

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
				Actual	73.84	64.78	79.37	84.00	76.07						

**Legal, Equalities and 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	0.00	0.00						
				Actual	0.00	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	100.00						
				Actual	100.00	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	0.73						
				Actual	0.65	0.84	0.72	0.87	0.77						

**Financial Services**

BV78a	The average number of days taken for processing new claims.	M	C	Target	28.00	28.00	28.00	28.00	28.00						
				Actual	34.10	36.44	33.57	22.06	25.21						
BV78b	The average number of days taken for processing changes in circumstances	M	C	Target	10.00	10.00	10.00	10.00	10.00						
				Actual	14.31	6.14	7.86	5.68	6.09						
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00	30.00	30.00						
				Actual	2.85	7.27	9.80	12.41	15.14						

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BV8	Percentage of invoices paid on time	M	C	Target	97.00	97.00	97.00	97.00	97.00							
				Actual	94.38	94.91	98.18	96.53	95.64							
BV9	Percentage of Council Tax collected	M	C	Target	11.07	20.51	30.36	30.36	49.45							
				Actual	12.00	20.83	30.16	39.70	49.55							
BV10	Percentage of Non-Domestic Rates collected.	M	C	Target	9.70	18.64	27.98	37.48	50.10							
				Actual	9.50	20.46	31.19	40.65	51.93							

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target												
				Actual	8,410	6,399	7,628	7,819	8,855							
CSC	Monthly Call Volume Council Switchboard	M	S	Target												
				Actual	7,718	7,310	7,060	7,270	6,995							
CSC	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00	85.00	85.00							
				Actual	90.77	90.00	92.00	95.00	90.20							
CSC	Average Speed of Answer (seconds)	M	C	Target	20.00	20.00	20.00	35.00	35.00							
				Actual	67.00	47.00	53.00	48.00	55.00							
CSC	% of Calls Answered	M	C	Target	85.00	85.00	85.00	75.00	75.00							
				Actual	60.00	81.00	79.00	80.00	77.00							
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00	86.00	85.00							
				Actual	92.88	95.45	89.85	95.23	88.17							

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	19.67							

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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	29.59							
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	Target	NA	NA	NA		NA							
				Actual	NA	NA	NA	16.83	NA							
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	Target	NA	NA	NA		NA							
				Actual	NA	NA	NA	5.56	NA							
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	Target	NA	NA	NA		NA							
				Actual	NA	NA	NA	0.98	NA							
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		NA							
				Actual	NA	NA	NA	3.00	NA							
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	95.00							
				Actual	100.00	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	95.00							
				Actual	100.00	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	95.00							
				Actual	100.00	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	95.00							
				Actual	97.50	100.00	98.47	100.00	100.00							
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133	133	133							
				Actual	99	73	139	74	135							
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66	66	66							
				Actual	31	30	48	24	29							

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LPI Depot	Number of written complaints	M	C	Target	22	22	22	22	22							
				Actual	27	11	6	14	10							
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00	95.00	95.00							
				Actual	96.00	96.12	92.42	96.04	87.64							

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	55.00							
				Actual	100.00	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	77.00							
				Actual	91.00	76.47	100.00	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	89.00							
				Actual	100.00	90.90	96.30	90.00	96.00							
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00	40.00	40.00							
				Actual	0.00	0.00	0.00	75.00	0.00							

**Culture & Community Services**

BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33	33	33							
				Actual	32	34	34	40	26							
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93	92	92							
				Actual	102	84	101	91	104							
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3	3	3							
				Actual	5	8	8	3	5							
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76	76	76							
				Actual	72	58	56	62	69							
LPI Community Services	Number of attendances at arts events	M	C	Target	250	525	500	800	12,000							
				Actual	265	275	510	665	12,905							
LPI Sports Services	Sports Centres Usage	M	C	Target	64,171	61,786	47,953	61,936	57,340							
				Actual	65,143	63,932	52,186	60,220	51,026							