



LPI Depot	removed within 24 hours of legal entitlement	M	C	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	71	171
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	44	21
LPI	The number of domestic burglaries	M	C	Target	30	30	30	30	30	30	30	30	30	30	28	30
				Actual	21	20	24	30	44	39	47	51	40	43	28	
LPI	The number of violent crimes	M	C	Target	88	89	86	89	89	86	89	86	89	89	81	
				Actual	89	92	101	98	101	93	58	75	83	81	62	
LPI	The number of robberies	M	C	Target	5	5	5	5	5	5	5	5	5	5	4	5
				Actual	3	3	2	7	4	5	2	5	7	10	4	
LPI	The number of vehicle crimes	M	C	Target	64	65	62	65	65	62	65	62	65	65	58	
				Actual	49	53	64	65	56	61	69	63	62	59	63	
LPI Community Services	Number of attendances at arts events	M	C	Target	60	530	500	800	12,000	600	600	2,000	200	150	135	123
				Actual	66	390	523	2,365	12,768	625	625	2,640	255	125	140	120
LPI Sports Services	Number of people attending the annual bonfire	A	S	Target			na	na	na	na	na		na	na	na	na
				Actual			na	na	na	na	na	2,757	na	na	na	na

LPI Community Safety	Artrix usage	A	C	Target			na	na	na	na	na	na	na	na	na	
				Actual			na	na	na	na	na	na	na	na	na	na
LPI Community Safety	Sports Centres Usage	M	C	Target	53,601	53,899	53,993	62339	58184	57927	55217	58515	32109	60758	70443	
				Actual	53,964	54,580	55,401	57391	45616	55694	57410	57602	31616	57119	71802	29209
LPI Community Safety	Sports development usages	M	C	Target			1,636	1654	1681	1763	1763	1620	1558	1579	1640	1722
				Actual	1,655	1,901	1,663	1792	1334	1818	2102	1865	1206	1542	1811	2550

**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	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	100.00	0.00	0.00	50.00	
		numerator				2	4	1	2	1	2	1	1	4	0	0	1
		denominator				2	5	2	3	1	3	1	2	4	2	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	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	78.00	100.00	83.00	86.00	
		numerator				10	15	11	11	6	7	13	6	18	9	5	13
		denominator				15	17	13	19	6	15	18	6	23	9	6	15
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	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	83.00	87.00	95.00	92.00	
		numerator				75	81	73	64	51	56	33	25	53	48	23	47
		denominator				79	84	81	72	55	63	42	35	64	55	24	51
NI 155	Number of affordable homes delivered	Q	C	Target			20			40			60			80	
				Actual			50			24			61			10	
NI 156	Number of households occupying temporary accommodation	Q	S	Target			23			23			23				
				Actual			13			10			10			13	
LP Housing	Average time (weeks) from referral to completion for category 1 DFGs	Q	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
				Actual						38			29			42	
LP Housing	Average time (weeks) from referral to completion for category 2 DFGs	Q	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
				Actual						51			35			52	
LP Housing	Average time (weeks) from referral to completion for category 3 DFGs	Q	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
				Actual						44			61			74	
LP Housing	Percentage of DFG budget allocated to approved schemes	Q	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
				Actual						36			96.90			100	



FP001	Percentage of invoices paid within 30 days of receipt	M	C	Target	98.00	98.00	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	98.55	99.21

### 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	23	30
LPI CCPP02	percentage of PACT meetings attended by SMT members	Q	C	Target			85.00		85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00
				Actual	n/a	n/a	72.00		n/a	86.00	n/a	n/a	83.30	n/a	n/a	
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	16	4

### 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	2	2.00
				Actual	2	2	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	0.79	0.79
				Actual	0.72	0.50	0.62	1.13	1.01	0.99	1.15	1.12	1.04	0.94	0.62	0.75