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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	344.19	I	399.98	392.59	I	593.00	591.00	I	October figs now updated, Nov figures exclusive of Trade waste and 3rd party recycling. When figures are received they are likely to improve NI191 by approx 2 kg
NI 192	Percentage of household waste re-used, recycled and composted	M	C	n/a	n/a	46.71	49.46	I	48.55	49.25	W	41.90	48.17	W	45.00	42.00	S	October figs now updated, Nov figures exclusive of Trade waste and 3rd party recycling. When figures are received they are likely to improve NI192 by approx 2%
NI 195	Improved street & environmental cleanliness - graffiti	M*	S			n/a	n/a	n/a	n/a	n/a	n/a	5.00	2.00	S	5.00	5.00	S	Score is well under target for end of year. NI195 is a new indicator this year replacing BVPI 199 a,b,c and d. It is therefore difficult to draw a direct comparison. However targets have been set comparable as far as possible with previous years and the service is performing extremely well against those targets.
NI 195	Improved street & environmental cleanliness -litter	M*	S			n/a	n/a	n/a	n/a	n/a	n/a	13.00	6.00	S	13.00	13.00	S	as above
NI 195	Improved street & environmental cleanliness - detritus	M*	S			n/a	n/a	n/a	n/a	n/a	n/a	20.00	15.00	I	20.00	20.00	S	as above
NI 195	Improved street & environmental cleanliness - fly posting	M*	C			n/a	n/a	n/a	n/a	n/a	n/a	1.00	0.00	S	1.00	1.00	S	as above
NI 196	Improved street and environmental cleanliness - fly tipping	M*	C			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.00	2.00	S	
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	98.15	S	95.00	98.15	I	4 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	95.00	100.00	S	1 vehicle 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	95.00	100.00	S	13 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	S	140 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	928	771	W	1,400	1,150	W	99 missed refuse collections = 0.06% of 152,000collections (4 weeks x 38,000)
LPI Depot	Number of missed recycle waste collections	M	C	352	n/a	300	138	W	350	153	I	400	170	W	600	250	W	17 missed recycling collections = 0.01% of 144,000 collections (4 weeks x 36,000)

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NWBCU 1	The number of domestic burglaries	M	C	355	n/a	180	176	I	210	225	W	240	276	W	360	360	W	The increase in domestic burglaries relates to two areas with in the district namely the Wythall area and Cofon Hackett that have been targeted by Persistent Prolific Offenders (PPO) from Birmingham area. These PPO's have been carrying out a large number of offences with in Bromsgrove following their recent release from a custodial sentence, West Mercia police have now identified these offenders and this has resulted in there arrest and subsequent investigation into these matters. Local police teams are confident that this matter is now addressed and the target will be met. Officer will be raising this issue at the next CDRP partnership meeting based on overall concerns related to the economic down turn and the current trend in this area.
NWBCU 2	The number of violent crimes	M	C	1093	n/a	527	574	I	616	632	I	702	707	W	1056	1082	I	Violent crime remain with in 10% of the commutative target and the trend analysis show that the Nov performance was the second lowest month so far this year, if current performance continues it is expect that the overall performance with be below target. The local Police team are confident that following a review of this matter and increased patrols over the Christmas period that Decembers performance will be below target and this will be maintained for the rest of the year.
NWBCU 3	The number of robberies	M	C	67	n/a	30	24	W	35	26	I	40	31	W	60	45	I	Ongoing performance is strong however the Nov out turn was the worst month so far this year, this matter has been identified as a priority for the police and will be reviewed at the next full CDRP Partnership meeting. Overall performance is expected to be below target however the current estimated out turn is being reviewed due to a month on month increase in crime in this area.
NWBCU 4	The number of vehicle crimes	M	C	710	n/a	383	332	W	448	417	W	510	480	I	768	694	I	Performance in this area is strong and both the police and officers are confident that the annual target will be meet and that the estimated out turn can be reduced at the end of quarter 3. One area of concern is around the theft of high performance cars that is linked to domestic burglaries, this is due to the houses being broken into to acquire the cars keys. Local police teams are reviewing this matter and due to report back to a future CDRP tasking meeting.
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	17,090	20,002	I	25,253	25,253		The 2 xmas light switch on events were well attended and consequently figure is higher than the target
LPI SC 2	Number of people attending the annual bonfire	A	S		n/a	n/a	n/a	n/a					2,757	n/a	11,339	2,757		Attendance figure is low primarily due to poor weather conditions at the bonfire

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LPI SC 4	Sports Centres Usage	M	C	592,133	n/a	339,943	322,646	I	395,160	386,056	I	453,675	437,658	I	672,420	672,420	I	Dry side usage at dolphin centre slightly down. Haybridge above target for month due to new classes and session in place. Both centres now working on programmes for New Year.
LPI SC 5	Sports development usages	M	C	18,213	n/a	9,793	10,142	I	11,556	12,244	I	13,400	14,109	W	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	74.00	W	75.00	75.00	I	Major 1/2 = 50% (National indicator is 60 %) Application at the Lodge Stourbridge Road went over time as a result of officer sickness. The application that was determined in time was reported to Committee (Glenfield Nursing home)
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	72.00	I	80.00	80.00	I	Minor (National Indicator is 65%). 6/6 = 100%. All applications determined in this category were within time. The numbers in this category are low in relation to normal but does reflect the numbers received in August .
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	W	90.00	90.00	I	The numbers in this category again represent a further reduction (November (35), October (42) September (63) August (55). Of the ten that went out of time 2 required deferral to GOWM, 2 were as a result of officer sickness, 2 were as a result of problems with Uniform and press notices and issues associated with Decision notice preparation. The final 2 were a result of needing amended plans/changes to recommendation. Performance in this category has been affected by staff retention and sickness absence issues. The Section have now successfully recruited two new Planning Officers one of whom is currently in post. Managers are also monitoring this category on a weekly basis by way of case officer clinics.

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	6,653	n/a	n/a	n/a	n/a	n/a	Overall the downward trend continues against the average to date which does fit the expected call profile for this point in the Council year. Calls to the Customer contact Centre have fallen by 4% compared to last month
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CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a		5,389	n/a	n/a	5,081	n/a	n/a	4,361	n/a	n/a	n/a	n/a	Calls to the Council switchboard have fallen by 14% compared to last month which matches the previous trends at this point in the year.
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	85.00	99.00	S	90.00	90.00		Resolution performance remains consistent with last month 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	91.00	S	85.00	85.00		Performance remains above target this month and is consistent with the progressive improvement of contact centre.
CSCLP13.3	Average Speed of Answer (seconds)	M	C	36	n/a	30.00	24.00	W	30.00	18.00	I	30.00	17.00	I	30.00	30.00		Excellent performance has been sustained during this month

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	15.12	I	16.00	16.00	I	Planned activity in November to reduce work in progress - new claims are rising due to economic climate so maintaining performance will be a challenge - NB this temporary indicative calculation will be replaced in the new year when NI 181 becomes available from the DWP
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	99.63	I	98.00	99.00		On Target

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	161	S	n/a	n/a	n/a	The majority of complaints received were 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	41	I	n/a	n/a	n/a	We still 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	2	S	2	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 prep
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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	4.26	5.01	I	4.97	6.15	W	5.68	7.27	I	8.75	10.93	W	There has been a very slight decrease in the number of reported absences during November, however this is not enough to avoid the projected outturn of Red. Further details will be sent round shortly.