	SUMMA	RY - P	eriod 1 (April) 2007/08		
	Mon	thly (A	April) performance		
	No.	%		No.	%
Improving or stable.	22	63%	On target	23	66%
Declining	13	37%	Missing target by less than 10%	5	14%
No data	0	0%	Missing target by more than 10%	7	20%
			No data	0	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	urn		
	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

	SUMMA	ARY - F	Period 2 (May) 2007/08		
	Mor	nthly (I	May) performance		
Improving or stable. Declining No data	No. 28 7	20%	On target Missing target by less than 10% Missing target by more than 10% No data	No. 23 8 4 0	% 66% 23% 11% 0%
Total Number of Indicators	35	100%	Total Number of Indicators	35	100%

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

* only BVPI's with quartile data are counted

	SUMMA	NRY - P	Period 3 (June) 2007/08		
	Мо	nthly (I	May) performance		
	No.	%		No.	%
Improving or stable.	29	67%	On target	27	63%
Declining	12	28%	Missing target by less than 10%	11	26%
No data	2	5%	Missing target by more than 10%	3	7%
			No data	2	5%
Total Number of Indicators	43	100%	Total Number of Indicators	43	100%

SUMMARY -	Perio	d 3 (Ju	ne) 2007/08)		
Es	timate	d Outtu	ırn		
	No.	%		No.	%
On target	38	88%	1st quartile	5	25%
Missing target by less than 10%	3	7%	2nd quartile	8	40%
Missing target by more than 10%	1	2%	3rd quartile	3	15%
No data	1	2%	4th quartile	4	20%
			(2005/06 quartiles		
			used)		
total	43	100%	total*	20	

* only BVPI's with quartile data are counted

Performance Indicators Quarter 1 / Period 03 (June) 2007/08

number nu			1		200	6/07	Quartile	Data (05/06											200	07/08		
mmm mmm h n <th>Ref</th> <th>Description</th> <th></th> <th></th> <th>200</th> <th>0.01</th> <th>Higher or</th> <th>Median (05/06</th> <th>April Target</th> <th>April Actual</th> <th></th> <th>May Target</th> <th>May Actual</th> <th></th> <th>June Target</th> <th>June Actual</th> <th></th> <th>Target</th> <th>Est.</th> <th>Est. Outturn Target</th> <th>Outturn</th> <th>Comments (inc. budgetary</th>	Ref	Description			200	0.01	Higher or	Median (05/06	April Target	April Actual		May Target	May Actual		June Target	June Actual		Target	Est.	Est. Outturn Target	Outturn	Comments (inc. budgetary
$ \frac{1}{10000} \frac{1}{10000} \frac{1}{1000} \frac{1}{100} \frac{1}{100} $		Chief Executive's Department																				
	LPI CEOACE		м	С	84.00	n/a	n/a	n/a	80.00	73.84	W	80.00	69.12	W	80.00	72.36	I	80.00	80.00	S	n/a	
		Legal & Democratic Services			<u>.</u>							-										-
Image: Normalization in the forward of the forward	BV174	reported to the Council per 100,000	м	с	0	n/a	n/a	n/a	0.00	0.00	S	0.00	0.00	S	0.00	0.00	S	0.00	0.00	S	n/a	On target
Upper dependence of the control of the	BV175	incidents that have resulted in	м	с	100	4	н	100	100.00	100.00	S	100.00	100.00	S	100.00	100.00	S	100.00	100.00	S	1	No reported incidents requiring further action
Important M C State S <																						
Image of the properties of the prop	BV12		м	С	10.66	3	L	9.54	0.73	0.71	S	1.46	1.49	w	2.19	2.21	I	9.00	8.82	I	2	during June compared to May. The June figure is lihough just a little higher than the low recorded in April. If sickness levels can be held at the same level as in June for the rest of the year then the target will be comfortably met. However management action to contain sickness absence
Image Columbra Columa Columa Columa	BV14		Q	с		1	L	0.40							0.80	0.00	S	0.80	0.00	S	1	No employees retired early during April-June
Image: contrage of employees with a Q S Image: contrage of employees with a	BV15		Q	с		1	L	0.25							0.20	0.25	W	0.20	0.25	w	2	
Importanting of applyings from 0 0 C 4 H 1.40 Important 1.10 1.14 Important 2.00 1.74 Important 2.00 1.74 V 2 The conciliance of applying from 0 and o	BV16a		Q	s		4	н	3.11							1.80	1.99	I	1.80	1.99	Т	4	
Resources % of posts vacant Q S na <	BV17a	The percentage of employees from minority ethnic communities	Q	с		4	н	1.40							2.00	1.74	I	2.00	1.74	w	2	The council currently employs 7 members of staff from minority ethnic communities
BV78a The average number of days taken of processing new claims. M C 32.05 3 L 31.00 28.00 34.10 W 28.00 35.48 W 28.00 34.83 I 28.00 S8 2 Meeting has taken place with Anite re Workflow and action plan for addressing problems is underway. Cose liason which will address to processing new claims. BV78b The average number of days taken for processing new claims. M C 10.00 14.31 W 10.00 9.95 II 10.00 9.55 W 9.00 S8 2 Whith target BV78b The average number of days taken for processing hanges in for processing hanges i	LPI Human Resources	% of posts vacant	Q	s		n/a	n/a	n/a								7.60					n/a	
The average number of days taken for processing new claims. M C JZ.05 3 L 31.00 28.00 34.10 W 28.00 35.48 W 28.00 34.83 I 28.00 28.00 S 2 Meeting has taken place with Anter value/ways classes in ordensing problems in diverses problems in diverses problems in the value/way classes in orden in the value/way classes in proved from May. BV78b The average number of days taken for processing robems in the value/ways and action of construction of the value/ways and action of the value/ways and action of construction of the value/ways and action of construction of the value/ways and action of th		Financial services																				
for processing changes in M C 8.30 1 L 11.90 10.00 9.95 1 10.00 9.55 W 9.00 S 2 Within target BV79a The percentage of cases for which the amount of benefit due was culculated correctly. Q C 4 H 98.20 I I I I I I Q	BV78a		м	с	32.05	3	L	31.00	28.00	34.10	w	28.00	35.48	w	28.00	34.83	I	28.00	28.00	S	2	action plan for addressing problems is underway. Close liaison with Anite via Customer Service officer and weekly conference call. Waiting for new upgrade 4.39 to be installed which will address certain problems. Performance however has
BV79a The percentage of cases for which the amount of benefit due was cultated correctly. Q C 4 H 98.20 Image: Construct of benefit due was cultated correctly. Q C 4 H 98.20 Image: Construct of benefit due was cultated correctly. Q C 4 H 98.20 Image: Construct of benefit due was cultated correctly. Q C 4 H 98.20 Image: Construct of benefit due was cultated correctly. Q C 4 H 98.20 Image: Construct of benefit due was cultated correctly. Q C 4 H 98.20 Image: Construct of benefit due was cultated correctly. Q C A	BV78b	for processing changes in	м	с	8.30	1	L	11.90	10.00	14.31	W	10.00	9.95	1	10.00	9.55	w	9.00	9.00	S	2	Within target
$\begin{bmatrix} The percentage of recoverable HB \\ recovered. \end{bmatrix} M C \\ BV8 \\ Percentage of invoices paid on time \\ M \\ C \\ Percentage of invoices paid on time \\ Percentage of invoices pai$	BV79a	the amount of benefit due was	Q	с		4	н	98.20													4	Q1/2007 will not be available from the DWP until the
Percentage of invoices paid on time M C 94.74 3 H 95.00 97.00 94.88 W 97.00 94.66 I 97.00 95.82 I 97.00 97.00 S 2 3.27 percentage point improvement over May, due to the focus that departments have on payment of invoices inter the performance clinics - 10 invoices Percentage of invoices paid on time M C 94.74 3 H 95.00 97.00 94.66 I 97.00 95.82 I 97.00 S 2 3.27 percentage point improvement over May, due to the focus that departments have on payment of invoices inter the performance clinics - 10 invoices Prove Prove Prove Prove 97.00 95.82 I 97.00 S 2 3.27 percentage point improvement over May, due to the focus that departments the performance clinics - 10 invoices Provide are to be given 48 hours to process invoices back to finance in July.	BV79bii	(all-years outstanding) overpayments	м	с	30.99	3	н	34.11	2.08	2.85	- I	4.16	7.27	- I	6.25	9.80	- I	30.00	30.00	S	3	Improving
BV9 Percentage of Council Tax collected M C 98.40 2 H 98.11 11.07 12.00 L 20.51 20.83 L 30.36 30.16 S 98.70 98.06 S 2 On Target	BV8	Percentage of invoices paid on time	м	с	94.74	3	н	95.00	97.00	94.38	w	97.00	94.66	I	97.00	95.82	I	97.00	97.00	S	2	3.27 percentage point improvement over May, due to the focus that departments have on payment of invoices since the performance clinics - 10 invoices paid late. Any departments that have paid invoices late in June are to be given 48 hours to process invoices back to
	BV9	Percentage of Council Tax collected	м	С	98.40	2	н	98.11	11.07	12.00		20.51	20.83		30.36	30.16	S	98.70	98.06	S	2	On Target

				200	6/07	Quartile	Data (05/06											200	7/08		
Ref	Description	Report - ed?	Cum or Snap?	Actuals	Quartile	Higher or lower	(05/06	April Target	April Actual	Target &Trend	May Target	May Actual	Target &Trend	June Target	June Actual	Target &Trend	Target	Est. Outturn	Est. Outturn		Comments (inc. budgetary
							quartile)												Target &Trend	Quartile	
BV10	Percentage of Non-Domestic Rates collected.	м	с	98.20	4	н	99.00	9.70	9.50	S	18.64	20.46	Т	27.98	31.19	1	98.70	98.70	Т	3	Improvement in collection due to Council Business Rates being paid in May. Collection of other NNDR payees on target for 2007/08

E-Government & Customer Services

-																					
CSC	Monthly Call Volumes Customer Contact Centre	м	s	n/a	n/a	n/a	n/a		8,410			6,399			7,628		-			n/a	Calls have to customer contact centre have increased by 7% this month
CSC	Monthly Call Volume Council Switchboard	м	s	n/a	n/a	n/a	n/a		7,718			7,310			7,060		-			n/a	Calls to council switchboard continue to fall down 3% compared to last month
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	92.00		85.00	85.00	S	n/a	
CSC	Average Speed of Answer (seconds)	м	с	48	n/a	n/a	n/a	20.00	67.00	w	20.00	47.00	Ξ	20.00	53.00	w	20.00	20.00	S	n/a	The increase in call volume to contact centre has impacted on the avarge answer time which has increased by 6 seconds compared to Mays figure
CSC	% of Calls Answered	м	с	76	n/a	n/a	n/a	85.00	60.00	W	85.00	87.00	Т	85.00	79.00	W	85.00	85.00	S		% of calls answerd has fallen this month compared to may driven by the increase in call volume expereinced during this month
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	Т	85.00	89.85	w	86.00	86.00	S	n/a	Call resolution has sufferred due to the increased work load involved in getting the new councillors online. However, the actual is still above the target and the drop was only for one week within the month.

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	м	с	21.42	2	н	18.50	17.00	17.44	W	17.00	18.14	Т	17.00	18.10	W	21.50	21.50	S	2	Bring bank tonnages are unconfirmend so figures may change. 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	8,242.31	1	н	8.29	30.00	33.78	Т	30.00	31.98	w	30.00	32.00	I.	19.60	20.00	S	1	Bring bank tonnages are unconfirmend so figures may change. High volumes of green waste as per last year. Approximately 200 T additional on same period 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	1	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	1	7 vehicles reported and 7 investigated 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	- I	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	1	5 vehicles to be removed and 5 removed within timescale
LPI Depot	% animal/debris cleared within timescales	м	С	82.00	n/a	n/a	n/a	95.00	100.00	1	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	n/a	12 animals reported and 12 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	Т	95.00	98.75	Т	95.00	98.63	W	95.00	98.63	S	n/a	131 incidents reported 129 dealt with within timescale, figures affected because a contractor was employed for removal of some hazardous waste
LPI Depot	Number of missed household waste collections	м	С	1630	n/a	n/a	n/a	133	99	1	266	172	1	399	311	W	1,596	1,463	W	n/a	139 missed collections in June
	Number of missed recycle waste collections	м	С	748	n/a	n/a	n/a	66	31	1	132	62	1	198	109	W	800	372	S	n/a	48 missed recycling collections in June
LPI Depot	Number of written complaints	м	С	334	n/a	n/a	n/a	22	27	W	44	38	1	66	44	1	264	98	1	n/a	6 letters in June
LPI Transport Services	% responses to Excess Charge appeals in 10 days	м	с	94.00	n/a	n/a	n/a	95.00	96.00	W	95.00	93.07	W	95.00	92.91	W	95.00	95.00	S	n/a	268 ECN appeals of which 249 dealt with within timescale

Planning & Environment Services

BV109a The percentage of major planning applications determined within 13 weeks	м	с	73.00	2	н	66.67	55.00	100.00	1	55.00	100.00	S	55.00	100.00	S	60.00	65.00	Т	3	This represented 2/2 decisions made in time which equated to 100%. Quarterly - 11/11 application equating to 100%.
BV109b The percentage of minor planning applications determined within 8 weeks	м	с	72.00	3	н	74.01	77.00	91.00	T	77.00	82.00	w	77.00	89.00	Т	65.00	75.00	I	2	Minors 18/18 equating to 100%. This BVPI is affected by the relatively low number of applications submitted, meaning that each application represents an above average percentage. That makes this performance very pleasing and reflects the focus officers have given to this group of applications. Quarterly - 41/46 equating to 89%. This statistic reflects the improved performance for June and means the BVPI of 65% has been significantly exceeded for this category

				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	June Target	June Actual	Target &Trend	Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	Comments (inc. budgetary
BV109c	The percentage of other planning applications determined within 8 weeks	м	с	84.00	3	н	88.23	89.00	100.00	Т	89.00	96.00	w	89.00	96.00	S	80.00	80.00	S	4	Others 78/81 equating to 96%, which is an improvement on the May figure of 91% and given the improvement in Minors is significant. Quarterly - 239/248 equating to 96% again the BVPI of 80% has been significantly exceeded
BV204	The percentage of planning appeal decisions allowed	М	с	27.80	n/a	n/a	n/a	40.00	0.00	I	40.00	0.00	S	40.00	0.00	S	33.00	33.00	S	n/a	3 appeals submitted and all dismissed which relates to 0% allowed which is excellent. Quarterly - 6/6 all appeals have been dismissed meaning that the decisions that have been made have been robust enough to withstand examination an independent Inspector. This returns a BVPI of 0% appeals allowed.
LPI Planning	Score on Building Control performance matrix	Q	s		n/a	n/a	n/a							60.00	74.50	w	60.00	75.00	S	n/a	The reduction on last period is due to staff problems. This is predicted in the next period too, however this is an isolated change rather than a trend.
LPI CEO	Number of small business start ups	Q	с		n/a	n/a	n/a							6	8	Т	25	25	S	n/a	A brisk start to the year with good indications for the future.

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	М	с		n/a	n/a	n/a	33	32	S	67	66	W	99	100	S	404	396	S	n/a	On Target. Aware of risk of falling behind, raised at Tasking and Bromsgrove Police will put additional resource to tackle if required.
BV127a (proxy)	The number of violent crimes	М	с		n/a	n/a	n/a	92	102	w	184	187	Т	276	287	w	1114	1122	S	n/a	Special focus via Bromsgrove CID to reduce figures. Raised at Tasking, Bromsgrove Police have CID Team to tackle this specific issue.
BV127b (proxy)	The number of robberies	М	с		n/a	n/a	n/a	3	5	w	6	13	w	9	21	S	42	78	S	n/a	3.23% (9 actual) over target Police are tasking officers as a priority to reduce. Raised at Tasking, issues around Police recording a wide range of minor crimes being flagged as robberies. Again Police tasking officers to focus.
BV128 (proxy)	The number of vehicle crimes	М	с		n/a	n/a	n/a	76	72	S	152	130	I	228	183	I	917	762	S	n/a	Substantially reducing. Vulnerable Vehicle / Beauty Spot initiatives inc. leaflet drops, press releases and signage.
	Number of attendances at arts events	М	с	18,515	n/a	n/a	n/a	250	265	S	775	540	I	1,275	1,050	I	23,000	23,000	S	n/a	As per comments in May, poor weather conditions 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	173,910	181,261	I.	621,600	621,600	S	n/a	Haybridge - Work to be done on after school programme. School usage numbers should increase in September onwards, currently low due to exams. Party advertising and marketing to be revamped/updated.
	Respond to emergency calls in 30 secs (percentage)	Q	С		n/a	n/a	n/a	n/a	n/a		n/a	n/a		80.00	98.54	I	80.00	90.00	I.	n/a	National Target of 80%

								2007/08	Monthly Pe	erformance	figures				
Ref	Description	Freq C	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								
LPI CEOACE	reputation			Actual	73.84	64.78	79.37					

Legal & Demorcatic Services

BV174	The number of racial incidents reported	м	C	Target	0.00	0.00	0.00					
50174	to the Council per 100,000 population	IVI	U	Actual	0.00	0.00	0.00					
	The percentage of those racial incidents	м	0	Target	100.00	100.00	100.00					
60175	that have resulted in further action	IVI	C	Actual	100.00	100.00	100.00					

Human Resources & Organisational

Development

	The average number of working days	м	с	Target	0.73	0.73	0.73					
DV 12	lost due to sickness.	IVI		Actual	0.65	0.84	0.68					
	The percentage of employees retiring	Q	С	Target	n/a	n/a	0.80					
	early (excluding ill-health)	-		Actual			0.25					
BV15	The percentage of employees retiring or	Q	с	Target			0.20					
DV15	grounds of ill-health	Q		Actual			0.00					
	The percentage of employees with a	Q	S	Target			1.80					
DVIO	disability	ÿ		Actual			1.99					
	The percentage of employees from	Ø	С	Target			2.00					
	minority ethnic communities	ſ		Actual			1.74					
LPI Human		0	0	Target								
Resources	% of posts vacant	Q	S	Actual			7.60					

Financial Services

BV78a	The average number of days taken for	м	с	Target	28.00	28.00	28.00					
Bvrou	processing new claims.		9	Actual	34.10	36.44	33.57					
BV78b	The average number of days taken for	м	С	Target	10.00	10.00	10.00					
51105	processing changes in circumstances		•	Actual	14.31	6.14	7.86					
BV79a	The percentage of cases for which the amount of benefit due was calculated	Q	С	Target								
Brrou	correctly.	~	-	Actual								
BV79bii	The percentage of recoverable HB (all- years outstanding) overpayments	м	С	Target	25.00	25.00	25.00					
BV79bii	recovered.	IVI	J	Actual	2.85	7.27	9.80					
BV8	Percentage of invoices paid on time	м	С	Target	97.00	97.00	97.00					
DVO	r ercentage of invoices paid of time	IVI	0	Actual	94.38	94.91	98.18					
BV9	Percentage of Council Tax collected	м	С	Target	11.07	20.51	30.36					
BV3	r creentage of obtineir rax conceled	IVI	0	Actual	12.00	20.83	30.16					
BV10	Percentage of Non-Domestic Rates	м	С	Target	9.70	18.64	27.98					
5010	collected.	IVI	0	Actual	9.50	20.46	31.19					

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact	М	S	Target								
	Centre			Actual	8,410	6,399	7,628					
CSC	Monthly Call Volume Council Switchboard	М	s	Target								
030	Monthly Call Volume Council Switchboard	IVI		Actual	7,718	7,310	7,060					
CSC	Resolution at First Point of Contact all	М	С	Target	85.00	85.00	85.00					
	services (percentage)			Actual	90.77	90.00	92.00					
CSC	Average Speed of Answer (seconds)	м	С	Target	20.00	20.00	20.00					
000	Average opeed of Answer (Seconds)	IVI	0	Actual	67.00	47.00	53.00					
CSC	% of Calls Answered	м	С	Target	85.00	85.00	85.00					
			0	Actual	60.00	81.00	79.00					
LPI IT	% of helpdesk call closed within	м	С	Target	86.00	86.00	86.00					
Services	timescales			Actual	92.88	95.45	89.85					

Street Scene & Waste Management

	B\/82ai	The percentage of household waste that		0	Target	17.00	17.00	17.00									
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в∨о∠аі	has been recycled	IVI	U U	Actual	17.44	18.81	18.10					
	The percentage of household waste that			Target	30.00	30.00	30.00					
BV82bi	has been composted	М	С	Actual	33.78	30.29	32.00					
BV218a	The percentage of new reports of abandoned vehicles investigated within	М	С	Target	95.00	95.00	95.00					
Billiou	24 hours of notification		Ũ	Actual	100.00	100.00	100.00					
-	The percentage of abandoned vehicles			Target	95.00	95.00	95.00					
BV218b	removed within 24 hours of legal entitlement	М	С	Actual	100.00	100.00	100.00					
LPI Depot	% animal/debris cleared within	м	С	Target	95.00	95.00	95.00					
ЕГГВерог	timescales	IVI	0	Actual	100.00	100.00	100.00					
LPI Depot	% of flytips dealt with in response time	М	С	Target	95.00	95.00	95.00					
El l'Dopor)	Actual	97.50	100.00	98.47					
LPI Depot	Number of missed household waste	м	С	Target	133	133	133					
2	collections			Actual	99	73	139					
LPI Depot	Number of missed recycle waste	м	с	Target	66	66	66					
	collections		-	Actual	31	30	48					
LPI Depot	Number of written complaints	м	с	Target	22	22	22					
				Actual	27	11	6					
LPI Transport	% responses to Excess Charge appeals	м	с	Target	95.00	95.00	95.00					
Services	in 10 days		,	Actual	96.00	96.12	92.42					

Planning & Environment Services

	The percentage of major planning	м	С	Target	55.00	55.00	55.00					
BV1000	applications determined within 13 weeks		0	Actual	100.00	100.00	100.00					
	The percentage of minor planning	м	с	Target	77.00	77.00	77.00					
	applications determined within 8 weeks			Actual	91.00	76.47	100.00					
BV109c	The percentage of other planning	М	с	Target	89.00	89.00	89.00					
211000	applications determined within 8 weeks		0	Actual	100.00	90.90	96.30					
BV204	The percentage of planning appeal	м	С	Target	40.00	40.00	40.00					
51204	decisions allowed)	Actual	0.00	0.00	0.00					
I PI Planning	Score on Building Control performance	Ø	S	Target			60.00					
LPI Planning	matrix	9	C	Actual			74.50					
LPI	Number of small business start ups	Q	С	Target			6					
<u> </u>	number of email business start ups	ý	5	Actual			8					

Culture & Community Services

BV126	The number of demostic burglerice	М	С	Target	33	34	33					
(proxy)	The number of domestic burglaries	IVI	U	Actual	32	34	34					
BV127a	The number of violent crimes	м	С	Target	92	93	93					
(proxy)			-	Actual	102	84	101					
BV127b	The number of robberies	м	С	Target	3	4	3					
(proxy)	The number of tobbenes	IVI	0	Actual	5	8	8					
BV128	The number of vehicle crimes	м	с	Target	76	77	76					
(proxy))	Actual	72	58	56					
LPI Community	Number of attendances at arts events	м	с	Target	250	525	500					
Services			0	Actual	265	275	510					
LPI Sports	Sports Centres Usage	м	С	Target	64,171	61,786	47,953					
Services	opona ocinica osage	141	,	Actual	65,143	63,932	52,186					