

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	46.79	49.57	49.78	50.18				
				Actual	50.80	52.75	48.87	55.71	49.03	49.87	54.89	48.40				
NI 192	Percentage of household waste re-used, recycled and composted	M	C	Target	45.00	45.00	45.00	44.02	47.14	45.08	42.34	41.90				
				Actual	46.23	49.50	49.49	47.03	45.71	48.46	43.98	38.96				
NI 195	Improved street & environmental cleanliness - graffiti	M*	C	Target	na	na	na	na	na	na						
				Actual	na	na	na		na	na		2.00				
NI 195	Improved street & environmental cleanliness -litter	M*	C	Target	na	na	na	2.00	na	na						
				Actual	na	na	na		na	na		6.00				
NI 195	Improved street & environmental cleanliness - detritus	M*	C	Target	na	na	na	6.00	na	na						
				Actual	na	na	na		na	na		15.00				
NI 195	Improved street & environmental cleanliness - fly posting	M*	C	Target	na	na	na	16.00	na	na						
				Actual	na	na	na		na	na		0.00				
NI 196	Improved street and environmental cleanliness - fly tipping	M	C	Target	na	na	na	0.00	na	na		na				
				Actual	na	na	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	95.00
				Actual	87.50	100.00	100.00	100.00	100.00	100.00	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	95.00
				Actual	100.00	100.00	100.00	100.00	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	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	100.00	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	98	93	91	96	99				
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	18	17	21	15	17				
LPI	The number of domestic burglaries	M	C	Target	30	30	30	30	30	30	30	30	30			
				Actual	21	20	24	30	44	39	47	51				
LPI	The number of violent crimes	M	C	Target	88	89	86	89	89	86	89	86				
				Actual	89	92	101	98	101	93	58	75				
LPI	The number of robberies	M	C	Target	5	5	5	5	5	5	5	5	5			
				Actual	3	3	2	7	4	5	2	5				
LPI	The number of vehicle crimes	M	C	Target	64	65	62	65	65	62	65	62				
				Actual	49	53	64	65	56	61	69	63				
LPI Community Services	Number of attendances at arts events	M	C	Target	60	530	500	800	12,000	600	600	2,000				
				Actual	66	390	523	2,365	12,768	625	625	2,640				
LPI Community Safety	Sports Centres Usage	M	C	Target	53,601	53,899	53,993	62339	58184	57927	55217.00	58515.00				
				Actual	53,964	54,580	55,401	57391	45616	55694	57410.00	57602.00				
LPI Community Safety	Sports development usages	M	C	Target			1,636	1654.00	1681.00	1763.00	1763.00	1620				
				Actual	1,854	1,901	1,663	1792.00	1334.00	1818.00	2102.00	1865				

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					
				Actual	100.00	80.00	50.00	66.00	100.00	66.00	100.00	50.00					
		numerator				2	4	1	2	1	2	1	1				
		denominator				2	5	2	3	1	3	1	2				
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					
				Actual	67.00	88.00	85.00	58.00	100.00	46.00	72.00	100.00					
		numerator				10	15	11	11	6	7	13	6				
		denominator				15	17	13	19	6	15	18	6				
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					
				Actual	95.00	96.00	90.00	88.00	93.00	88.00	78.00	71.00					
		numerator				75	81	73	64	51	56	33	25				
		denominator				79	84	81	72	55	63	42	35				

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	n/a	n/a
				Actual	9,685	7,576	6,341	7,215	6,275	7,497	6,931	6,653				
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	n/a	n/a
				Actual	6,243	5,629	5,412	5,657	4,842	5,389	5,081	4,361				
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00				
				Actual	98.00	98.60	98.90	99.00	98.70	98.40	99.00	99.00				
CSC LPI 3.2	% of Calls Answered	M	C	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00				
				Actual	78.00	77.00	87.00	83.00	94.90	88.70	91.00	91.00				
CSC LPI 3.3	Average Speed of Answer (seconds)	M	C	Target	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00				

CCC LPI 0.3 Average Speed of Answer (seconds)	M	C	Actual	34.00	36.00	26.00	28.00	22.00	24.00	18.00	17.00				
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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	16.00	16.00	16.00	16.00	16.00					
				Actual	15.51	16.27	16.42	16.91	17.53	18.52	16.58	15.12					
		numerator											33.17				
		denominator											2				
FP001	Percentage of invoices paid within 30 days of receipton time	M	C	Target	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00					
				Actual	99.85	99.68	99.30	99.18	99.55	99.66	100.00	99.84					

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	22	10	16	16				
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	3	5	1	6				

Legal, Equalities & Democratic services

LD LPI	The level of the Equality Standard for Local Government to which the Authority conforms.	M	C	Target	2	2	2	2	2	2	2	2				
				Actual	2	2	2	2	2	2	2	2				

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	0.71	0.71	0.71	0.71				
				Actual	0.72	0.50	0.62	1.13	1.01	0.99	1.15	1.12				

