

APPENDIX 1

SUMMARY - Period 2 (May) 2007/08					
Monthly (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%
<b>Total Number of Indicators</b>	<b>35</b>	<b>100%</b>	<b>Total Number of Indicators</b>	<b>35</b>	<b>100%</b>

SUMMARY - Period 2 (May) 2007/08					
Estimated Outturn					
	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)		
<b>total</b>	<b>35</b>	<b>100%</b>	<b>total*</b>	<b>15</b>	

\* only BVPI's with quartile data are counted

SUMMARY - Period 3 (June) 2007/08					
Monthly (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%
<b>Total Number of Indicators</b>	<b>43</b>	<b>100%</b>	<b>Total Number of Indicators</b>	<b>43</b>	<b>100%</b>

SUMMARY - Period 3 (June) 2007/08					
Estimated Outturn					
	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)		
<b>total</b>	<b>43</b>	<b>100%</b>	<b>total*</b>	<b>20</b>	

\* only BVPI's with quartile data are counted

SUMMARY - Period 4 (July) 2007/08					
Monthly (July) performance					
	No.	%		No.	%
Improving or stable.	26	68%	On target	27	71%
Declining	12	32%	Missing target by less than 10%	6	16%
No data	0	0%	Missing target by more than 10%	5	13%
			No data	0	0%
<b>Total Number of Indicators</b>	<b>38</b>	<b>100%</b>	<b>Total Number of Indicators</b>	<b>38</b>	<b>100%</b>

SUMMARY - Period 4 (July) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	32	84%	1st quartile	4	22%
Missing target by less than 10%	3	8%	2nd quartile	7	39%
Missing target by more than 10%	3	8%	3rd quartile	5	28%
No data	0	0%	4th quartile	2	11%
			(2006/07 quartiles used)		
<b>total</b>	<b>38</b>	<b>100%</b>	<b>total*</b>	<b>18</b>	<b>100%</b>

\* only BVPI's with quartile data are counted

Performance Indicators Period 04 (July) 2007/08 - Cumulative Year to Date figures

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	

**Chief Executive's Department**

LPI CEOACE	% of press articles which enhance our reputation	M	C	84.00	n/a	n/a	n/a	80.00	72.36	I	80.00	75.55	I	80.00	80.00	S	n/a	Performance in July was 84% which is the first time the target has been achieved. The outturn figure will be reviewed in the coming months
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**Legal & Democratic Services**

BV174	The number of racial incidents reported to the Council per 100,000 population	M	C	0	n/a	n/a	n/a	0.00	0.00	S	0.00	0.00	S	0.00	0.00	S	n/a	Still on target
BV175	The percentage of those racial incidents that have resulted in further action	M	C	100	4	H	100	100.00	100.00	S	100.00	100.00	S	100.00	100.00	S	1	No incidents have been reported

**Human Resources & Organisational Development**

BV12	The average number of working days lost due to sickness.	M	C	10.66	3	L	9.35	2.19	2.21	I	2.92	3.08	W	9.00	9.23	W	2	There has been a rise in sickness absence during July which has meant we have tipped over into amber for the first time this financial year. There are several long term cases which have now or are due to return to work and this should have a positive impact on the figures over the next two months, however, short term sickness rose sharply in two departments. As a result the performance clinic will be re-convened to look at these rises to see if there are any underlying reasons. The clinics will also consider relevant information gathered from the PDR process
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Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	

**Financial services**

BV78a	The average number of days taken for processing new claims.	M	C	32.05	3	L	28.00	28.00	34.83	I	28.00	32.14	I	28.00	28.00	S	2	13 Hours per staff user @ 9.63FTE = 125 hours lost equates to 3.38 days lost in processing time this month due to Academy and Iclipse downtime. Hours have also been lost at the beginning of August which will reflect next month. Anite action plan to address problems near completion. New process for workflow has been implemented on 09.08.07. The new process for scanning and indexing has been introduced to mirror future plans for the Corporate roll out of Iclipse.
BV78b	The average number of days taken for processing changes in circumstances	M	C	8.30	2	L	9.80	10.00	9.55	W	10.00	8.47	I	9.00	9.00	S	2	Within target and being maintained
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	30.99	3	H	33.17	6.25	9.80	I	8.33	12.41	I	30.00	30.00	S	3	Improving
BV8	Percentage of invoices paid on time	M	C	94.74	3	H	95.91	97.00	95.82	I	97.00	96.40	W	97.00	97.00	S	2	Poor performance in July of only 96.53%. This was due to a number of invoices missing from the new Purchase Order System for approval and therefore missing the target of 30 days. A new procedure of processing invoices within 48 hours has now been implemented with the aim of paying 100% of invoices within 30 days during September, October & November.
BV9	Percentage of Council Tax collected	M	C	98.40	2	H	98.20	30.36	30.16	S	39.95	39.70	S	98.70	98.09	I	2	Performance remains on-target.

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend		Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile
BV10	Percentage of Non-Domestic Rates collected.	M	C	98.20	4	H	99.03	27.98	31.19	I	37.48	40.65	I	98.70	98.70	S	3	Performance still above target; however there may be some correction in August/September. High performance due in part to the early payment of BDC demands, traditionally they are paid August/September therefore from this time the targets (which have been calculated using profiles of previous year collection rates) will offer a more accurate benchmark

**E-Government & Customer Services**

CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	n/a		7,628				7,819	-			n/a	Increased by 2.5% compared to June this is against expected trend the severe weather experienced during the month is an influencing factor
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	n/a		7,060				7,270	-			n/a	Increased by 3% compared to June this is against expected trend the severe weather experienced during the month is an influencing factor
CSC	Resolution at First Point of Contact all services (percentage)	M	C	83.00	n/a	n/a	n/a	85.00	92.00	I	85.00	95.00	I	85.00	85.00	S	n/a	% Continues to improve and performance exceeds target using the current definition. Note there is a peice of work currently being undertaken to redefine the Resolved at First Point of Contact that may have a future impact on this target. The objective of which is to show realistically what services are truly resolved from front office without need to refer toi third party and also provide a much improved mechanism for reporting service failure

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		June Target	June Actual	Target & Trend	July Target	July Actual	Target & Trend	2007/08				Comments (inc. budgetary)
				Actuals	Quartile	Higher or lower	Median							Target	Est. Outturn	Est. Outturn Target & Trend	Est. Outturn Quartile	
CSC	Average Speed of Answer (seconds)	M	C	48	n/a	n/a	n/a	20.00	53.00	W	20.00	48.00	I	20.00	35.00	W	n/a	Showing a positive improvement by 5 seconds compared to June figure. This improvement has been achieved despite staffing problems at beginning of month and call volumes to CSC Increasing generated by the severe weather experienced by the county at the end of the month
CSC	% of Calls Answered	M	C	76	n/a	n/a	n/a	85.00	79.00	W	85.00	80.00	I	85.00	75.00	W	n/a	Demonstrating marginal improvement compared to June figure. Work is being undertaken to investigate the relationship between Call volumes and capacity which will drive future performance improvement
LPI IT Services	% of helpdesk call closed within timescales	M	C	83.99	n/a	n/a	n/a	85.00	89.85	W	85.00	93.35	I	86.00	86.00	S	n/a	Using tools implemented as part of the infrastructure replacement project new techniques for software deployment have improved the speed that ICT can deal with problems.

**Street Scene & Waste Management**

BV82ai	The percentage of household waste that has been recycled	M	C	21.42	2	H	18.50	17.00	18.34	I	19.00	18.62	W	21.50	21.50	S	2	As expected, the percentage of recycled waste is low at this time of year, because we are collecting large volumes of green waste.
BV82bi	The percentage of household waste that has been composted	M	C	19.81	1	H	8.29	30.00	31.90	W	26.00	31.35	W	19.60	20.00	S	1	High volumes of green waste as per last year.

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08					Comments (inc. budgetary					
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual		Target &Trend	Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	17	4	L	10.00	N/A	N/A	N/A	N/A	16.83	I	17.00	17.00	S	4	Additional spend on sweepers & other machinery doubled with improvements made to schedules have drastically improved litter & detritus levels. Performance in Bromsgrove is considered to be reasonable to good for the BVPI 199 set. However it is not clear how so many other authorities manage to achieve such good figures, for instance more that 50% of authorities claim to have no land & highways assessed as having unacceptable levels of fly-posting visible. Investigations will be undertaken to see if we are assessing our performance against this BVPI more stringently than other authorities
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	4.79	4	L	1.00	N/A	N/A	N/A	N/A	5.56	W	4.00	4.00	S	3	there has been a slight increase since the turnout of last year but because this should be reported annually there will be seasonal fluctuations. There were 7 incidents reported during this inspection resulting in the 5.56 figure
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	0.76	3	L	0.00	N/A	N/A	N/A	N/A	0.98	W	1.00	1.00	S	3	this shows a very slight increase since the end of year figure with 3 incidents inspected resulting in the 0.98 figure
BV199d	The year-on-year reduction in number of incidents and increase in number of enforcement actions in relation to fly-tipping	M*	C	3.00	1	L	n/a	N/A	N/A	N/A	N/A	3.00	S	2.00	3.00	I	n/a	All incidents are now being investigated to find evidence of the perpetrator
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	M	C	95.00	2	H	92.00	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	1	14 vehicles reported of which 14 were dealt with within timescale

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target & Trend	July Target	July Actual	Target & Trend		Target	Est. Outturn	Est. Outturn Target & Trend	Est. Outturn Quartile
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	M	C	95.00	2	H	88.00	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	1	10 vehicles to be removed of which 10 were removed within timescale
LPI Depot	% animal/debris cleared within timescales	M	C	82.00	n/a	n/a	n/a	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	n/a	26 animals reported of which 26 were removed within timescale
LPI Depot	% of flytips dealt with in response time	M	C	96.00	n/a	n/a	n/a	95.00	98.63	W	95.00	99.11	I	95.00	99.11	I	n/a	160 Incidents of which 160 were dealt with within timescale
LPI Depot	Number of missed household waste collections	M	C	1630	n/a	n/a	n/a	399	311	W	532	385	I	1,596	878	I	n/a	74 missed refuse collections this month.
LPI Depot	Number of missed recycle waste collections	M	C	748	n/a	n/a	n/a	198	109	W	264	133	I	800	372	S	n/a	24 missed recycling collections this month
LPI Depot	Number of written complaints	M	C	334	n/a	n/a	n/a	66	44	I	88	58	W	264	170	W	n/a	14 complaint letters this month
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	94.00	n/a	n/a	n/a	95.00	92.91	W	95.00	93.77	I	95.00	95.00	S	n/a	101 ECN appeals of which 97 were dealt with within timescale

M\* = in the month when available (3 times per year)

### Planning & Environment Services

BV109a	The percentage of major planning applications determined within 13 weeks	M	C	73.00	2	H	66.67	55.00	100.00	S	55.00	100.00	S	60.00	65.00	S	3	4/4 major applications = 100%.
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	72.00	3	H	74.01	77.00	89.00	I	77.00	92.00	I	65.00	75.00	S	2	21/21 applications = 100%. June was the first month all applications in this category were determined in time and this has been sustained this month which is excellent given the relatively high numbers of applications received in this category.

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target & Trend	July Target	July Actual	Target & Trend		Target	Est. Outturn	Est. Outturn Target & Trend	Est. Outturn Quartile
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	84.00	3	H	88.23	89.00	96.00	S	69.00	95.00	W	80.00	80.00	S	4	74/82 applications = 90%. Whilst this represents a 6% fall in relation to June, June represented exceptional performance. July's performance is reflective of May which is more indicative of this category.
BV204	The percentage of planning appeal decisions allowed	M	C	27.80	n/a	n/a	30.40	40.00	0.00	S	40.00	30.00	W	33.00	33.00	S	n/a	We lost 3/4 appeals this month which were as a result of Inspectors not sharing the view of the Council with respect to the policy base and impacts of developments on sustainability. We have performed really well with appeals so far this year, winning 6/6 appeals up to the end of June. The performance for the year remains good with only 30% of appeals being allowed which is well within the 40% target.

### Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C		n/a	n/a	n/a	99	100	S	134	138	W	404	396	S	n/a	July was a busy month, but August is a much better month and currently stands, as of today, at 2 under target year to date. Bromsgrove Police are aware of monthly 'peaks' and will endeavour to flatten. DB's are targeted via Police Tasking as priority. Community Safety Partnerships Analyst has identified DB as priority for new joint Community Safety/Police Tasking Group which commences on 5 <sup>th</sup> September (first in West Mercia)
BV127a (proxy)	The number of violent crimes	M	C		n/a	n/a	n/a	276	287	W	371	378	I	1114	1122	S	n/a	Slight reduction in number of violent crimes reported over June. Still a focus of Bromsgrove CID.



Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend		Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile
BV127b (proxy)	The number of robberies	M	C		n/a	n/a	n/a	9	21	<b>S</b>	14	25	<b>I</b>	42	78	<b>S</b>	n/a	<p>Police continue to task officers. July's figures in line with Target set. There is a joint tasking meeting between the Police and the CSP to tackle crime &amp; disorder. The Partnership's Analyst prepares information for a Pre-Tasking Meeting about current crime &amp; disorder issues. At the Pre-Tasking meeting a shortlist is drawn up of 3 issues to be problem-solved at Tasking.</p> <p>At Tasking all Partners and Police agree to put in measures to combat issues raised. Individuals or organisations will then be Tasked to deliver interventions that will reduce or negate problems. This could involve providing funding or staff to support interventions.</p> <p>Whenever commentary of Pls mentions Police or other Organisations are involved in Tasking or are being Tasked then this is the process involved.</p>
BV128 (proxy)	The number of vehicle crimes	M	C		n/a	n/a	n/a	228	183	<b>I</b>	305	244	<b>W</b>	917	762	<b>S</b>	n/a	<p>VC has dramatically fallen across Bromsgrove District due to specific targeting of known car thieves by Bromsgrove CID and a publicity campaign advising motoring public not to leave valuable items on show in their cars whilst parked up. Another PR campaign asking van drivers not to leave valuable tools in vans overnight or leave van doors open whilst working in premises has had a positive effect.</p>

Ref	Description	Report-ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target & Trend	July Target	July Actual	Target & Trend		Target	Est. Outturn	Est. Outturn Target & Trend	Est. Outturn Quartile
LPI Community Services	Number of attendances at arts events	M	C	#####	n/a	n/a	n/a	1,275	1,050	I	2,075	1,715	W	23,000	23,000	S	n/a	The decrease in audience is accounted for by continuing poor weather in July and all the events being out door and therefore affected. With recent good weather in August and very good attendances at Street Theatre to date the target and actual audience figure will realign.
LPI Sports Services	Sports Centres Usage	M	C		n/a	n/a	n/a	173,910	181,261	I	235,846	241,481	W	621,600	621,600	S	n/a	Reduction due to school holidays

Monthly Performance detailed figures

Ref	Description	Freq	C or S	2007/08 Monthly Performance figures											
				Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.

Chief Executive's Department

LPI CEOACE	% of press articles which enhance our reputation	M	C	Target	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00
				Actual	73.84	64.78	79.37	84.00								

Legal & Demorcatc Services

BV174	The number of racial incidents reported to the Council per 100,000 population	M	C	Target	0.00	0.00	0.00	0.00								
				Actual	0.00	0.00	0.00	0.00								
BV175	The percentage of those racial incidents that have resulted in further action	M	C	Target	100.00	100.00	100.00	100.00								
				Actual	100.00	100.00	100.00	100.00								

Human Resources & Organisational Development

BV12	The average number of working days lost due to sickness.	M	C	Target	0.73	0.73	0.73	0.73								
				Actual	0.65	0.84	0.72	0.87								

Financial Services

BV78a	The average number of days taken for processing new claims.	M	C	Target	28.00	28.00	28.00	28.00								
				Actual	34.10	36.44	33.57	22.06								
BV78b	The average number of days taken for processing changes in circumstances	M	C	Target	10.00	10.00	10.00	10.00								
				Actual	14.31	6.14	7.86	5.68								
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00	30.00								
				Actual	2.85	7.27	9.80	12.41								

Monthly Performance detailed figures

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
BV8	Percentage of invoices paid on time	M	C	Target	97.00	97.00	97.00	97.00								
				Actual	94.38	94.91	98.18	96.53								
BV9	Percentage of Council Tax collected	M	C	Target	11.07	20.51	30.36									
				Actual	12.00	20.83	30.16									
BV10	Percentage of Non-Domestic Rates collected.	M	C	Target	9.70	18.64	27.98									
				Actual	9.50	20.46	31.19									

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target												
				Actual	8,410	6,399	7,628	7,819								
CSC	Monthly Call Volume Council Switchboard	M	S	Target												
				Actual	7,718	7,310	7,060	7,270								
CSC	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00	85.00								
				Actual	90.77	90.00	92.00	95.00								
CSC	Average Speed of Answer (seconds)	M	C	Target	20.00	20.00	20.00	35.00								
				Actual	67.00	47.00	53.00	48.00								
CSC	% of Calls Answered	M	C	Target	85.00	85.00	85.00	75.00								
				Actual	60.00	81.00	79.00	80.00								
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00	86.00								
				Actual	92.88	95.45	89.85	95.23								

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	Target	17.00	17.00	17.00	20.00	20.00	20.00	20.00	21.00	26.00	26.00	26.00	26.00
				Actual	17.44	18.81	18.75	18.62								

Monthly Performance detailed figures

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
BV82bi	The percentage of household waste that has been composted	M	C	Target	30.00	30.00	30.00	24.00	23.00	24.00	22.00	21.00	0.00	0.00	0.00	0.00
				Actual	33.78	30.29	31.73	31.35								
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	16.83								
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	5.56								
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	0.98								
BV199d	The year-on-year reduction in number of incidents and increase in number of enforcement actions in relation to fly-tipping	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	3.00								
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	100.00	100.00	100.00	100.00								
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	100.00	100.00	100.00	100.00								
LPI Depot	% animal/debris cleared within timescales	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	100.00	100.00	100.00	100.00								
LPI Depot	% of flytips dealt with in response time	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	97.50	100.00	98.47	100.00								
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133	133								
				Actual	99	73	139	74								
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66	66								
				Actual	31	30	48	24								

Monthly Performance detailed figures

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
LPI Depot	Number of written complaints	M	C	Target	22	22	22	22								
				Actual	27	11	6	14								
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	96.00	96.12	92.42	96.04								

M\* = in the months when available ( 3 times per year)

**Planning & Environment Services**

BV109a	The percentage of major planning applications determined within 13 weeks	M	C	Target	55.00	55.00	55.00	55.00								
				Actual	100.00	100.00	100.00	100.00								
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	Target	77.00	77.00	77.00	77.00								
				Actual	91.00	76.47	100.00	100.00								
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	Target	89.00	89.00	89.00	89.00								
				Actual	100.00	90.90	96.30	90.00								
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00	40.00								
				Actual	0.00	0.00	0.00	75.00								

**Culture & Community Services**

BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33	33								
				Actual	32	34	34	40								
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93	92								
				Actual	102	84	101	91								
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3	3								
				Actual	5	8	8	3								
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76	76								
				Actual	72	58	56	62								
LPI Community Services	Number of attendances at arts events	M	C	Target	250	525	500	800								
				Actual	265	275	510	665								
LPI Sports	Sports Centres Usage	M	C	Target	64,171	61,786	47,953	61,936								

Monthly Performance detailed figures

2007/08 Monthly Performance figures																
Ref	Description	Freq	C or S		Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
Services	Sports Centres Usage	M	C	Actual	65,143	63,932	52,186	60,220								