Appendix 3

Ref	Description	Freq	C or S		2008/09 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
	Street Scene & Community															
NI 191	Residual Household waste per household	M	C	Target	50.80	105.00										
				Actual	50.80	52.75										
NI 192	Percentage of household waste re-used, recycled and composted	M	C	Target	45.00	45.00										
				Actual	46.23	49.50										
LPI depot	%age of reported abandoned vehicles investigated within 24 hours	M	C	Target	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
				Actual	87.50	100.00										
LPI depot	%age 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	95.00	95.00	95.00
				Actual	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	95.00	95.00	95.00
				Actual	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	95.00	95.00	95.00
				Actual	100.00	100.00										
LPI Depot	Number of missed household waste collections	M	C	Target	75	75	75	75	75	75	75	75	75	75	75	75
				Actual	104	123										
LPI Depot	Number of missed recycle waste collections	M	C	Target	17	17	17	17	17	17	17	17	17	17	17	17
				Actual	35	28										
LPI	The number of domestic burglaries	M	C	Target	30	30										
				Actual	21	20										
LPI	The number of violent crimes	M	C	Target	88	89										

LPI	The number of violent crimes	M	C	Actual	89	92										
LPI	The number of robberies	M	C	Target	5	5										
				Actual	3	3										
LPI	The number of vehicle crimes	M	C	Target	64	65										
				Actual	49	37										
LPI Community Services	Number of attendances at arts events	M	C	Target	60	530										
				Actual	66	390										
LPI Community Safety	Sports Centres Usage	M	C	Target	53,601	53,899										
				Actual	53,964	54,580										
LPI Community Safety	Sports development usages	M	C	Target												
				Actual	1,854	1,901										

Planning & Environment

NI157	The percentage of major planning applications determined within 13 weeks	M	C	Target	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00
				Actual	100.00	80.00										
NI157	The percentage of minor planning applications determined within 8 weeks	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	67.00	88.00										
NI157	The percentage of other planning applications determined within 8 weeks	M	C	Target	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00
				Actual	95.00	96.00										

E-government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	9,685	7,576										
CSC	Monthly Call Volume Council Switchboard	M	S	Target	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	6,243	5,629										
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00										
				Actual	98.00	98.60										
CSC LPI 3.2	% of Calls Answered	M	C	Target	85.00	85.00										
				Actual	78.00	77.00										
CSC LPI 3.3	Average Speed of Answer (seconds)	M	C	Target	30.00	30.00										
				Actual	34.00	36.00										

Financial Services

NI 181	Time taken to process HB/CT benefit	M	C	Target	16.00	16.00										

NI 181	new claims or change events	M	C	Actual	15.51	16.27										
FP001	Percentage of invoices paid within 30 days of receipton time	M	C	Target	98.00	98.00										
				Actual	99.85	99.68										

Chief Executive's Depaertment

LPI CCPP01	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	23.00	17										
LPI CCPP03	Number of compliments received (Council wide)	M	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	9.00	5										

Legal, Equalities & Democratic services

LD LPI	The level of the Equality Standard for Local Government to which the Authority conforms.	M	C	Target	2.00	2.00										
				Actual	2.00	2.00										

Human Resources and Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	Target	0.71	0.71										
				Actual	0.72	0.50										