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Street Scene & Community

NI 191	Residual Household waste per household	M	C	n/a	450.55	444.23	W	503.48	488.82	I	546.94	534.46	W	593.00	586.26	W	593.00	586.26		Trade waste and reused items to be deducted from total waste - this should improve the score slightly
NI 192	Percentage of household waste re-used, recycled and composted	M	C	n/a	45.89	46.37	W	44.63	45.09	I	41.92	43.97	W	45.00	43.25	I	45.00	43.25		Trade waste and reused items to be deducted from total waste - this should improve the score slightly
NI 195	Improved street & environmental cleanliness - graffiti	M*	S		na	na	na	na	na	na	na	na	na	na	2.00	I	5.00	2.00		Number of monitored locations which fall below an unacceptable level is 2% and under target
NI 195	Improved street & environmental cleanliness - litter	M*	S		na	na	na	na	na	na	na	na	na	na	6.00	I	13.00	6.00		Number of monitored locations which fall below an unacceptable level is 6% and under target
NI 195	Improved street & environmental cleanliness - detritus	M*	S		na	na	na	na	na	na	na	na	na	na	15.00	I	20.00	15.00		Number of monitored locations which fall below an unacceptable level is 15% and under target
NI 195	Improved street & environmental cleanliness - fly posting	M*	C		na	na	na	na	na	na	na	na	na	na	0.00	I	1.00	0.00		Number of monitored locations which fall below an unacceptable level is 0% and under target
NI 196	Improved street and environmental cleanliness - fly tipping	M*	C		na	na	na	na	na	na	na	na	na	na	2	S	2	2		Target met
LPI depot	%age of reported abandoned vehicles investigated within 24 hours	M	C	100.00	95.00	98.25	S	95.00	98.46	S	95.00	100.00	S	95.00	98.80	S	95.00	98.80		9 vehicles reported and 9 investigated within timescale
LPI depot	%age of abandoned vehicles removed within 24 hours of legal entitlement	M	C	98.78	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	95.00	100.00		8 vehicles required removing and 8 were removed within timescale
LPI Depot	% animal/debris cleared within timescales	M	C	100.00	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	95.00	100.00		36 animals reported and removed within timescale
LPI Depot	% of flytips dealt with in response time	M	C	99.46	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	95.00	100.00		81 incidents of fly tipping and all removed within timescale
LPI Depot	Number of missed household waste collections	M	C	1102	1,044	821	I	1,160	894	W	1,276	965	I	1,392	1,136	W	1,392	1,136		171 missed refuse collections of which 86 were green waste and 85 grey waste 4 X 38,000 = 0.11%
LPI Depot	Number of missed recycle waste collections	M	C	352	450	184	I	500	216	W	550	260	W	600	281	I	600	281		21 missed recycling collections = 4 X 36,000 collections = 0.01%
NWBCU 1	The number of domestic burglaries	M	C	355	270	313	I	301	355	W	329	383	I	359	438	W	359	438		This is first time in 3 years that Domestic Burglary target not achieved. Cross-border offenders have been identified as key issue. Increased joint working with West Mids Police and priority for local police and Community Safety Tasking. Resident awareness programme being rolled out
NWBCU 2	The number of violent crimes	M	C	1093	793	764	W	882	843	I	963	903	I	1052	973	I	1052	973		Violent Crime targets met for 3rd year in a row. Crimes covered include assaults, harassment, robbery, sexual crime and possession of weapons

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NWBCU 3	The number of robberies	M	C	67	42	39	W	47	49	W	51	53	I	56	61	W	56	61	W	Robberies, although at a relatively low level continue to be a concern. Although target not met for 08/09 actual figures are still 11 fewer than 07/08. Robberies are defined as an offence when an offender uses force or puts a person in fear as well as robbery of a business property. Although increased towards the end of 08/09 the overall trend is to fall back again. As the average is approx 5 per month a modest increase of one or two in a month has a significant impact on targets.
NWBCU 4	The number of vehicle crimes	M	C	710	572	540	I	636	599	I	694	660	W	759	744	W	759	744	W	Second year in row that Vehicle Crime target met. Continued public awareness programmes and high visibility patrolling clearly been effective. These have been especially targeted to Public Places such as Car Parks at Beauty Spots
LPI SC 1	Number of attendances at arts events	M	C	25,056	17,290	20,257	W	17,440	20,382	W	17,575	20,522	I	17,698	20,642	W	17,698	20,642	W	The attendance at the arts events falls in line with the target figure of 120 for the month of March. The over all position is very positive across the year with a strong attendance and satisfaction at the programme of arts events that the council managed.
LPI SC 3	Artrix usage	A	S		n/a	n/a	n/a				n/a	n/a	n/a	41,218	47,864	I	41,218	47,864	I	The Artrix performance information is provided by the Artrix. It relates to the total attendances at film screenings, live performances including Bromsgrove Arts Alive! shows and creative workshop sessions. Target exceeded
LPI SC 4	Sports Centres Usage	M	C	592,133	485,784	469,274	W	546,542	526,393	I	616,985	598,195	I	672,420	627,404	I	672,420	627,404	I	Figures shown for March are those for the Dolphin centre only. Figures for Haybridge usage in March were not obtained prior to its closure towards the end of the month and it is not considered economically viable to attempt to retrieve this information.
LPI SC 5	Sports development usages	M	C	18,213	14,958	15,315	W	16,537	16,857	I	18,177	18,689	I	20,505	21,219	I	20,505	21,219	I	Target achieved - delivery of Sport Unlimited projects, tag rugby festival, basketball competitions and adult mobility sessions have all contributed

Planning & Environment

NI 157	The percentage of major planning applications determined within 13 weeks	M	C	95.35	75.00	78.00	I	75.00	72.00	W	75.00	69.00	S	75.00	68.80	I	75.00	68.80	I	Longbridge remodelling works went over time. This application was submitted prior to the adoption of the Longbridge Area Action Plan a document which itself required the approval of the Secretary of State. This was out of the control of BDC.
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NI 157	The percentage of minor planning applications determined within 8 weeks	M	C	92.42	80.00	73.00	W	80.00	75.00	I	80.00	75.00	W	80.00	76.50	I	80.00	76.50		The number of application submitted in this category represent an increase in relation to Feb (6) Jan (9). Just two applications went over time; Dodford children's home was called to Committee by the chairman as was 17 Beacon Hill, Rubery
NI 157	The percentage of other planning applications determined within 8 weeks	M	C	93.11	90.00	89.00	I	90.00	89.00	I	90.00	88.00	I	90.00	89.50	W	90.00	89.50		The number of applications submitted in this category again represent an increase in relation to Feb (24) and reflect the number submitted in Jan (55). Of the 4 applications that went over ; Stoney Lane Farm was as a result of being called to Planning Committee. Dordale Farm was a result of UNIFORM problems with Parish Council receiving plans. 2 Drakes cross was a
NI 155	Number of affordable homes delivered	Q	C	46.00	60	135	I							80	145	W	80	145		Target exceeded due to completion of schemes originally planned for completion last year, in addition a scheme originally granted permission as market housing prior to the moratorium was converted to affordable housing due to economic climate, so these are included in the final figures but were not in the original target figures for this year
NI 156	Number of households occupying temporary accommodation	Q	S	16.0	34	10	S							34	13	W	34	13		We continue to meet the Government target of 34 clients in TA by 2010. This is due to the excellent prevention work carried out which has seen the number of preventions rise from 76 in 2006/7 to 172 in 2008/9. Due to the economic situation and the reopening of the former Gateway refuge as self contained TA for clients suffering from domestic abuse, we are mindful that there may be a slight increase in 2009/10. However as we currently have a very low base number (13) we are confident that we will continue to meet this target
LPI	Average time (weeks) from referral to completion for category 1 DFGs	Q	C		n/a	34	I							n/a	35.20	W	n/a	35.20		Quarter 4's performance is down from last quarters figures as a result of difficulties experienced from the implementation of PODs (modular buildings). Bromsgrove District Council was provided with misleading information as to the standards of specification (e.g. told that they met building regulations however they did not). Traditional builds were therefore re-instated to replace these, however this meant that all of these cases then had to go through the planning process. The extra work required to deal with these cases lead to an increase in processing times for all categories.
LPI	Average time (weeks) from referral to completion for category 2 DFGs	Q	C		n/a	39	I							n/a	41.76	W	n/a	41.76		see above
LPI	Average time (weeks) from referral to completion for category 3 DFGs	Q	C		n/a	51	W							n/a	57.69	W	n/a	57.69		see above
LPI	Percentage of DFG budget allocated to approved schemes	Q	S		n/a	96.90	n/a							n/a	100.00		n/a	100.00		activity measure
LPI	Percentage of DFG budget spent	Q	S		n/a	57.40	n/a							n/a	97.00		n/a	97.00		activity measure

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E-Government & Customer Services

GSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	5,544	n/a	n/a	8,638	n/a	n/a	8,187	n/a	n/a	11,014	n/a	n/a	n/a	n/a	CSC Call volume increased by 34% compared to last month demonstrating an upward trend against the year to date average. Significantly this is the highest amount of calls the CSC has handled this year, exceeding the last peak in April 2008 by 6% and is also the highest call rate experienced since March 2007. Despite this the CSC has managed to keep performance within all performance indicators. Demand driven by Council Tax main billing and Green Waste collection enquiries
GSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	3,753	n/a	n/a	5,021	n/a	n/a	5,666	n/a	n/a	5,732	n/a	n/a	n/a	n/a	Switchboard calls increased by 13% compared to last month demonstrating an upward trend against the year to date average
CSCLP13.1	Resolution at First Point of Contact all services (percentage)	M	C	94.30	85.00	99.00	S	85.00	98.00	W	85.00	99.00	I	85.00	99.00	S	90.00	99.00	Overall performance has been sustained and is in excess of set target	
CSCLP13.2	% of Calls Answered	M	C	84.00	85.00	94.00	I	85.00	92.00	W	85.00	91.00	W	85.00	87.00	W	85.00	87.00	Performance has been sustained above target this month despite large increase in call volumes driving the figure down	
CSCLP13.3	Average Speed of Answer (seconds)	M	C	36	30.00	9.00	I	30.00	16.00	W	30.00	16.00	S	30.00	30.00	W	30.00	30.00	Performance has been sustained at target despite the very high call volume handled by the CSC as a result of Council Tax billing	

Financial Services

NI181	Time taken to process HOB/CT benefit new claims or change events	M	C	n/a	16.00	19.13	W	16.00	18.84	I	16.00	15.41	I	16.00	15.03	W	16.00	15.03	March saw a further improvement to new claim processing times yet there was a slip in the processing times for change in circumstances. This is due to February's figures being so good as a result of year end. However, there is still an improvement compared to January's figures and the team should be commended for their efforts. in ensuring the yearly target was met.
NI 179	VFM - total net value of on-going cash releasing VFM gains since the start of 2008-09	Q	C		£452k	£452k	S	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	£602k	£615k	Actual year end VFM figures can't be calculated until further work is done on year end accounts, expected mid May
	Percentage of invoices paid within 10 days of receipt	M	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80.00	81.91	I	80.00	81.91	Since March 2009 the Council has adopted a new approach to payment of invoices. To support improvements to businesses cash flow it is our aim to process all invoices within 10 days. This will continue into 2009/10
FP001	Percentage of invoices paid within 30 days of receipt	M	C	97.83	98.00	99.59	W	98.00	99.49	I	99.00	99.40	W	99.00	99.38	W	98.00	99.38	On Target (in addition see above target)

Chief Executive's Department

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LPI CCPP01 (SS)	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	n/a	n/a	179	I	n/a	217	W	n/a	240	I	n/a	270	W	n/a	n/a	n/a	Majority of complaints again are about green waste charges and missed bins due to customers not knowing about the new charge and increases in sewage collection charges.
LPI CCPP02 (LB)	% of PACT meetings attended by SMT members	Q	C		85	83	W				n/a	n/a	n/a	85.00	80.00	W	85.00	80.00	Seven out of nine meetings attended, one missed due to clash with Cabinet meeting, one due to late notification of meeting	
LPI CCPP03 (SS)	Number of compliments received	M	C	n/a	n/a	43	W	n/a	50	I	n/a	66	I	n/a	70	W	n/a	n/a	Four compliments received in March	

Legal, Equalities & Democratic services

LD LPI 1	The level of the Equality Standard for Local Government to which the Authority conforms	M	C	2	2	2	S	2	2		2	2	S	2	2	S	2	2	2	The target for end of year 2008/09 is Level 2 under the Local Government Equality Standard. The target for 2009/10 is Level 2 under the Local Government Equality Framework - this is because we hope to achieve Level 3 of the Standard in April 2009 which automatically migrates to Level 2 of the Framework. After that, there is only Level 3 (Levels 4 & 5 disappear in the revised structure that the Framework established). We haven't discussed or planned anything yet when we might aim to reach the new Level 3 but suggest 2010/11 as there will be a period of transition when we have to manage and moderate the evidence from the Standard to the new structure of the Framework which is much broader and open to interpretation.
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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	6.39	8.31	I	7.18	9.25	I	7.97	9.87	I	8.75	10.72	W	8.75	10.66	Sickness absence rose slightly in March following a fall in previous months. As reported previously a number of actions are being put in place to address sickness absence levels. Starting this month, a separate, detailed monthly report on sickness absence will be brought to CMT, Leaders' Group and PMB
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