Ref	Description	Freq	Cum or Snap		2009/10 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
	Streetscene & Community															
NI 191	Residual Household waste per household	M	C	Target	48.61	50.01	49.12	49.00	49.04	49.03	48.27	50.13	54.61	49.32	45.74	50.11
				Actual	52.56	48.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		numerator			2040.68	1867.76										
		denominator			38828	38828	38828	38828	38828	38828	38828	38828	38828	38828	38828	38828
NI 192	Percentage of household waste re-used, recycled and composted	M	C	Target	32.07	31.98	32.58	33.12	33.78	34.29	34.51	34.57	37.49	33.16	32.68	32.72
				Actual	39.30	42.29										
		numerator			1321.289	1368.698										
		denominator			3361.969	3236.478										
LPI Depot	Number of missed household waste collections	M	C	Target	95	95	95	95	95	95	95	95	95	95	95	95
				Actual	129	123										
LPI Depot	Number of missed recycle waste collections	M	C	Target	20	20	20	20	20	20	20	20	20	20	20	20
				Actual	18	6										
	Total crimes	M	C	Target	459	475	459	475	475	459	475	459	475	475	429	475
				Actual	459	409										
NWBCU1	The number of domestic burglaries	M	C	Target	32	33	32	33	33	32	32	33	33	33	30	33
				Actual	35	13										
NWBCU2	The number of violent crimes	M	C	Target	76	85	85	82	85	79	77	71	69	70	63	76
				Actual	81	81										
NWBCU3	The number of robberies	M	C	Target	5	5	5	5	5	5	5	5	5	5	4	5
				Actual	4	4										
NWBCU4	The number of vehicle crimes	M	C	Target	58	59	57	59	59	57	59	57	59	59	53	59
				Actual	59	37										
LPI CS 1a	CCTV incidents reported - Crime	M	C	Target	283	566	849	1,132	1,415	1,698	1,981	2,264	2,547	2,830	3,113	3,396
				Actual	258	515										
LPI CS1b	CCTV incidents Initiated by CCTV	M	C	Target	82	164	246	328	410	492	574	656	738	820	902	984
				Actual	76	156										

LPI CS4	No. of hate crime incidents (activity measure)	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	0	0										
LPI CS5	% of reported hate crime incidents requiring further action that received further action	M	S	Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
				Actual	n/a	n/a										
LPI SC1	Number of attendances at arts events	M	C	Target	75	470										
				Actual	80	495										
SC3	Dolphin Centre Usage	M	C	Target	34,058	35173										
				Actual	29,123	37336										
SC4	Sports development usages	M	C	Target	1804	2030	2481	2481	2256	2030	2030	1804	1128	1128	1580	1804
				Actual	1966	**2514**										
	Town Centre Car Park Usage	M	S	Target												
				Actual	127106	129,167										
	Shopmobility Centre Usage	M	S	Target	150	150	150	150	150	150	150	150	150	150	150	150
				Actual	130	136										
LPI LL1	Life line units in use	M	C	Target	640	650	660	670	680	690	700	710	720	730	740	750
				Actual	643	644										

M* = in the months when available
(3 times per year)

Planning & Environment Services

NI157	The percentage of major planning applications determined within 13 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	100.00	100.00										
		numerator			1	2										
		denominator			1	2										
NI157	The percentage of minor planning applications determined within 8 weeks	M	C	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00
				Actual	92.00	85.70										
		numerator			12	12										
		denominator			13	14										
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	89.00	98.00										
		numerator			41	54										
		denominator			46	55										

E-gov & 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	8,599	6,714										

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	4,631	4,203										
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	S	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	99.00	99.00										
CSC LPI 3.2	% of Calls Answered	M	S	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00
				Actual	89.00	92.00										
CSC LPI 3.3	Average Speed of Answer (seconds)	M	S	Target	20	20	20	20	20	20	20	20	20	20	20	20
				Actual	21.00	16.00										

Chief Executive's

LPI CCPP01 (SS)	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	25	22										
LPI CCPP03 (SS)	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	4	2										
LPI CCPP05 (DM)	Community transport income (£)	M	C	Target												
				Actual												

Financial Services

NI 181	Time taken to process HB/CT benefit new claims or change events	M	C	Target	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00
				Actual	11.17	10.29										
		numerator			12836.00	13475.00										
		denominator			1149	1309										
	Percentage of invoices paid within 10 days of receipt	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	80.88	83.71										
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	99.34	98.39										

Legal, Equalities and Democratic Services

LD LPI 1	New Equality framework (replaces equality standard above in 2009/10)	Q	C	Target	n/a											
				Actual	n/a											
NI 1	% of people who believe people from different backgrounds get on well together in their local area (source -	A	S	Target	n/a											
				Actual	n/a											
NI 3	Civic participation in the local area (source - Place survey/ Customer Panel survey)	A	S	Target	n/a											
				Actual	n/a											
LD LPI 2	%age of residents who know who their local councillor is (source - Customer Panel Survey)	A	S	Target	n/a											
				Actual	n/a											
LD LPI 3	Proportion of members of the Equalities and Diversity forum and Disabled Users Group satisfied with the Council	Q	S	Target	n/a											
				Actual	n/a											
LD LPI 4	Number of people attending E & D events (e.g. Divali, Black history month)	Q	S	Target	n/a											
				Actual	n/a											

Human Resources &
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	0.85	0.93										