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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	75.43	W	80.00	73.20	W	80.00	70.76	W	80.00	70.76	I	80.00	70.00	W	n/a	December saw an increase in performance, despite the unavoidable negative stories from the council e.g. job losses and cessation of green waste collection and subsequent letters to the media. Predicted negative stories in the run up to the budget in March mean that the figure is unlikely to improve over current performance
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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	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	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	4	L	9.35	4.38	4.31	I	5.11	5.24	W	5.84	6.13	W	6.57	7.00	W	9.00	9.36	W	3	There was a significant decrease (circa 10%) in the number of reported absences for December, so overall the Council remains Amber
BV14	The percentage of employees retiring early (excluding ill-health)	Q	C	0.90	3	L	0.50	0.80	0.58	W							0.80	0.58	S	0.80	0.58	S	3	No employees retired early in the quarter
BV15	The percentage of employees retiring on grounds of ill-health	Q	C	0.30	3	L	0.18	0.20	0.25	I							0.20	0.25	S	0.20	0.25	S	3	No employees retired on ill-health in the quarter
BV16a	The percentage of employees with a disability	Q	S	1.97	4	H	3.60	1.80	3.85	I							1.80	2.18	W	1.80	2.18	W	4	There are currently 9 members of staff who consider they have a disability
BV17a	The percentage of employees from minority ethnic communities	Q	S	1.23	3	H	1.60	2.00	1.92	I							2.00	1.70	S	2.00	1.92	S	2	There are currently 7 members of staff from ethnic minorities

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LPI Human Resources	% of posts vacant	Q	S	n/a	n/a	n/a	n/a	4.87										8.99				n/a	There were 38 vacancies across the organisation at the end of December.	

Financial services

BV78a	The average number of days taken for processing new claims.	M	C	32.05	3	L	28.00	28.00	29.56	I	28.00	28.90	W	28.00	28.19	I	28.00	27.71	W	28.00	28.00	S	2	Improvement on YTD last month. DWP standard is 30 days target BDC 28 days target. Good position and being maintained. Year end preparation to commence February.
BV78b	The average number of days taken for processing changes in circumstances	M	C	8.30	2	L	9.80	10.00	7.61	I	10.00	7.44	W	10.00	7.36	W	10.00	7.34	W	9.00	9.00	S	2	Improvement on YTD last month - this PI has been below DWP and BDC target since April 2007
BV79a	The percentage of cases for which the amount of benefit due was calculated correctly.	Q	C		4	H	98.40	99.00	97.20	I													4	Quarterly stat Q3/2007 will not be known until end of January 2008
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	30.99	3	H	33.22	15.00	17.20	I	17.50	19.28	I	20.00	21.36	I	22.50	22.26	W	30.00	30.00	S	3	Overpayment cash postings on 19.12.07 totalling £1000.00+ not able to post due to problem with IT. This has effected the target.
BV8	Percentage of invoices paid on time	M	C	94.74	3	H	95.92	97.00	96.36	I	97.00	96.86	I	97.00	97.28	I	97.00	97.43	W	97.00	97.50	S	2	Year to date figure is now above target. The revised system will be kept in place until the end of 2007/08
BV9	Percentage of Council Tax collected	M	C	98.40	2	H	98.20	59.40	59.15	S	69.13	68.73	S	78.60	78.20	S	87.61	87.40	S	98.70	98.09	S	2	Correspondence up to date. Target stable, Two full time staff still down. Selected a successful applicant for Trainee Revenue Officer start date note yet given. Revenue Officer not filled due to no suitable candidates, meanwhile one agency staff still employed to the 8.2.2008.
BV10	Percentage of Non-Domestic Rates collected.	M	C	98.20	4	H	99.02	59.78	60.70	I	71.43	70.14	S	78.43	78.80	S	87.48	87.20	S	98.70	98.70	S	2	As above - Correspondence up to date. Target stable, Two full time staff still down. Selected a successful applicant for Trainee Revenue Officer start date note yet given. Revenue Officer not filled due to no suitable candidates, meanwhile one agency staff still employed to the 8.2.2008.

E-Government & Customer Services

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CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	n/a		7,483			7,676			7,089			5,487				n/a	Calls to the contact centre have fallen by 23% compared to last month trend expected at this point the year	
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	n/a		5,888			5,946			5,573			3,791				n/a	Calls to the council switchboard fell by 32% compared to last month which is expected during the holiday period	
CSC	Resolution at First Point of Contact all services (percentage)	M	S	83.00	n/a	n/a	n/a	85.00	95.00	I	85.00	86.40	W	85.00	95.00	I	85.00	94.00	W	85.00	90.00	S	n/a	Overall resolution continues to exceed target. Performance is comparable with last month and is consistent with the performance throughout the year
CSC	Average Speed of Answer (seconds)	M	S	48	n/a	n/a	n/a	35.00	55.00	I	35.00	31.00	I	35.00	31.00	S	35.00	34.00	W	35.00	40.00	S	n/a	Performance continues to exceed target although has shown a marginal drop compared to last month associated with staff sickness and leave on the capacity of the contact centre
CSC	% of Calls Answered	M	S	76	n/a	n/a	n/a	80.00	79.00	I	80.00	86.00	I	80.00	86.00	S	80.00	84.00	W	80.00	75.00	S	n/a	Performance continues to exceed target although has shown a marginal fall compared to last month.
LPI IT Services	% of helpdesk call closed within timescales	M	C	83.99	n/a	n/a	n/a	85.00	92.51	I	85.00	91.81	W	86.00	90.17	W	86.00	89.11	I	86.00	92.00	S	n/a	Performance improved in December, but was still below target for the month, due to the reduced number of staff available over the Christmas period plus the need to focus on work critical to the Spatial project. Performance for the year to date remains above target

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	21.42	2	H	19.98	19.70	19.08	I	19.57	19.25	I	19.77	20.06	I	20.21	20.41	I	21.50	21.50	S	2	On target to reach 21.5% by year end with decrease in green waste
BV82bi	The percentage of household waste that has been composted	M	C	19.81	1	H	11.20	25.00	30.25	W	27.17	29.57	W	26.51	28.55	W	24.29	26.05	W	19.60	20.00	S	1	No collections of green for Dec - Mar
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	95.00	100.00	S	1	14 vehicles reported and inspected within timescale

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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	95.00	100.00	S	1	4 vehicles instructed and 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	95.00	100.00	S	n/a	5 animals of which 5 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	99.46	S	95.00	99.56	S	95.00	99.64	S	95.00	99.51	W	95.00	99.51	W	n/a	123 incidents of which 121 were dealt with within timescale, 2 exceeded timescale due to disposal location i.e.. fridges
LPI Depot	Number of missed household waste collections	M	C	1630	n/a	n/a	n/a	798	593	I	931	717	W	1,064	813	I	1,197	887	I	1,596	1,010	I	n/a	74 missed bins this month
LPI Depot	Number of missed recycle waste collections	M	C	748	n/a	n/a	n/a	396	176	I	462	200	W	528	220	I	594	232	I	800	237	I	n/a	12 missed recycling collections this month
LPI Depot	Number of written complaints	M	C	334	n/a	n/a	n/a	132	75	I	154	89	W	176	100	I	197	106	I	264	124	I	n/a	6 letters of complaint
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	94.00	n/a	n/a	n/a	95.00	93.36	I	95.00	97.54	I	95.00	97.87	I	95.00	97.60	W	95.00	97.60	W	n/a	41 appeals of which 38 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	74.19	55.00	100.00	S	55.00	100.00	S	55.00	100.00	S	55.00	100.00	S	60.00	75.00	S	2	4/4 = 100% Performance has been maintained at this level since April and as a result Bromsgrove has been sited on the DCLG website as one of 64 authorities with improving performance in this category since year end March 2007.
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	72.00	3	H	77.33	77.00	92.00	W	77.00	91.00	I	77.00	91.00	I	77.00	91.00	W	65.00	80.00	S	2	Two applications went over, one as a result of a councillor calling application to committee (Taxi rank in New Road, Rubery) and one as result of delay in erecting site notice (Replacement dwelling, Astwod Lane, Stoke Prior). The fact that there were only 16 applications in this category for this month (as opposed to Nov when there were 22) means two applications going over has a more significant effect.
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	84.00	4	H	89.13	89.00	94.00	W	89.00	94.00	I	89.00	94.00	W	89.00	94.00	I	80.00	85.00	S	4	There were significantly less applications in this category as say Nov 70 or Oct 85, but only one went out of time, when considering holiday periods etc this is pleasing.

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BV204	The percentage of planning appeal decisions allowed	M	C	27.80	1	L	31.80	40.00	25.00	S	40.00	21.00	I	40.00	33.00	W	40.00	23.00	I	33.00	33.00	S	3	4/5 appeals dismissed
LPI Planning	Score on Building Control performance matrix	Q	S		n/a	n/a	n/a	60.00	74.50	S							60.00	74.50	S	60.00	75.00	S	n/a	We have maintained the high PI score of 74.5 for this quarter, and the figures used to achieve this score suggested that there is a slight improvement of performance although not sufficient to alter the score.
LP Housing	Additional units of affordable housing delivered	Q	C	72				40	38	S							80.00	44.00	W	80	64	S	n/a	To achieve this target we are reliant on RSL's being able to start on site & deliver the properties on time. There has been a delay on one large site due to a wildlife issue which has postponed a development of 26 properties which will now be delivered in 2008/9. Our new projection is 64 properties in 2007/8
LP Housing	Total number of households occupying temporary accommodation	Q	S	63				44.00	50.00	I							44.00	33.00	I	44.00	44.00	I	n/a	The recruitment of a temporary accommodation officer at BDHT, funded by BDC, has lead to closer monitoring of T/A & has meant that we have achieved a significant reduction in the no of clients in T/A. We have reached the governments 2010 target to reduce the use of T/A by 50% 2 years early. In addition better prevention work had has also had a significant impact.
LPI	Number of small business start ups	Q	C		n/a	n/a	n/a	6	6	W										30	30	S	n/a	No performance data supplied

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C		n/a	n/a	n/a	201	182	I	235	205	W	269	253	W	302	279	I	404	396	S	n/a	Domestic Burglaries fell during month against target. This was due to a combination of media awareness campaign asking residents not to leave presents on view and robust policing.
BV127a (proxy)	The number of violent crimes	M	C		n/a	n/a	n/a	557	574	I	649	683	W	742	770	I	835	840	I	1114	1122	S	n/a	Violent Crimes significantly reduced in December due to very proactive policing (Operation Christmas Presence) and support from taxi drivers. In Bromsgrove Town Centre there were only 3 violent crimes recorded in December.

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BV127b (proxy)	The number of robberies	M	C		n/a	n/a	n/a	21	35	S	24	43	W	28	50	S	31	55	I	42	72	S	n/a	Robberies all still at low numbers are still over target (5 in December). A meeting between Police and Hugh Bennett enabled briefing for PMB to be produced outlining issues.
BV128 (proxy)	The number of vehicle crimes	M	C		n/a	n/a	n/a	458	367	I	534	420	I	611	472	I	687	528	W	917	720	S	n/a	Vehicle Crime reported crime continues to be under annual target due to media awareness campaign and high visibility patrolling by Officers and Neighbourhood Wardens.
LPI Community Services	Number of attendances at arts events	M	C	18,515	n/a	n/a	n/a	14,675	15,270	W	15,275	15,870	W	22,275	24,620	I	24,696	24,700	W	25,000	25,025	S	n/a	
LPI Sports Services	Sports Centres Usage	M	C		n/a	n/a	n/a	351,684	348,558	I	411,604	401,962	W	468,718	458,550	I	497,694	487,145	W	621,600	578,769	S	n/a	Down on Dolphin Target for month due to changes in dates for pool closure from Nov/Dec to Jan, many users thought pool was closed - and any pool booking were cancelled because of this in advance and not re-booked when dates changed. Sports hall also close at Dolphin Centre for 5 days due to floor re-surfacing w/c 17th December. Good month for Haybridge Sports Centre - improved sports hall usage - regular booking - trampoline club. High number of sports hall parties during month. Sports hall also close for 4 days re-surfacing.