

NB a small number of PI's that are not relevant to this analysis are omitted from this list

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												
				Actual	73.84	64.78	79.37									

**Legal & Democratic Services**

BV174	The number of racial incidents reported to the Council per 100,000 population	M	C	Target	0.00	0.00	0.00									
				Actual	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									
				Actual	100.00	100.00	100.00									

**Human Resources & Organisational Development**

	Appraisals carried out	M	C	Target												
				Actual	67.00	98.00										
BV12	The average number of working days lost due to sickness.	M	C	Target	0.73	0.73	0.73									
				Actual	0.65	0.84	0.68									
BV14	The percentage of employees retiring early (excluding ill-health)	Q	C	Target	n/a	n/a	0.80									
				Actual			0.25	*								
BV16a	The percentage of employees with a disability	Q	S	Target			1.80									
				Actual			1.99	*								
BV17a	The percentage of employees from minority ethnic communities	Q	C	Target			2.00									
				Actual			1.74	*								

**Financial Services**

BV78a	The average number of days taken for processing new claims.	M	C	Target	28.00	28.00	28.00									
				Actual	34.10	36.44	33.57									
BV78b	The average number of days taken for processing changes in circumstances	M	C	Target	10.00	10.00	10.00									
				Actual	14.31	6.14	7.86									
BV79bii	The percentage of recoverable HB (all years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00									
				Actual	2.85	7.27	9.80									
BV8	Percentage of invoices paid on time	M	C	Target	97.00	97.00	97.00									
				Actual	94.38	94.91	98.18									
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	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00									
				Actual	89.77	90.00	92.00									
CSC	Average Speed of Answer (seconds)	M	C	Target	20.00	20.00	20.00									
				Actual	67.00	47.00	53.00									
CSC	% of Calls Answered	M	C	Target	85.00	85.00	85.00									
				Actual	60.00	81.00	79.00									
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00									
				Actual	92.88	95.45	89.85									

**Street Scene & Waste Management**

BV82ai	The percentage of household waste that has been recycled	M	C	Target	17.00	17.00	17.00									
				Actual	17.44	18.81	18.10									
BV82bi	The percentage of household waste that has been composted	M	C	Target	30.00	30.00	30.00									
				Actual	33.78	30.29	32.00									
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	M	C	Target	95.00	95.00	95.00									
				Actual	100.00	100.00	100.00									
BV218b	The percentage of abandoned vehicles investigated within 24 hours of notification	M	C	Target	95.00	95.00	95.00									
				Actual	95.00	95.00	95.00									

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BV218b	vehicles removed within 24 hours of legal entitlement	M	C	Actual	100.00	100.00	100.00											
LPI Depot	% animal/debris cleared within timescales	M	C	Target	95.00	95.00	95.00											
				Actual	100.00	100.00	100.00											
LPI Depot	% of flytips dealt with in response time	M	C	Target	95.00	95.00	95.00											
				Actual	97.50	100.00	98.47											
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133											
				Actual	99	73	139											
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66											
				Actual	31	30	49											
LPI Depot	Number of written complaints	M	C	Target	22	22	22											
				Actual	27	11	6											
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00											
				Actual	96.00	96.12	92.42											

**Planning & Environment Services**

BV109a	The percentage of major planning applications determined within 13 weeks	M	C	Target	55.00	55.00	55.00											
				Actual	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											
				Actual	91.00	76.47	100.00											
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	Target	89.00	89.00	89.00											
				Actual	100.00	90.90	96.30											
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00											
				Actual	0.00	0.00	0.00											
LPI	Number of small business start ups	Q	C	Target			6											
				Actual			8											

**Culture & Community Services**

BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33											
				Actual	32	34	34											
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93											
				Actual	102	84	101											
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3											
				Actual	5	8	8											
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76											
				Actual	72	58	56											
LPI Community Services	Number of attendances at arts events	M	C	Target	250	525	500											
				Actual	265	275	510											
LPI Sports Services	Sports Centres Usage	M	C	Target	64,171	61,786	47,953											
				Actual	65,143	63,932	52,186	Note - performance compared to profiled target has improved in May & June										
LPI Community Safety	Respond to emergency calls in 30 secs (percentage)	Q	C	Target	n/a	n/a	80.00											
				Actual	n/a	n/a	98.54											

\* These PI's are reported quarterly, there was an improvement in performance in the June figure compared to the March figure in 2006/07 - which is not shown on this spreadsheet