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Street Scene & Community

NI 191	Residual Household waste per household	M	C	n/a	n/a	297.68	292.64	W	349.70	347.53	W	593.00	591.00	I	Trade waste yet to come off Oct (has now been taken off Sep)
NI 192	Percentage of household waste re-used, recycled and composted	M	C	n/a	n/a	46.71	49.46	I	48.55	49.00	W	45.00	42.00	S	Trade waste yet to come off Oct (has now been taken off Sep)
LPI depot	%age of reported abandoned vehicles investigated within 24 hours	M	C	100.00	1	95.00	97.67	S	95.00	98.00	S	95.00	97.67	I	7 vehicles reported and 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	4 vehicles identified and removed 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	33 Dead animals reported, all 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	131 incidents of fly tipping, all removed within timescale
LPI Depot	Number of missed household waste collections	M	C	1102	n/a	696	575	I	812	671	W	1,400	1,048	W	96 missed refuse collections - 0.05% collections missed (5 weeks x 38,000)
LPI Depot	Number of missed recycle waste collections	M	C	352	n/a	300	138	W	350	153	I	600	193	I	15 missed recycling collections - 0.008% of 190,000 collections missed (5 weeks x 36,000)
NWBCU 1	The number of domestic burglaries	M	C	355	n/a	180	176	I	210	223	W	360	331	W	There has been a recent spike in burglaries in Cofton Hackett area area bordering West Midlands. However, a known prolific offender with burglary offending habits from West Mids was arrested in October. A continuous tasking priority.
NWBCU 2	The number of violent crimes	M	C	1093	n/a	527	574	I	616	632	I	1056	1128	I	Violent Crimes are normally associated with the Town Centre Night Time Economy. October had 35 less incidents than September a 38% decrease, and 31 under target. This is due to ongoing 'operation Majestic'. Additional policing in hot spots during peak hours on Thursday, Friday and Saturday evenings.
NWBCU 3	The number of robberies	M	C	67	n/a	30	24	W	35	26	I	60	45	I	Still under target and October had only 2 robberies in the whole of Bromsgrove District. The lowest its been all year.
NWBCU 4	The number of vehicle crimes	M	C	710	n/a	383	332	W	448	401	W	768	694	I	Actuals increased by 5 between August and September and then by 8 in October. Although an increasing trend this is expected this time of year with less sunlight hours in the evening. Estimated Outturn is still on target. This may be raised as a tasking priority during the winter

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LPI SC 1	Number of attendances at arts events	M	C	25,056	n/a	14,490	16,737	W	15,090	17,362	S	25,253	25,253	S	The actual attendance and target attendance are in line with each other
LPI SC 4	Sports Centres Usage	M	C	592,133	n/a	339,943	322,646	I	395,160	386,056	I	672,420	672,420	I	Above target for month at Dolphin centre – new sports hall sessions in place and running well. Multi skills and exercise taster day bought in extra dry side usage for month. Swimming club had annual club championships throughout month increasing wet side usage. New dance studio classes should further increase usage towards end of November. Haybridge below target mainly due to low school usage. Few gaps in programme which are currently being advertised and new bookings have been taken for early November for the end of year and start of New Year.
LPI SC 5	Sports development usages	M	C	18,213	n/a	9,793	10,142	I	11,556	12,244	I	20,505	20,505	I	Continued growth in number of usages due to PSP project now up and running for Autumn term plus rugby hockey & multi skills festivals

Planning & Environment

NI 157	The percentage of major planning applications determined within 13 weeks	M	C	95.35	1	75.00	75.00	W	75.00	75.00	I	75.00	75.00		Major 1/1 = 100% (National Indicator is 60%). Only one application was determined in this category relating to a pavement cross over in Houndsfield lane
NI 157	The percentage of minor planning applications determined within 8 weeks	M	C	92.42	1	80.00	71.00	W	80.00	71.00	I	80.00	80.00		Minor 13/18 = 72% (National Indicator is 65%). Numbers in this category represent an increase in relation to Sept (15) and performance has also improved from 46% in September. One of the out of time applications was as a result of sickness, the other four are due to consultations/neighbours.

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NI 157	The percentage of other planning applications determined within 8 weeks	M	C	93.11	1	90.00	93.00	W	90.00	91.00	W	90.00	90.00		Other 33/42 = 78% (National Indicator is 80%). Applications submitted in this category represent a drop in relation to both Sept (63) and Aug (55). Officers leaving the authority have influenced performance in this category. One application was called to Committee and two required additional neighbour notification.

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a		7,497	n/a	n/a	6,931	n/a	n/a	n/a	n/a	Call volumes show a downward trend against the monthly average to date which is expected at this point in the year. Calls to the customer contact centre show a
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a		5,389	n/a	n/a	5,081	n/a	n/a	n/a	n/a	Calls to the council switchboard show a reduction of 5.5% compared to previous month and matches previous annual call profiles
CSCLP13.1	Resolution at First Point of Contact all services (percentage)	M	C	94.30	n/a	85.00	98.00	W	85.00	99.00	I	90.00	90.00		Performance remains consistent with previous months and is in excess of target.
CSCLP13.2	% of Calls Answered	M	C	84.00	n/a	85.00	89.00	W	85.00	91.00	I	85.00	85.00		Performance remains above target this month and supports the progressive improvement of the contact centre during this year. This is the best performance achieved by the contact centre since opening
CSCLP13.3	Average Speed of Answer (seconds)	M	C	36	n/a	30.00	24.00	W	30.00	18.00	I	30.00	30.00		Performance above target this month and supports the continued performance improvement of the contact centre during this year. This is the best performance achieved by the contact centre since opening

Financial Services

NI181	Time taken to process HOB/CT benefit new claims or change events	M	C	n/a	n/a	16.00	16.76	W	16.00	16.58	I	16.00	16.00		commenced work on reducing work in progress starting to have some impact - next months result may fluctuate until we return to normal workload
FP001	Percentage of invoices paid within 30 days of receipt	M	C	97.83	1	98.00	99.53	I	98.00	99.60	I	98.00	99.00		100% of invoices were paid within 30 days in October

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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	129	I	n/a	145	W	n/a		n/a	Complaints have increased this month due to publicity about green waste charges
LPI CCPP03 (SS)	Number of compliments received	M	C	n/a	n/a	n/a	34	I	n/a	35	W	n/a		n/a	We need to encourage Staff to input compliments on to the system!

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	2	S	2	2	S	2 moving to 3	2	S	A Peer Challenge to test our claim that we have will have reached Level 3 has now been arranged for April 2009. We are preparing the current evidence to present to CMT for a final decision on our readiness for the Challenge. A project plan is being prepared to map all the stages that will need to be completed in readiness for the Challenge.
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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	4.26	5.01	I	4.97	6.15	W	8.75	10.57	W	Unfortunately October sees an increase in the level of sickness, with the outturn remaining red. Further details will be sent round in due course.
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