

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	50.67	51.91			
				Actual	50.80	52.75	48.87	55.71	49.03	49.87	54.89	45.08	54.97	47.88			
		numerator												2127470	1853198		
		denominator												38706	38706		
NI 192	Percentage of household waste re-used, recycled and composted	M	C	Target	45.31	48.83	49.45	44.02	47.14	45.08	42.34	41.90	26.50	30.60	29.14	29.95	
				Actual	46.94	52.74	49.92	47.03	47.45	48.46	45.57	40.67	25.20	29.59			
		numerator												716.729	778.656		
		denominator												2844.199	2631.854		
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	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	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	95.00	
				Actual	100.00	100.00	100.00	100.00	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	95.00	
				Actual	100.00	100.00	100.00	100.00	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	50	73			
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	14	32			

LPI	The number of domestic burglaries	M	C	Target	30	30	30	30	30	30	30	30	30	30		
				Actual	21	20	24	30	44	39	47	51	40	43		
LPI	The number of violent crimes	M	C	Target	88	89	86	89	89	86	89	86	89	89		
				Actual	89	92	101	98	101	93	58	75	83	81		
LPI	The number of robberies	M	C	Target	5	5	5	5	5	5	5	5	5	5		
				Actual	3	3	2	7	4	5	2	5	7	10		
LPI	The number of vehicle crimes	M	C	Target	64	65	62	65	65	62	65	62	65	65		
				Actual	49	53	64	65	56	61	69	63	62	59		
LPI Community Services	Number of attendances at arts events	M	C	Target	60	530	500	800	12,000	600	600	2,000	200	150		
				Actual	66	390	523	2,365	12,768	625	625	2,640	255	125		
LPI Community Safety	Sports Centres Usage	M	C	Target	53,601	53,899	53,993	62339	58184	57927	55217	58515	32109	60758		
				Actual	53,964	54,580	55,401	57391	45616	55694	57410	57602	31616	57119		
LPI Community Safety	Sports development usages	M	C	Target			1,636	1654	1681	1763	1763	1620	1558	1579	1640	1722
				Actual	1,854	1,901	1,663	1792	1334	1818	2102	1865	1206	1542		



CCC LPI 10.0 Average Speed of Answer (seconds)	M	C	Actual	34.00	36.00	26.00	28.00	22.00	24.00	18.00	17.00	9.00	16.00		
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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	16.00	16.00			
				Actual	15.51	16.27	16.42	16.91	17.53	18.52	16.58	15.12	17.30	16.48			
		numerator											33.17	34.61	32.96		
		denominator											2	2	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	98.00	98.00			
				Actual	99.85	99.68	99.30	99.18	99.55	99.66	100.00	99.84	99.36	98.48			

### 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	18	38		
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	2	7		

### 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	2	2		
				Actual	2	2	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	0.71	0.79		
				Actual	0.72	0.50	0.62	1.13	1.01	0.99	1.15	1.12	1.04	0.94		

