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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	70.76	I	80.00	69.39	W	80.00	67.31	W	80.00	70.00	W	n/a	Most of the negativity has come from the letters pages of the newspapers - a tough budget round and the subsequent decisions from that have meant disgruntled customers and who have vented their frustration in letters. The Bromsgrove Standard's encouragement to get people to write into them did not help this and despite increased proactivity from the press office, the proportion of negative letters and articles in the newspapers has increased.
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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	100	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	6.57	7.00	W	7.38	7.99	W	8.19	8.56	I	9.00	9.34	I	2	Sickness has reduced significantly in most service areas, reducing the number of absence days per FTE from 0.99 in January to 0.57 in February. If this can be maintained for March then the Council will remain Amber.
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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	27.71	W	28.00	26.98	I	28.00	26.56	W	28.00	28.00	S	2	Again YTD figure is below BDC target and position being maintained
BV78b	The average number of days taken for processing changes in circumstances	M	C	8.30	2	L	9.80	10.00	7.34	W	10.00	7.41	W	10.00	5.99	I	9.00	6.50	I	1	YTD figure is significantly below BDC target and position being maintained

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BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	30.99	3	H	33.22	22.50	22.26	W	25.00	28.39	I	27.50	30.26	I	30.00	30.00	S	3	Overpayments exceed BDC target continued maintenance of position by Senior Benefits Officer
BV8	Percentage of invoices paid on time	M	C	94.74	3	H	95.92	97.00	97.43	W	97.00	97.56	I	97.00	97.71	I	97.00	97.00	S	2	On target. Improvement on last months figures and only 3 late invoices for February.
BV9	Percentage of Council Tax collected	M	C	98.40	2	H	98.20	87.61	87.40	S	97.03	96.80	S	98.30	98.10	S	98.70	98.09	S	2	On target - recovery still taking place while in preparation for annual billing. All correspondence up to date.
BV10	Percentage of Non-Domestic Rates collected.	M	C	98.20	4	H	99.02	87.48	87.20	S	96.32	96.40	I	97.70	96.40	S	98.70	98.70	S	2	NDR has fallen due to an error made by inputting a company into the wrong unit causing a debit of £261,960.00 a 1.25 debit raise onto collection figures. However it has been agreed by company concerned that this debit be paid in full by the 26th March 2008. Correspondence up to date and recovery action is still ongoing while preparing annual billing.

**E-Government & Customer Services**

CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	n/a	5,487				7,568					6,307			n/a	Call profile as expected at this point in the Council year Customer contact centre calls have fallen by 16% compared to last month
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	n/a	3,791				6,027					5,382			n/a	Call profile as expected at this point in the Council year Council switchboard calls have fallen by 12% compared to last month
CSC	Resolution at First Point of Contact all services (percentage)	M	S	83.00	n/a	n/a	n/a	85.00	94.00	W	85.00	95.00	I	85.00	94.90	S	85.00	90.00	S	n/a	Resolved at first point of contact continues to exceed target and performance is consistent with last month
CSC	Average Speed of Answer (seconds)	M	S	48	n/a	n/a	n/a	35.00	34.00	W	35.00	32.00	I	35.00	21.00	I	35.00	40.00	S	n/a	Significant improvement in the average speed of answer this month and has improved by 11 seconds over last month . Forecast for end of year difficult because Council Tax main billing commences in mid March and does have significant impact on performance of Customer Contact Centre

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CSC	% of Calls Answered	M	S	76	n/a	n/a	n/a	80.00	84.00	W	80.00	84.00	S	80.00	89.00	I	80.00	80.00	S	n/a	% Calls answered continues to exceed target and has improved over last month by 5%
LPI IT Services	% of helpdesk call closed within timescales	M	C	83.99	n/a	n/a	n/a	86.00	89.11	I	86.00	89.44	I	86.00	90.24	I	86.00	92.00	S	n/a	Performance continues to exceed target.

**Street Scene & Waste Management**

BV82ai	The percentage of household waste that has been recycled	M	C	21.42	2	H	19.98	20.21	20.41	I	20.79	21.88	I	22.20	22.37	W	21.50	22.00	S	2	Exceeding target
BV82bi	The percentage of household waste that has been composted	M	C	19.81	1	H	11.20	24.29	26.05	W	22.30	23.98	W	20.90	22.35	S	19.60	19.90	S	1	Exceeding 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	13 vehicles reported and 13 investigated 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	98.70	W	95.00	98.70	W	1	10 vehicles to be removed and 9 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	30 animals reported and removed within timescale
LPI Depot	% of flytips dealt with in response time	M	C	96.00	n/a	n/a	n/a	95.00	99.51	W	95.00	100.00	I	95.00	99.61	S	95.00	99.61	I	n/a	144 incidents of fly tipping of which all 144 were collected within time scale
LPI Depot	Number of missed household waste collections	M	C	1630	n/a	n/a	n/a	1,197	887	I	1,330	997	W	1,463	1,039	I	1,596	1,081	I	n/a	42 missed refuse collections this month, improved communication from crews
LPI Depot	Number of missed recycle waste collections	M	C	748	n/a	n/a	n/a	594	232	I	660	252	W	726	294	W	800	336	W	n/a	42 missed recycling collections this month
LPI Depot	Number of written complaints	M	C	334	n/a	n/a	n/a	197	106	I	218	110	I	242	126	W	264	142	W	n/a	16 written complaints, increase due to complaints about green waste being charged for in future
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	94.00	n/a	n/a	n/a	95.00	97.60	W	95.00	97.76	I	95.00	97.80	W	95.00	97.80	I	n/a	62 ECN's of which 61 were dealt with within time

M\* = in the month when available (3 times per year)

**Planning & Environment Services**

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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	97.00	W	55.00	86.00	I	60.00	75.00	S	2	One application went over as a result of Members requesting additional information for HP and HA and undertaking a site visit. (Corbett Business Park, Shaw Lane). However this is only the second major application not determined in time for the period April 2007 – beginning of March 2008.
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	72.00	3	H	77.33	77.00	91.00	W	77.00	92.00	I	77.00	92.00	W	65.00	80.00	S	2	Again only one application went over (81 Sweetpool Lane) because of the need for a Legal agreement relating to play space. The number of application submitted in this category is average at 16.
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	84.00	4	H	89.13	89.00	94.00	I	89.00	94.00	S	89.00	93.00	W	80.00	85.00	S	4	Eight applications that went over for minor reasons. The number of decision made in this category is amongst the lowest over the last six months. There have been up to 103 decisions in this category (August) with averages of around upper 70's and low 80'. This is of course a factor of the nature of the applications submitted over which the Authority has no control.
BV204	The percentage of planning appeal decisions allowed	M	C	27.80	1	L	31.80	40.00	23.00	I	40.00	23.00	S	40.00	26.00	W	33.00	33.00	S	3	Appeals, 1/1 = 100%

**Culture & Community Services**

BV126 (proxy)	The number of domestic burglaries	M	C	n/a	n/a	n/a		302	279	I	336	318	W	370	337	I	404	396	S	n/a	Bromsgrove Police have mounted a major winter Burglary initiative. Officers have been effective in targeting identified criminals who operate across the West Midlands/Worcestershire Border. Police have committed new resources across the District. As a result Domestic Burglaries have dropped from 40 in January 08 to 18 in February 08 (33 cases under target)
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BV127a (proxy)	The number of violent crimes	M	C		n/a	n/a	n/a	835	840	I	928	914	I	1021	1000	W	1114	1100	S	n/a	New violent crime initiative implemented on the 10th March, Police are aiming to get to the victim within 3 hours and make an arrest within 24 hours. This coupled with robust policing of the town centre has greatly assisted violent crime and led to the police achieving targets.
BV127b (proxy)	The number of robberies	M	C		n/a	n/a	n/a	31	55	I	35	60	I	38	64	I	42	72	S	n/a	There were 4 robberies this month and all have been fully investigated and resulted in arrests. Due to the very nature of Bromsgrove District it will continue to have robbery offences. The police are confident that their robbery offences are correctly recorded and reflect the variety of offences that we have (i.e. many low level Phone type offences with a smattering of very serious armed type offences).
BV128 (proxy)	The number of vehicle crimes	M	C		n/a	n/a	n/a	687	528	W	764	606	W	840	670	I	917	720	S	n/a	Vehicle Crime continues to fall due to the focus of the Police and Neighbourhood Wardens.
LPI Community Services	Number of attendances at arts events	M	C	18,515	n/a	n/a	n/a	24,696	24,700	W	24,846	24,858	I	24,981	25,004	W	25,000	25,025	S	n/a	The cumulative actual target total is in line with the predicted outturn position of 25,000
LPI Sports Services	Sports Centres Usage	M	C		n/a	n/a	n/a	497,694	487,145	W	532,846	521,015	I	571,711	557,109	I	621,600	578,769	S	n/a	Increased advertising at both centres but especially Dolphin Centre with pool re-opening on 19th March 08. New sessions to be looked at in dry side facilities. As part of the PDR's all Duty Managers look at a variety of new activities that can increase usage and revenue across both sites.