

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	50.10							
				Actual	50.80	52.75	48.87	55.71							
NI 192	Percentage of household waste re-used, recycled and composted	M	C	Target	45.00	45.00	45.00	44.02							
				Actual	46.23	49.50	49.49	47.03							
NI 195	Improved street & environmental cleanliness - graffiti	M*	C	Target	na	na	na	na							
				Actual	na	na	na	na							
NI 195	Improved street & environmental cleanliness -litter	M*	C	Target	na	na	na	na							
				Actual	na	na	na	na							
NI 195	Improved street & environmental cleanliness - detritus	M*	C	Target	na	na	na	na							
				Actual	na	na	na	na							
NI 195	Improved street & environmental cleanliness - fly posting	M*	C	Target	na	na	na	na							
				Actual	na	na	na	na							
NI 196	Improved street and environmental cleanliness - fly tipping	M	C	Target	na	na	na	na							
				Actual	na	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
				Actual	87.50	100.00	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
				Actual	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	95.00	95.00
				Actual	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	95.00	95.00
				Actual	100.00	100.00	100.00	100.00							

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	66.00								
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	58.00								
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	88.00								

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
				Actual	9,685	7,576	6,341	7,215								
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	5,657								
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00	85.00								
				Actual	98.00	98.60	98.90	99.00								
CSC LPI 3.2	% of Calls Answered	M	C	Target	85.00	85.00	85.00	85.00								
				Actual	78.00	77.00	87.00	83.00								
CSC LPI 3.3	Average Speed of Answer (seconds)	M	C	Target	30.00	30.00	30.00	30.00								
				Actual	34.00	36.00	26.00	28.00								

Financial Services

NI 181	Time taken to process HB/CT benefit	M	C	Target	16.00	16.00	16.00	16.00								
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	new claims or change events			Actual	15.51	16.27	16.42	16.91								
FP001	Percentage of invoices paid within 30 days of receipton time	M	C	Target	98.00	98.00	98.00	98.00								
				Actual	99.85	99.68	99.30	99.18								

Chief Executive's Department

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	39.00								
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	8.00								

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	2.00								
				Actual	2.00	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	0.71								
				Actual	0.72	0.50	0.62	1.13								