

APPENDIX 1

SUMMARY - Period 6 (September) 2007/08					
Monthly (September) performance					
	No.	%		No.	%
Improving or stable.	39	83%	On target	34	72%
Declining	8	17%	Missing target by less than 10%	9	19%
No data	0	0%	Missing target by more than 10%	4	9%
			No data	0	0%
Total Number of Indicators	47	100%	Total Number of Indicators	47	100%

SUMMARY - Period 6 (September) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	37	79%	1st quartile	6	25%
Missing target by less than 10%	5	11%	2nd quartile	12	50%
Missing target by more than 10%	5	11%	3rd quartile	5	21%
No data	0	0%	4th quartile	1	4%
			(2006/07 quartiles used)		
total	47	100%	total*	24	100%

* only BVPI's with quartile data are counted

SUMMARY - Period 7 (October) 2007/08					
Monthly (October) performance					
	No.	%		No.	%
Improving or stable.	19	56%	On target	24	71%
Declining	15	44%	Missing target by less than 10%	9	26%
No data	0	0%	Missing target by more than 10%	1	3%
			No data	0	0%
Total Number of Indicators	34	100%	Total Number of Indicators	34	100%

SUMMARY - Period 7 (October) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	26	76%	1st quartile	4	29%
Missing target by less than 10%	6	18%	2nd quartile	7	50%
Missing target by more than 10%	2	6%	3rd quartile	2	14%
No data	0	0%	4th quartile	1	7%
			(2006/07 quartiles used)		
total	34	100%	total*	14	100%

* only BVPI's with quartile data are counted

SUMMARY - Period 8 (November) 2007/08					
Monthly (November) performance					
	No.	%		No.	%
Improving or stable.	29	78%	On target	30	81%
Declining	8	22%	Missing target by less than 10%	4	11%
No data	0	0%	Missing target by more than 10%	3	8%
			No data	0	0%
Total Number of Indicators	37	100%	Total Number of Indicators	37	100%

SUMMARY - Period 8 (November) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	30	81%	1st quartile	4	21%
Missing target by less than 10%	4	11%	2nd quartile	9	47%
Missing target by more than 10%	3	8%	3rd quartile	4	21%
No data	0	0%	4th quartile	2	11%
			(2006/07 quartiles used)		
total	37	100%	total*	19	100%

* only BVPI's with quartile data are counted

SUMMARY - Period 9 (December) 2007/08					
Monthly (December) performance					
	No.	%		No.	%
Improving or stable.	24	55%	On target	32	73%
Declining	17	39%	Missing target by less than 10%	6	14%
No data	3	7%	Missing target by more than 10%	3	7%
			No data	3	7%
Total Number of Indicators	44	100%	Total Number of Indicators	44	100%

SUMMARY - Period 9 (December) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	33	75%	1st quartile	4	19%
Missing target by less than 10%	3	7%	2nd quartile	9	43%
Missing target by more than 10%	6	14%	3rd quartile	5	24%
No data	2	5%	4th quartile	3	14%
			(2006/07 quartiles used)		
total	44	100%	total*	21	100%

* only BVPI's with quartile data are counted

Performance Indicators Period 09 (December) 2007/08 - Cumulative Year to Date figures

APPENDIX 2

Ref	Description	Reported?	Cum or Snap?	2006/07				2007/08												Comments				
				Quartile Data (06/07 quartiles)		Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target	Dec Actual	Target & trend	Target	Est. Outturn		E. O.Target &Trend	Est. Outturn Quartile		
				Actuals	Quartile																		Higher or lower	Median
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
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

Ref	Description	Reported?	Cum or Snap?	2006/07				2007/08										Comments											
				Actuals	Quartile	Higher or lower	Median	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target		Dec Actual	Target & trend	Target	Est. Outturn	E. O.Target &Trend	Est. Outturn Quartile					
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		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		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		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		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		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		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		95.00	100.00	S	1	14 vehicles reported and inspected within timescale

Ref	Description	Reported?	Cum or Snap?	2006/07				2007/08										Comments						
				Actuals	Quartile	Higher or lower	Median	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target		Dec Actual	Target & trend	Target	Est. Outturn	E. O.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	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, Astwood 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.

Ref	Description	Reported?	Cum or Snap?	2006/07				2007/08										Comments						
				Actuals	Quartile	Higher or lower	Median	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target		Dec Actual	Target & trend	Target	Est. Outturn	E. O.Target &Trend	Est. Outturn Quartile
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	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	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	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	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.

Ref	Description	Reported?	Cum or Snap?	2006/07				2007/08										Comments						
				Quartile Data (06/07 quartiles)				Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target		Dec Actual	Target & trend	Target	Est. Outturn	E. O.Target &Trend	Est. Outturn Quartile
				Actuals	Quartile	Higher or lower	Median																	
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.

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	76.07	74.03	63.10	60.58	70.73			

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	0.00	0.00	0.00	0.00			
				Actual	0.00	0.00	0.00	0.00	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	100.00	100.00	100.00	100.00			
				Actual	100.00	100.00	100.00	100.00	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	0.73	0.73	0.73	0.81	0.81	0.81
				Actual	0.65	0.84	0.72	0.87	0.77	0.48	0.91	0.93	0.83		
BV14	The percentage of employees retiring early (excluding ill-health)	Q	C	Target	n/a	n/a	0.80			0.80					
				Actual			0.25			0.58			0.00		
BV15	The percentage of employees retiring on grounds of ill-health	Q	C	Target			0.20			0.20					
				Actual			0.00			0.00			0.00		
BV16a	The percentage of employees with a disability	Q	S	Target			1.80			1.80					
				Actual			1.99			3.85			2.18		
BV17a	The percentage of employees from minority ethnic communities	Q	C	Target			2.00			2.00					
				Actual			1.74			1.92			1.70		
LPI Human	% of posts vacant	Q	C	Target											

Monthly Performance detailed figures

Appendix 3

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
Resources	% of posts vacant	Q	S	Actual			7.60			4.87			8.99			

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.	
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	28.00	28.00	28.00	28.00			
				Actual	34.10	36.44	33.57	22.06	25.21	20.89	23.97	22.93	23.02			
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	10.00	10.00	10.00	10.00			
				Actual	14.31	6.14	7.86	5.68	6.09	4.80	6.42	6.87	7.16			
BV79a	The percentage of cases for which the amount of benefit due was calculated correctly.	Q	C	Target												
				Actual												
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00	30.00	30.00	30.00	30.00	30.00	30.00			
				Actual	2.85	7.27	9.80	12.41	15.14	17.20	19.28	21.36	22.26			
BV8	Percentage of invoices paid on time	M	C	Target	97.00	97.00	97.00	97.00	97.00	97.00	97.00	97.00	97.00			
				Actual	94.74	96.89	97.07	97.53	96.23	97.40	99.34	99.87	99.17			
BV9	Percentage of Council Tax collected	M	C	Target	11.07	20.51	30.36	30.36	49.45	59.40	69.13	78.60	87.61			
				Actual	12.00	20.83	30.16	39.70	49.55	59.15	68.73	78.20	87.40			
BV10	Percentage of Non-Domestic Rates collected.	M	C	Target	9.70	18.64	27.98	37.48	50.10	59.78	71.43	78.43	87.48			
				Actual	9.50	20.46	31.19	40.65	51.93	60.70	70.14	78.80	87.20			

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.
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	7,483	7,676	7,089	5,487		
CSC	Monthly Call Volume Council Switchboard	M	S	Target											
				Actual	7,718	7,310	7,060	7,270	6,995	5,888	5,946	5,573	3,791		
CSC	Resolution at First Point of Contact all services (percentage)	M	S	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00		
				Actual	90.77	90.00	92.00	95.00	90.20	95.00	86.40	95.00	94.00		
CSC	Average Speed of Answer (seconds)	M	S	Target	20.00	20.00	20.00	35.00	35.00	35.00	35.00	35.00	35.00		
				Actual	67.00	47.00	53.00	48.00	55.00	53.00	31.00	31.00	34.00		
CSC	% of Calls Answered	M	S	Target	85.00	85.00	85.00	75.00	75.00	75.00	80.00	80.00	80.00		
				Actual	60.00	81.00	79.00	80.00	77.00	79.00	86.00	86.00	84.00		
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00	86.00	85.00	85.00	86.00	86.00	86.00		
				Actual	92.88	95.45	89.85	95.23	88.17	93.50	87.62	78.65	80.60		

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.	
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	19.77	24.00	26.00	26.00	26.00
				Actual	17.44	18.81	18.75	18.62	19.67	20.47	20.62	23.81	24.11			
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	26.51	0.00	0.00	0.00	0.00
				Actual	33.78	30.29	31.73	31.35	29.59	26.15	24.12	19.24	0.00			
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	Target	NA	NA	NA		NA	37.54		17.00	NA			
				Actual	NA	NA	NA	16.83	NA	36.79		16.00	NA			
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	Target	NA	NA	NA		NA	-0.08		4.00	NA			
				Actual	NA	NA	NA	5.56	NA	-5.45		5.00	NA			
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	Target	NA	NA	NA		NA			1.00	NA			
				Actual	NA	NA	NA	0.98	NA			1.00	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	95.00	95.00	95.00	95.00			
				Actual	100.00	100.00	100.00	100.00	100.00	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	95.00	95.00	95.00	95.00			
				Actual	100.00	100.00	100.00	100.00	100.00	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	95.00	95.00	95.00	95.00			
				Actual	100.00	100.00	100.00	100.00	100.00	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	95.00	95.00	95.00	95.00			
				Actual	97.50	100.00	98.47	100.00	100.00	100.00	100.00	100.00	100.00	98.37		

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.
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133	133	133	133	133	133	133			
				Actual	99	73	139	74	135	73	124	96	74			
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66	66	66	66	66	66	66			
				Actual	31	30	48	24	29	14	24	20	12			
LPI Depot	Number of written complaints	M	C	Target	22	22	22	22	22	22	22	22	22			
				Actual	27	11	6	14	10	7	14	11	6			
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00			
				Actual	96.00	96.12	92.42	96.04	87.64	97.62	99.08	100.00	92.68			

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	55.00	55.00	55.00	55.00			
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	0.00	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	77.00	77.00	77.00	77.00			
				Actual	91.00	76.47	100.00	100.00	100.00	73.00	82.00	95.00	88.00			
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	Target	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00			
				Actual	100.00	90.90	96.30	90.00	96.00	88.00	93.00	91.00	98.00			
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00			
				Actual	0.00	0.00	0.00	75.00	0.00	0.00	0.00	25.00	20.00			
LPI Planning	Score on Building Control performance matrix	Q	S	Target			60.00			60.00						
				Actual			74.50			74.50		74.50				
LP Housing	Additional units of affordable housing delivered	Q	C	Target						40						
				Actual						38			6			
LP Housing	Total number of households occupying temporary accommodation	Q	S	Target						44						
				Actual			58			50			33			
LPI	Number of small business start ups	Q	C	Target			6			6						
				Actual			8			6						

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.

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33	33	33	33	33	33	33			
				Actual	32	34	34	40	26	21	23	48	26			
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93	92	92	92	92	92	92			
				Actual	102	84	101	91	104	100	111	87	76			
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3	3	3	3	3	3	3			
				Actual	5	8	8	3	5	5	8	7	6			
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76	76	76	76	76	76	76			
				Actual	72	58	56	62	69	55	54	53	57			
LPI Communit y Services	Number of attendances at arts events	M	C	Target	250	525	500	800	12,000	600	600	7,000	2,421			
				Actual	265	275	510	665	12,905	650	600	8,750	80			
LPI Sports Services	Sports Centres Usage	M	C	Target	64,171	61,786	47,953	61,936	57,340	58,498	59,920	57,114	28,976			
				Actual	65,143	63,932	52,186	60,220	51,026	56,051	53,404	56,588	28,595			
LPI Community Safety	Respond to emergency calls in 30 secs (percentage)	Q	C	Target	n/a	n/a	80.00			80.00						
				Actual	n/a	n/a	98.54			98.67						