

Ref	Description	Report - ed?	Cum or Snap?	2007/08		2007/08			2008/09			Comments
				Actuals	Quartile	April Target	April Actual	Target &Trend	May Target	May Actual	Target &Trend	

**Street Scene & Community**

NI 191	Residual Household waste per household	M	C	n/a	n/a	50.80	50.80	W	105.00	105.25	W	593.00	593.00		Comparable to same period last year
NI 192	Percentage of household waste re-used, recycled and composted	M	C	n/a	n/a	45.00	46.23	I	45.00	49.50	I	45.00	45.00		Comparable to same period last year
LPI depot	%age of reported abandoned vehicles investigated within 24 hours	M	C	100.00	1	95.00	87.50	W	95.00	95.00	S	95.00	95.00	I	12 vehicles reported and 12 investigated within time
LPI depot	%age of abandoned vehicles removed within 24 hours of legal entitlement	M	C	98.78	1	95.00	100.00	S	95.00	100.00	S	95.00	100.00		5 vehicles reported and 5 investigated within time
LPI Depot	% animal/debris cleared within timescales	M	C	100.00	n/a	95.00	100.00	S	95.00	100.00	S	95.00	100.00		16 animals removed within time
LPI Depot	% of flytips dealt with in response time	M	C	99.46	n/a	95.00	100.00	S	95.00	100.00	S	95.00	100.00		86 incidents reported and dealt with within time
LPI Depot	Number of missed household waste collections	M	C	1102	n/a	116	104	W	232	227	W	1,400	1,353	W	123 missed refuse collections. Figures reflect revised target agreed at Cabinet 2 July
LPI Depot	Number of missed recycle waste collections	M	C	352	n/a	50	35	I	100	63	I	600	308	I	28 missed recycling collections. Figures reflect revised target agreed at Cabinet 2 July
NWBCU 1	The number of domestic burglaries	M	C	355	n/a	30	21	W	60	42	I	360	360		Reported burglaries continue to fall. Such is the impact on a community of a burglary the police continue to put resource in lowering rate still further. The Community Safety Partnership has taken Burglary as one of their main priorities and are currently developing prevention projects to support the police.
NWBCU 2	The number of violent crimes	M	C	1093	n/a	88	89	I	177	181	W	1056	1056		Violent crime is a key priority for the Police and Community Safety Partnership. Intelligence analysis has confirmed the alcohol is in a significant proportion of cases and projects will be set up to tackle this issue during 2008
NWBCU 3	The number of robberies	M	C	67	n/a	5	3	S	10	6	S	60	60		Robberies continue to be under target and at a low level. They will be continued to be monitored for any downward changes.

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NWBCU 4	The number of vehicle crimes	M	C	710	n/a	64	49	W	129	86	I	768	768		Vehicle crimes continue to fall due to the continued success of Police operations and awareness campaigns coupled with the continued deterrent of CCTV on Public Car Parks
LPI SC 1	Number of attendances at arts events	M	C	25,056	n/a	60	66	I	590	456	I	25,253	25,253		An event was called off due to the rain and another event was severely effected by the rain
LPI SC 4	Sports Centres Usage	M	C	592,133	n/a	51,068	53,964	I	107,500	108,544	I	672,420	672,420		
LPI SC 5	Sports development usages	M	C	18,213	n/a	1,580	1,655	W	1,636	3,755	I	18,588	18,588		

### Planning & Environment

NI 157	The percentage of major planning applications determined within 13 weeks	M	C	95.35	1	75.00	100.00	S	75.00	86.00	W	75.00	75.00		One application went over time – Ash Lane Hopwood. This application was reported to Committee but also needed to be referred to the GOWM due to the nature and scale of the development.
NI 157	The percentage of minor planning applications determined within 8 weeks	M	C	92.42	1	80.00	67.00	W	80.00	78.00	I	80.00	80.00		Two applications went over time – Blue Cross animal sanctuary which required further consideration given the nature of the development and an Anemometer Mast Located at Portway which was called to Planning Committee by the Portfolio Holder.
NI 157	The percentage of other planning applications determined within 8 weeks	M	C	93.11	1	90.00	95.00	I	90.00	96.00	I	90.00	90.00		Three applications went over, one due to late issue of decision notice, advertising relating to Listed Building and one relating to drainage matters.

### E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	9,685	n/a	n/a	7,576	n/a	n/a	n/a	n/a	Call volume to customer contact centre showing a reduction of 22% compared to last month trend expected following main billing and launch of national travel scheme in April
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	6,243	n/a	n/a	5,629	n/a	n/a	n/a	n/a	Call volume falling as expected this month. Call volume to switchboard down by 10%
CSCLPI3.1	Resolution at First Point of Contact all services (percentage)	M	C	94.30	n/a	85.00	98.00	I	85.00	98.60	I	90.00	90.00		Resolution rate consistent with last month and is above target
CSCLPI3.2	% of Calls Answered	M	C	84.00	n/a	85.00	79.00	I	85.00	77.00	W	85.00	85.00		Some improvement compared to last month, by 4% and demonstrating positive movement toward target 2

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CSCLPI3.3	Average Speed of Answer (seconds)	M	C	36	n/a	30.00	34.00	I	30.00	36.00	W	30.00	30.00		Average speed of answer has fallen by 2 seconds compared to last month. Very high concentrated peaks of demand associated with council tax recovery, waste collection and post bank holiday calls undermined performance improvement during month.

### Financial Services

NI181	Time taken to process HOB/CT benefit new claims or change events	M	C	n/a	n/a	16.00	15.51	new target	16.00	15.87	W	16.00	16.00		New indicator from DWP. Guidance received in April with no specific target for achievement. Using guidance received a revised target for 2008/09 of 16 days agreed by HOFS & Benefits Manager. ( No of days for new claims 24.4 - April 08 & change of circs 6.6 days)
FP001	Percentage of invoices paid within 30 days of receipt	M	C	97.83	1	98.00	99.85	I	98.00	99.67	W	98.00	98.00		2 invoices late out of 617. Slight decrease to April but maintaining above target performance

### Chief Executive's Department

LPI CCPP01 (SS)	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	n/a	n/a	n/a	23	n/a	n/a	40	I	n/a	n/a	n/a	A decrease on last month due to the bus pass backlog being resolved
LPI CCPP03 (SS)	Number of compliments received	M	C	n/a	n/a	n/a	9	n/a	n/a	14	W	n/a	n/a	n/a	Need to encourage staff to record compliments

### Legal, Equalities & Democratic services

LD LPI 1	The level of the Equality Standard for Local Government to which the Authority conforms	M	C	2	n/a	2.00	2.00	S	2.00	2.00	S	2 moving to 3	2 moving to 3		On target
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### Human Resources and Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	9.35	2	0.71	0.72	I	1.42	1.22	I	8.75	7.42		A good second month with a reduction of 84 days lost to sickness - the outturn remains green.
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