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Street Scene & Community

NI 191	Residual Household waste per household	M	C	n/a	n/a	157.50	154.12	I	203.56	200.31	W	250.35	246.07	I	593.00	593.00	I	Trade waste tonnage for August yet to be received.
NI 192	Percentage of household waste re-used, recycled and composted	M	C	n/a	n/a	45.00	49.49	W	44.02	49.90	I	48.76	48.36	W	45.00	45.00	I	Trade waste tonnage for August yet to be received.
LPI depot	%age of reported abandoned vehicles investigated within 24 hours	M	C	100.00	1	95.00	96.43	S	95.00	97.22	I	95.00	97.44	S	95.00	97.22	I	3 vehicles reported and 3 investigated within timescale
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	S	95.00	100.00	I	2 vehicles reported and 2 investigated within timescale
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	S	95.00	100.00	I	18 dead animals reported and removed within timescale
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	S	95.00	100.00	I	113 incidents of fly tipping and all removed within timescale
LPI Depot	Number of missed household waste collections	M	C	1102	n/a	348	294	I	464	392	W	580	484	I	1,400	1,032	I	93 missed collections this month - 0.06% of the total of 152,000 collections due (4 weeks x 38,000)
LPI Depot	Number of missed recycle waste collections	M	C	352	n/a	150	81	I	200	99	S	250	117	I	600	201	I	17 missed recycling collections - 0.01 % of the total of 144,000 collections due (4 weeks x 36,000)
NWBCU 1	The number of domestic burglaries	M	C	355	n/a	90	65	W	120	95	W	150	138	W	360	331	W	there has been a rise in car key burglaries in the Wythall, Barnt Green and Hagley areas. A known individual, recently released after serving a sentence for car key burglaries is believed to be active across Bromsgrove & West Mids. A joint operation endow has been active for last 3 weeks.
NWBCU 2	The number of violent crimes	M	C	1093	n/a	262	282	W	352	380	I	441	470	W	1056	1128	W	Most of current violent crime is domestic related and very few are committed in open air. The Police are looking at how this can be reduced to bring back on target.
NWBCU 3	The number of robberies	M	C	67	n/a	14	8	I	19	15	W	23	19	I	60	45	I	Robberies are still at low level and were under target for August and for year end forecast
NWBCU 4	The number of vehicle crimes	M	C	710	n/a	190	166	W	254	232	W	319	289	I	768	694	I	Car crime fell against July figures and under monthly target. High awareness police information campaigns have reduced offences where normally they rise during summer holiday months
LPI SC 1	Number of attendances at arts events	M	C	25,056	n/a	1,090	979	I	1,890	3,344	I	13,890	16,112	I	25,253	25,253	I	The actual attendance is higher than the target attendance due to a new event taking place in August that was not originally profiles as part of the August target attendance

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LPI SC 4	Sports Centres Usage	M	C	592,133	n/a	161,493	163,945	I	223,832	221,336	I	282,016	266,982	W	672,420	672,420	I	Low usage figures in August for both centres - Activzone and summer programme quieter than usual even though marketing levels high - a complete review of summer programme will be carried out for 09. New ideas to compete with growing competition in the area. Very low usage at DC mainly dry side although changes to pool programme also led to drop in numbers - it will revert back to normal for next holiday periods. High level of gym membership cancellations in month - new gym facility currently being developed which will turn this around in New Year. Full daytime and evening programme reviews to be carried out in next few months and teams working on new ideas and session to increase both usage and revenue.
LPI SC 5	Sports development usages	M	C	18,213	n/a	4,740	5,418	W	6,506	7,210	I	8,030	8,578	W	20,505	20,505	I	Some holiday activities cancelled due to lack of uptake. Good attendance to sport specific programmes offered.

Planning & Environment

NI 157	The percentage of major planning applications determined within 13 weeks	M	C	95.35	1	75.00	77.00	W	75.00	75.00	I	75.00	77.00	I	75.00	75.00		Major 1/1 = 100%. (National indicator is 60 %.) Only one application was submitted in this category (Harris and Co, Hanbury Road) replacement storage unit. This application was determined at the August Committee. There have been there periods when there has only been one or no applications submitted within the major category, but this is unusual.
NI 157	The percentage of minor planning applications determined within 8 weeks	M	C	92.42	1	80.00	80.00	W	80.00	73.00	W	80.00	76.00	I	80.00	80.00		Minor 6/6 = 100%. (National Indicator is 65%). Only 6 applications considered in this category is exceptionally low. Lowest numbers have previously been 14. Out of these 6 applications 3 were refused due to the negative impact development would have on the Green Belt.
NI 157	The percentage of other planning applications determined within 8 weeks	M	C	93.11	1	90.00	90.00	W	90.00	93.00	W	90.00	93.00	I	90.00	90.00		Other 51/55 = 93% (National Indicator is 80%). Again applications submitted in this category are unusually low (normally around 70 – 85 applications). Of the 4 applications going over three of these related to issues concerning neighbour notification and half of them related to an Officer who has now left the authority.

E-Government & Customer Services

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CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a		6,341			7,215			6,275		n/a			Calls to customer contact centre have fallen by 13% compared to last month and the overall trend is downward as would be expected at this point in the year
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a		5,412			5,657			4,842		n/a			Calls to council switchboard have fallen by 14% compared to last month, overall trend is downward as would be expected as this point in the year
CSCLPI3.1	Resolution at First Point of Contact all services (percentage)	M	C	94.30	n/a	85.00	98.90	I	85.00	99.00	I	85.00	99.00	S	90.00	90.00		Performance consistent with previous months and in excess if target
CSCLPI3.2	% of Calls Answered	M	C	84.00	n/a	85.00	87.00	I	85.00	83.00	W	85.00	94.00	I	85.00	85.00		Performance higher than target this month and is above the average to date. This month there is an 11% increase over last month.
CSCLPI3.3	Average Speed of Answer (seconds)	M	C	36	n/a	30.00	26.00	I	30.00	28.00	W	30.00	22.00	I	30.00	30.00		Performance remains above target and is also exceed the average to date. Compared to last month there has been an improvement of 6 seconds in the answer time

Financial Services

NI181	Time taken to process HOB/CT benefit new claims or change events	M	C	n/a	n/a	16.00	16.04	W	16.00	16.23	W	16.00	16.44	W	16.00	16.00		The year to date performance has dropped by 0.21 of a day, a dip in performance was expected due to the effects of vacancies and annual leave during August. The staff remain focused and are working to maintain workflow as between 29.09.2008 and 03.10.2008 all assessment staff will be receiving 5 days focused training on the Voice Recognition analysis software.
FP001	Percentage of invoices paid within 30 days of receipt	M	C	97.83	1	98.00	99.62	W	98.00	99.50	W	98.00	99.51	I	98.00	99.00	I	High performance continues to be maintained

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	58	W	n/a	97	W	n/a	119	I	n/a		n/a	The number of complainst fell back to the more typical levels following the peak last month due to Foyer proposals
LPI CCPP03 (SS)	Number of compliments received	M	C	n/a	n/a	n/a	18	W	n/a	26	I	n/a	29	W	n/a		n/a	Staff need to be encouraged to put compliments onto the system

Legal, Equalities & Democratic services

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LD LPI 1	The level of the Equality Standard for Local Government to which the Authority conforms	M	C	2	n/a	2	2	S	2	2	S	2	2	S	2	2	2	The Council is making steady progress towards the level 3 target. It is anticipated that the new equalities bill will reveal a new format for assessment that takes account of all six diversity strands. BDC has an Inclusive Equalities Scheme that aligns itself to this mode of assessment.

Human Resources and Organisational Development

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LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	9.35	2	2.13	1.92	W	2.84	3.03	W	3.55	4.04	I	8.75	9.73	W	Although there was a slight decrease in the number of staff absent due to sickness within August, this was not enough to avoid the projected outturn Red. A more in-depth analysis will be issued shortly.