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				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	Aug. Target	Aug. Actual	Target &Trend	Target	Est. Outturn	

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	75.70	W	80.00	80.00	S	n/a	This is down on the previous month due mainly to bad publicity surrounding the Glad or Grumpy campaign
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Legal, Equalities and 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	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	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	3.65	3.84	I	9.00	9.22	W	2	Sickness fell in August to 0.77 days per fte, down from 0.87 days per fte in July. However further improvements need to be made if the target is to be met, we need to average no more than 0.74 days per fte per month for the remainder of the year
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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	30.85	W	28.00	28.00	S	2	New process for workflow implemented and effective, one problem unresolved - overall support from Anite to workflow is being maintained
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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	10.00	8.06	W	9.00	9.00	S	2	Maintaining within target
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	12.50	15.14	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	95.93	W	97.00	96.00	W	2	Performance has declined again in August with only 95.64% of invoices being paid within time. A new procedure is now in place to process invoices within 48 hours. This should ensure that 100% of invoices are paid promptly for the future and improve the year to date figure. In order to hit the target we now need to achieve an average of 97.77% each month for the rest of the year.
BV9	Percentage of Council Tax collected	M	C	98.40	2	H	98.20	30.36	30.16	S	39.95	39.70	S	49.45	49.55	S	98.70	98.09	I	2	On target for outturn
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	50.10	51.93	I	98.70	98.70	S	3	On target for outturn

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	n/a		7,628	n/a	n/a	7,819	n/a	n/a	8,855	n/a	n/a	n/a	n/a	n/a	Call volume to customer contact centre continues to increase showing a 13% increase over the total in July the overall trend to date is increasing which is against previous trends at this point in the year
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	n/a		7,060	n/a	n/a	7,270	n/a	n/a	6,995	n/a	n/a	n/a	n/a	n/a	Call volumes to the council switchboard fell by 5% compared to April the trend to date is falling and is expected at this point of the year

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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	90.20	W	85.00	85.00	S	n/a	Overall resolution as fallen slightly during this month the reason behind this has been traced to how new Bass Pass application have been entered onto e-shop. The overall PI is still well above the set target.
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	35.00	55.00	W	35.00	35.00	S	n/a	Average speed of answer has fallen slightly this month which is justifiable against a background of increasing call volumes and availability of staff because of sickness and Annual Leave. A revised target of 35 seconds (was 20 seconds) was agreed at September Cabinet
CSC	% of Calls Answered	M	C	76	n/a	n/a	n/a	85.00	79.00	W	85.00	80.00	I	80.00	77.00	W	80.00	75.00	S	n/a	The % of calls answered this month has fallen slightly and is linked to the same issues detailed in the ASA. A revised target of 80% (was 85%) was agreed at September Cabinet
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	85.00	92.32	W	86.00	86.00	S	n/a	The % of calls resolved has dropped slightly. This is due to Annual Leave.

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	21.42	2	H	20.08	17.00	18.34	I	19.00	18.62	W	20.00	18.99	I	21.50	21.50	S	2	High levels of green waste are keeping recycling percentage slightly low
BV82bi	The percentage of household waste that has been composted	M	C	19.81	1	H	11.02	30.00	31.90	W	26.00	31.35	W	25.00	29.84	W	19.60	20.00	S	1	Over target
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	95.00	100.00	S	1	7 vehicles reported and 7 inspected within timescale
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	95.00	100.00	S	1	2 vehicles requiring removal 2 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	95.00	100.00	S	n/a	7 animals reported and 7 removed within timescale
LPI Depot	% of flytaps 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	99.34	S	95.00	99.34	I	n/a	153 incidents of which 153 were dealt with within timescale

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LPI Depot	Number of missed household waste collections	M	C	1630	n/a	n/a	n/a	399	311	W	532	385	I	665	520	W	1,596	1,366	W	n/a	135 missed collections in August - reduced crews to 2 man working in August
LPI Depot	Number of missed recycle waste collections	M	C	748	n/a	n/a	n/a	198	109	W	264	133	I	330	162	W	800	334	I	n/a	29 missed recycling collections in August
LPI Depot	Number of written complaints	M	C	334	n/a	n/a	n/a	66	44	I	88	58	W	110	68	I	264	138	W	n/a	10 written complaints in August - various subjects
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	92.58	I	95.00	92.58	W	n/a	89 appeals of which 78 were dealt with within time

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	3	H	74.14	55.00	100.00	S	55.00	100.00	S	55.00	100.00	S	60.00	75.00	I	2	5 out of 5 applications = 100%
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	72.00	3	H	77.32	77.00	89.00	I	77.00	92.00	I	77.00	95.00	I	65.00	80.00	I	2	29/29 applications = 100%. There are two matters that are relevant here – firstly this is the largest number of applications received in this category in a month. To achieve 100% of the decisions in August when a number of staff take holiday and agents may not be around to discuss applications, really is a great achievement by the whole team.
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	84.00	4	H	89.10	89.00	96.00	S	69.00	95.00	W	69.00	93.00	I	80.00	85.00	I	4	96% Again very high numbers of applications in this group and excellent performance.
BV204	The percentage of planning appeal decisions allowed	M	C	27.80	n/a	n/a	30.20	40.00	0.00	S	40.00	30.00	W	40.00	36.00	I	33.00	33.00	S	n/a	One appeal decision received this month which was dismissed. A residential extension where the Inspector agreed with the Council that the scheme was harmful to the street scene.

Culture & Community Services

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BV126 (proxy)	The number of domestic burglaries	M	C		n/a	n/a	n/a	99	100	S	134	138	W	168	163	I	404	396	S	n/a	Domestic Burglaries are being specifically targeted by Bromsgrove Police which has led to reduction during August.
BV127a (proxy)	The number of violent crimes	M	C		n/a	n/a	n/a	276	287	W	371	378	I	464	479	W	1114	1122	S	n/a	Violent Crime is on a slight increase, Bromsgrove Police are concerned about reporting methodology which includes minor crimes as 'violent'.
BV127b (proxy)	The number of robberies	M	C		n/a	n/a	n/a	9	21	S	14	25	I	17	30	S	42	72	I	n/a	Performance suffered due to difficulty in the 1st quarter. Police have tasked additional officers to address this issue. End of year outturn reduced to reflect this.
BV128 (proxy)	The number of vehicle crimes	M	C		n/a	n/a	n/a	228	183	I	305	244	W	382	312	W	917	749	I	n/a	Performance worsened in August due to a number of incidents of car crime in Rubery and Charford on one evening. Despite this the overall trend remains downward and thus the outturn has been further reduced to 749. Current reduction seen by GOWM as significant and they want to profile as Best Practice.
LPI Community Services	Number of attendances at arts events	M	C	18,515	n/a	n/a	n/a	1,275	1,050	I	2,075	1,715	W	14,075	14,820	I	23,000	23,000	S	n/a	Whilst in August a few events were affected by the rain in the main the arts and events programme ran as normal and was well attended particularly the annual Street Theatre event and the Bandstand programme.
LPI Sports Services	Sports Centres Usage	M	C		n/a	n/a	n/a	173,910	181,261	I	235,846	241,481	W	293,186	292,507	W	621,600	621,600	S	n/a	Under target - Quieter end to summer hols, less party booking and general usage overall due to the bad weather.