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	52.50									
				Actual	50.80	52.75	48.87									
NI 192	Percentage of household waste re-used, recycled and composted	M	C	Target	45.00	45.00	45.00									
				Actual	46.23	49.50	49.49									
NI 195	Improved street & environmental cleanliness - graffiti	M*	C	Target	na	na	na									
				Actual	na	na	na									
NI 195	Improved street & environmental cleanliness -litter	M*	C	Target	na	na	na									
				Actual	na	na	na									
NI 195	Improved street & environmental cleanliness - detritus	M*	C	Target	na	na	na									
				Actual	na	na	na									
NI 195	Improved street & environmental cleanliness - fly posting	M*	C	Target	na	na	na									
				Actual	na	na	na									
NI 196	Improved street and environmental cleanliness - fly tipping	M	C	Target	na	na	na									
				Actual	na	na	na									
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	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	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	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	100.00									

LPI Depot	Number of missed household waste collections	M	C	Target	116	116	116	116	116	116	116	116	116	116	116	116
				Actual	104	123	67									
LPI Depot	Number of missed recycle waste collections	M	C	Target	50	50	50	50	50	50	50	50	50	50	50	50
				Actual	35	28	18									
LPI	The number of domestic burglaries	M	C	Target	30	30	30									
				Actual	21	20	24									
LPI	The number of violent crimes	M	C	Target	88	89	86									
				Actual	89	92	101									
LPI	The number of robberies	M	C	Target	5	5	5									
				Actual	3	3	2									
LPI	The number of vehicle crimes	M	C	Target	64	65	62									
				Actual	49	37	64									
LPI Community Services	Number of attendances at arts events	M	C	Target	60	530	500									
				Actual	66	390	523									
LPI Community Safety	Sports Centres Usage	M	C	Target	53,601	53,899	53,993									
				Actual	53,964	54,580	55,401									
LPI Community Safety	Sports development usages	M	C	Target			1,636									
				Actual	1,854	1,901	1,663									

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	50.00									
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	85.00									
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	90.00									
NI 155	Number of affordable homes delivered	Q	C	Target			20			40			60			80
				Actual			50									
NI 156	Number of households ocupying temporary accommodation	Q	S	Target			23									
				Actual			13									
LP Housing	Av. time (weeks) from first response to completion of works for Disabled Facilities Grants	Q	S	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			33									

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
				Actual	9,685	7,576	6,341									
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
				Actual	6,243	5,629	5,412									
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00									
				Actual	98.00	98.60	98.90									

CSC LPI 3.2	% of Calls Answered	M	C	Target	85.00	85.00	85.00									
				Actual	78.00	77.00	87.00									
CSC LPI 3.3	Average Speed of Answer (seconds)	M	C	Target	30.00	30.00	30.00									
				Actual	34.00	36.00	26.00									

Financial Services

NI 181	Time taken to process HB/CT benefit new claims or change events	M	C	Target	16.00	16.00	16.00									
				Actual	15.51	16.27	16.42									
NI 179	VFM - total net value og on-going cash releasing VFM gains since the start of 2008-09	Q	C	Target												
				Actual												
FP001	Percentage of invoices paid within 30 days of receipton time	M	C	Target	98.00	98.00	98.00									
				Actual	99.85	99.68	99.30									

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	17	18									
LPI CCPP02	percentage of PACT meetings attended by SMT members	Q	C	Target			85.00									
				Actual	n/a	n/a	72.00									
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	5	4									

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	2.00									
				Actual	2.00	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	0.71									
				Actual	0.72	0.50	0.62									