures.
BV78b	The average number of days taken for processing changes in circumstances	М	С	8.04	1	L	11.90	10.00	14.31	W	10.00	9.95	I	9.00	9.00	S	2	Within target and improving
BV79bii	The percentage of recoverable HB (all- years outstanding) overpayments recovered.	М	С	30.99	3	Н	34.11	2.08	2.85	I	4.16	7.27		30.00	30.00	S	4	Overpayments continue to be monitored weekly

				200	6/07	Quartile D	oata (05/06								200	7/08		
Ref	Description	Report - ed?	Cum or Snap?	Actuals	Quartile	Higher or lower	Median (05/06 quartile)	April Target	April Actual	Target &Trend	May Target	May Actual	Target &Trend	Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	Comments (inc. budgetary
BV8	Percentage of invoices paid on time	М	С	94.74	3	н	95.00	97.00	94.38	W	97.00	94.66	-	97.00	97.00	S	4	A slight improvement on April but remains below target. Weekly lists are distributed to HoS with target dates for return of invoice in order to be paid on time. In May there were 32 invoices paid late with 10 Planning & 9 Culture & Community Performance "clinics" have been held with the HOS and Improvement Director to identify areas of concern and actions to improve. Early indications for June performance suggests these actions are having a positive effect, with the June figure estimated to be about 97.8% - which would be better than target.
BV9	Percentage of Council Tax collected	М	С	98.40	2	Н	98.11	11.07	12.00		20.75	19.80	S	98.80	98.80	S	3	Slight decline in collection to target on month - remain on target for outturn
BV10	Percentage of Non-Domestic Rates collected.	М	С	98.20	4	Н	99.00	9.70	9.50	S	18.51	20.30		98.80	98.80	S	4	Improvement in month

E-Government & Customer Services

	Services																	
csc	Monthly Call Volumes Customer Contact Centre	М	S	n/a	n/a	n/a	n/a	-	8,410			6,399		-			n/a	hub demonstrates that the call volumes taken by the Bromsgrove contact centre are much higher than our neighbouring contact centres (e.g. Wyre Forest Worcester City and Malvern Hills) On average during the period December '06 – May'07 we handled 5500 more calls per month When call volumes are lower, for example in the periods October & November 2006, the performance of the Bromsgrove Contact Centre was considerably improved. As calls are mostly generated as a result of action or lack of action from services we are currently working across all areas of the council to understand what is driving the call volume with the objective identifying what action can be taken to reduce the volumes and improve overall service.
CSC	Monthly Call Volume Council Switchboard	М	s	n/a	n/a	n/a	n/a	-	7,718			7,310		_			n/a	see above
CSC	Resolution at First Point of Contact all services (percentage)	М	С	83.00	n/a	n/a	n/a	85.00	90.38		85.00	91.00	S	85.00	85.00	S	n/a	performance continues to be above target
CSC	Average Speed of Answer (seconds)	М	С	48	n/a	n/a	n/a	20.00	67.00	W	20.00	47.00	1	20.00	20.00	S	n/a	Telephone performance demonstrating improvement as overall call volumes begin to fall which fits the call profile expected for the year
CSC	% of Calls Answered	М	С	76	n/a	n/a	n/a	85.00	60.00	W	85.00	87.00	T	85.00	85.00	S	n/a	Telephone performance demonstrating improvement as overall call volumes begin to fall which fits the call profile expected for the year
LPI IT Services	% of helpdesk call closed within timescales	М	С	83.99	n/a	n/a	n/a	86.00	92.88	W	86.00	95.45		86.00	86.00	S	n/a	Consistently exceeding the monthly targets.

Street Scene & Waste Management

				20	06/07	Quartile	Data (05/06							1	200	7/08		
Ref	Description	Report - ed?	Cum or Snap?	Actuals	Quartile	Higher or lower	Median (05/06 quartile)	April Target	April Actual	Target &Trend	May Target	May Actual	Target &Trend	Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	Comments (inc. budgetary
BV82ai	The percentage of household waste that has been recycled	М	С	21.42	2	Н	18.50	18.32	17.44	W	17.00	18.79	1	21.50	21.50	S	2	Still awaiting bring site can tonnage. Percentage is kept low this time of year due to large volumes of green waste collected
BV82bi	The percentage of household waste that has been composted	М	С	8,242.3	1 1	Н	8.29	30.31	33.78		30.00	30.30	W	19.60	20.00	S	1	High volumes of green waste as per last year
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	М	С	95.00	2	Н	87.00	95.00	100.00	_	95.00	100.00	S	95.00	100.00	S	1	8 vehicles reported and 8 responded to within timescale
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	М	С	95.00	1	Н	77.50	95.00	100.00		95.00	100.00	S	95.00	100.00	S	1	6 vehicles to be removed and 6 removed within timescale
LPI Depot	% animal/debris cleared within timescales	М	С	82.00	n/a	n/a	n/a	95.00	100.00		95.00	100.00	S	95.00	100.00	S	n/a	5 incidents reported and 5 removed within timescale
LPI Depot	% of fly tips dealt with in response time	М	С	96.00	n/a	n/a	n/a	95.00	97.50		95.00	100.00	- 1	95.00	97.50	S	n/a	80 incidents reported and 80 dealt with within timescale
LPI Depot	Number of missed household waste collections	М	С	1630	n/a	n/a	n/a	133	99	_	266	172	- 1	1,596	1,188	S	n/a	73 missed collections in May
LPI Depot	Number of missed recycle waste collections	М	С	748	n/a	n/a	n/a	66	31	_	132	62	- 1	800	372	S	n/a	30 missed collections in May
LPI Depot	Number of written complaints	М	С	334	n/a	n/a	n/a	22	27	W	44	38	- 1	264	148	-	n/a	11 complaint letters in May
LPI Transport Services	% responses to Excess Charge appeals in 10 days	М	С	94.00	n/a	n/a	n/a	95.00	89.90	W	95.00	93.07	- 1	95.00	95.00	S	n/a	103 appeals of which 99 were dealt with within timescale
	Planning & Environment Services	3						<u>-</u>										
BV109a	The percentage of major planning applications determined within 13 weeks	М	С	73.00	2	Н	66.67	55.00	100.00	ı	55.00	88.00	1	60.00	60.00	S	3	3 out of 3 =100%. This includes an application Members overturned and had to go through the Departure procedure, but which was still determined in time due to due effort.
BV109b	The percentage of minor planning applications determined within 8 weeks	М	С	72.00	3	Н	74.01	77.00	92.00	ı	77.00	78.00	S	65.00	65.00	S	4	15 out of 19 = 79%. Performance in this category was exceptional in April and as such this represents a fall of 13%. 79% is however a truer reflection of long term performance in this category. Officers have been reminded on the importance of addressing this category.
BV109c	The percentage of other planning applications determined within 8 weeks	М	С	84.00	3	Н	88.23	89.00	100.00	-	89.00	91.00	S	80.00	80.00	S	4	61 out of 67 = 91%. Well in excess of BVPI standard, but a 9% reduction in relation to April in which performance was very good.
BV204	The percentage of planning appeal decisions allowed	М	С	27.80	n/a	n/a	n/a	40.00	0.00	T	40.00	0.00	S	33.00	33.00	S	n/a	This BVPI requires less than 40% of appeals to be allowed. We had one appeal decision (Wythall nurseries Silver Street) relating to inappropriate development in the green belt. A fairly straight forward policy issue which was dismissed. We have won all 3 appeals determined this year.
	Culture & Community Services																	
BV126 (proxy)	The number of domestic burglaries	М	С		n/a	n/a	n/a	33	32	S	67	66	W	404	396	S	n/a	Under Target
BV127a (proxy)	The number of violent crimes	М	С		n/a	n/a	n/a	92	102	W	185	187	ı	1114	1122	S	n/a	On Target
	The number of violent crimes	М	С		n/a	n/a	n/a	92	102	W	185	187	I	1114	1122	S	n/a	On Target

				200	6/07	Quartile I	Data (05/06						_		200	7/08		
Ref	Description	Report - ed?	Cum or Snap?	Actuals	Quartile	Higher or lower	Median (05/06 quartile)	April Target	April Actual	Target &Trend	May Target	May Actual	Target &Trend	Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	Comments (inc. budgetary
BV127b (proxy)	The number of robberies	М	С		n/a	n/a	n/a	3	5	w	7	13	w	42	62	S	n/a	The number of robberies has worsened in May and is now nearly double the target figure to date. The Police are investigating this. Five crimes occurred in Rubery over a short period (believed to be perpetrated by a group of young males operating from West Midlands). Additional Police resources have been put into Rubery for reassurance and detection purposes. GOWM have also flagged this up as an area of potential concern. Crime figures in Bromsgrove are relatively low and thus overall figures are susceptible to spikes in this situation. Had the incidents in Rubery not occurred this PI would be virtually on target (actual of 8 against target of 7). According to the latest figures available from the Home Office, comparator crime figures (the basket of crimes that all Community Safety Partnerships are measured on) have fallen by 4.7% in May (compared to April).
BV128 (proxy)	The number of vehicle crimes	М	С		n/a	n/a	n/a	76	72	S	152	127	1	917	762	S	n/a	Reduction as a result of measures put in place by the Community Safety Partnership.
LPI Community Services	Number of attendances at arts events	М	С	18,515	n/a	n/a	n/a	250	265	S	775	540	1	23,000	23,000	Ø	n/a	The decrease in audience attendance is accounted for by 5 of the events being outside, I event was rained off and at 2 other events it rained during the events, thus having an impact on audience attendance.
LPI Sports Services	Sports Centres Usage	М	С		n/a	n/a	n/a	64,171	65,143	s	125,957	129,076	W	621,600	621,600	S	n/a	Dolphin usage above target. Haybridge usage below target as a limited programme is being run due to difficulties in recruiting coaching staff.

								2007/00	Monthly D	orformonos	figures				
Description	Freq	C or S		Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
Chief Executive's Department															
% of press articles which enhance our	М	С	Target												
reputation			Actual	73.84	64.78										
Legal & Demorcatic Services															
The number of racial incidents reported	М	С	Target	0.00	0.00										
to the Council per 100,000 population			Actual	0.00	0.00										
The percentage of those racial incidents	М	С	Target	100.00	100.00										
that have resulted in further action			Actual	100.00	100.00										
Human Resources & Organisational Development															
The average number of working days	М	С	Target	0.73	0.73										
iosi due to sickriess.			Actual	0.71	0.84										
% of staff appraisals undertaken	M*	С	Actual	67.00	98.00										
Financial Services															
The average number of days taken for	М	С	Target	28.00	28.00										
				34.10	36.44										
The average number of days taken for processing changes in circumstances	M	С													
The percentage of recoverable HB (all-	М	С	Target	25.00	25.00										
recovered.	***	_	Actual	2.85	4.42										
Percentage of invoices paid on time	М	С	Target	97.00	97.00										
				94.38	94.91										
Percentage of Council Tax collected	М	С	Actual	11.07	9.68 7.80										
	Chief Executive's Department % of press articles which enhance our reputation Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population The percentage of those racial incidents that have resulted in further action Human Resources & Organisational Development The average number of working days lost due to sickness. % of staff appraisals undertaken Financial Services The average number of days taken for processing new claims. The average number of days taken for processing changes in circumstances The percentage of recoverable HB (all-years outstanding) overpayments recovered. Percentage of invoices paid on time	Chief Executive's Department % of press articles which enhance our reputation Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population M The percentage of those racial incidents that have resulted in further action Human Resources & Organisational Development The average number of working days lost due to sickness. M* Financial Services The average number of days taken for processing new claims. The average number of days taken for processing changes in circumstances The percentage of recoverable HB (all-years outstanding) overpayments recovered. Percentage of invoices paid on time M	Chief Executive's Department % of press articles which enhance our reputation Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population M C The percentage of those racial incidents that have resulted in further action M C Human Resources & Organisational Development The average number of working days lost due to sickness. M C Financial Services The average number of days taken for processing new claims. The average number of days taken for processing changes in circumstances The percentage of recoverable HB (all-years outstanding) overpayments recovered. Percentage of invoices paid on time M C	Chief Executive's Department % of press articles which enhance our reputation Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population M C Actual The percentage of those racial incidents that have resulted in further action Human Resources & Organisational Development The average number of working days lost due to sickness. M C Target Actual % of staff appraisals undertaken M* C Target Actual Financial Services The average number of days taken for processing new claims. The average number of days taken for processing changes in circumstances The percentage of recoverable HB (all-years outstanding) overpayments recovered. Percentage of Invoices paid on time M C Target Actual Target Actual M C Target Actual	Chief Executive's Department % of press articles which enhance our reputation M C Actual 73.84 Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population The percentage of those racial incidents that have resulted in further action M C Target 100,000 Actual 100.00 Human Resources & Organisational Development The average number of working days lost due to sickness. M C Target 100.00 Actual 0.71 % of staff appraisals undertaken M* C Target 100.00 Actual 67.00 Financial Services The average number of days taken for processing new claims. The average number of days taken for processing changes in circumstances of the processing coustanding) overpayments recovered. Percentage of invoices paid on time M C Target 11.0.7 Target 25.00 Actual 2.85 Target 37.00 Actual 2.85 Target 37.00 Actual 34.31 Target 25.00 Actual 2.85 Target 37.00 Actual 34.38	Chief Executive's Department % of press articles which enhance our reputation M C Target Actual 73.84 64.78 Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population The percentage of those racial incidents that have resulted in further action M C Target 100,000 100,000 Actual 100,000 100,000 Actual 100,000 100,000 Human Resources & Organisational Development The average number of working days lost due to sickness. M C Target 0,73 0,73 Actual 0,71 0,84 Actual 0,71 0,71 0,71 0,71 0,71 0,71 0,71 0,71	Chief Executive's Department % of press articles which enhance our reputation M C Actual 73.84 64.78 Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population M C Actual 0.00 0.00 Actual 0.00 0.00 The percentage of those racial incidents that have resulted in further action M C Target 100.00 100.00 Actual 100.00 100.00 Actual 100.00 100.00 Actual 0.71 0.84 % of staff appraisals undertaken M C Target 100.00 100.00 Actual 0.71 0.84 % of staff appraisals undertaken M C Target 100.00 100.00 Actual 67.00 98.00 Financial Services The average number of days taken for processing new claims. The average number of days taken for processing what claims. The average number of days taken for processing changes in circumstances of actual 14.31 6.14 The percentage of recoverable HB (allyears outstanding) overpayments The percentage of invoices paid on time M C Target 10.00 10.00 Actual 14.31 6.14 Target 28.00 28.00 Actual 14.31 6.14 Target 28.00 25.00 Actual 2.85 4.42 Percentage of invoices paid on time M C Target 17.00 9.68 Percentage of Council Tax collected M C Target 11.07 9.68	Chief Executive's Department % of press articles which enhance our reputation M C Actual 73.84 64.78 Legal & Demorcatic Services The number of racial incidents reported to the Council per 100,000 population M C Actual 0.00 0.00 Actual 0.00 0.00 Actual 0.00 0.00 The percentage of those racial incidents that have resulted in further action M C Target 100,00 100.00 Human Resources & Organisational Development The average number of working days lost due to sickness. M C Target 0.73 0.73 Actual 0.71 0.84 % of staff appraisals undertaken M C Target 100.00 100.00 Financial Services The average number of days taken for processing new claims. The average number of days taken for processing changes in circumstances The precentage of recoverable HB (all-years outstanding) overpayments recovered. Percentage of Council Tax collected M C Target 11.07 9.88 Legal & Demorcatic Services Target 100.00 100.00 Actual 34.10 36.44 Target 10.00 10.00 Actual 14.31 6.14 Target 25.00 25.00 Actual 2.88 4.42 Target 37.00 97.00 Actual 94.38 94.91 Percentage of Council Tax collected M C Target 11.07 9.88	Description	Description	Description	Chief Executive's Department Ware of press articles which enhance our reputation	Description	Description	Description

	Percentage of Non-Domestic Rates			Target	9.70	8.80					
BV10	collected.	IVI	C	Actual	9.50	10.80					

E-Government & Customer Services

csc	Monthly Call Volumes Customer Contact	М	s	Target							
000	Centre	141	Ŭ	Actual	8,410	6,399					
CSC	Monthly Call Volume Council Switchboard	М	S	Target							
030	Worlding Call Volume Council Switchboard	IVI	3	Actual	7,718	7,310					
CSC	Resolution at First Point of Contact all	М	С	Target	85.00	85.00					
000	services (percentage)	IVI	C	Actual	90.77	90.00					
CSC	Average Speed of Answer (seconds)	М	С	Target	20.00	20.00					
030	Average opeed of Allawer (seconds)	IVI	C	Actual	67.00	47.00					
CSC	% of Calls Answered	М	С	Target	85.00	85.00					
030	70 Of Calls Allswelled	IVI	C	Actual	60.00	87.00					
LPI IT	% of helpdesk call closed within	М	С	Target		86.00					
Services	timescales	""		Actual	92.88	95.45					

Street Scene & Waste Management

	The percentage of household waste that			Target		17.00					
BV82ai	has been recycled	М	С			17.00					
				Actual	17.44	18.79					
BV82bi	The percentage of household waste that has been composted	М	С	Target		30.00					
				Actual	33.78	30.30					
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	М	С	Target	95.00	95.00					
				Actual	100.00	100.00					
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	М	С	Target	95.00	95.00					
				Actual	100.00	100.00					
LPI Depot	% animal/debris cleared within timescales	М	С	Target	95.00	95.00					
				Actual	100.00	100.00					
LPI Depot	% of flytips dealt with in response time	М	С	Target	95.00	95.00					
				Actual	97.50	100.00					
LPI Depot	Number of missed household waste collections	М	С	Target	133	133					
				Actual	99	73					
LPI Depot	Number of missed recycle waste collections	М	С	Target	66	66					
				Actual	31	30					
LPI Depot	Number of written complaints	М	С	Target	22	22	•		•		
				Actual	27	11					

% responses to Excess Charge appeals	М	С	Target	95.00	95.00										
in 10 days			Actual	89.90	96.12										
Planning & Environment Services															
The percentage of major planning applications determined within 13 weeks	М	С	Target	55.00	55.00										
			Actual	100.00	88.00										
The percentage of minor planning applications determined within 8 weeks	М	С	Target	77.00	77.00										
			Actual	92.00	78.00										
The percentage of other planning applications determined within 8 weeks	М	С	Target	89.00	89.00										
			Actual	100.00	91.00										
The percentage of planning appeal decisions allowed	М	С	Target	40.00	40.00										
			Actual	0.00	0.00										
Culture & Community Services															
The number of domestic burglaries	М	С	Target	33	33										
			Actual	32	34										
The number of violent crimes	М	С	Target	92	92										
			Actual	102	84										
The number of robberies	М	С	Target	3	3										
			Actual		8										
The number of vehicle crimes	М	С	Target		76										
			Actual	72	58										
Number of attendances at arts events	М	С	Target												
			Actual	265	275										
Sports Centres Usage	М	С	Target												
			Actual	65,143	63,932										
	In 10 days Planning & Environment Services The percentage of major planning applications determined within 13 weeks The percentage of minor planning applications determined within 8 weeks The percentage of other planning applications determined within 8 weeks The percentage of planning appeal decisions allowed Culture & Community Services The number of domestic burglaries The number of violent crimes The number of vehicle crimes Number of attendances at arts events	In 10 days Planning & Environment Services The percentage of major planning applications determined within 13 weeks The percentage of minor planning applications determined within 8 weeks The percentage of other planning applications determined within 8 weeks The percentage of planning appeal decisions allowed Culture & Community Services The number of domestic burglaries M The number of violent crimes M The number of vollent crimes M The number of vehicle crimes M Number of attendances at arts events M	Planning & Environment Services The percentage of major planning applications determined within 13 weeks The percentage of minor planning applications determined within 8 weeks The percentage of other planning applications determined within 8 weeks The percentage of other planning applications determined within 8 weeks The percentage of planning appeal decisions allowed Culture & Community Services The number of domestic burglaries M C The number of violent crimes M C The number of violent crimes M C The number of vehicle crimes M C Number of attendances at arts events M C	In 10 days M	Namber of attendances at arts events M	Namber of attendances at arts events M C Actual 89.90 96.12	In 10 days	In 10 days	In 10 days	Name	Name	Actual 89.90 96.12	Name	No days	Planning & Environment Services