								2007/08	Monthly Pe	erformance	figures				
Ref	Description	Freq	C or S	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.

Chief Executive's Department

	% of press articles which enhance our	м	С	Target							
LPI CEOACE	reputation			Actual	73.84						

Legal & Demorcatic Services

BV174	The number of racial incidents reported	м	C	Target	0.00						
50174	to the Council per 100,000 population	IVI	0	Actual	0.00						
	The percentage of those racial incidents	м	C	Target	100.00						
BV175	that have resulted in further action	IVI	C	Actual	100.00						

Human Resources & Organisational

Development

	The average number of working days	м	C	Target	0.73						
0012	lost due to sickness.	IVI	0	Actual	0.71						
LPI Human	% of staff appraisals undertaken	M*	C	Target	100.00						
Resources		IVI	C	Actual	67.00						

Financial Services

BV78a	The average number of days taken for	М	С	Target	28.00						
	processing new claims.			Actual	34.10						
BV78b	The average number of days taken for	м	С	Target	10.00						
DVIOD	processing changes in circumstances	IVI		Actual	14.31						
BV79bii	The percentage of recoverable HB (all- years outstanding) overpayments	м	С	Target	25.00						
DV755	recovered.	IVI	-	Actual	2.85						
BV8	Dereentege of invesions noid on time	м	с	Target	97.00						
DVO	Percentage of invoices paid on time	IVI	J	Actual	94.38						
BV9	Percentage of Council Tax collected	м	с	Target	11.07						
013	r ercentage of Council Tax collected	1/1	0	Actual	12.00						

	Percentage of Non-Domestic Rates		0	Target	9.70						
BV10	collected.	IVI	C	Actual	9.50						

E-Government & Customer Services

csc	Monthly Call Volumes Customer Contact Centre	М	S	Target Actual	8,410						
CSC	Monthly Call Volume Council Switchboard	М	s	Target	0,410						
000	Wohthy Call Volume Council Switchboard	IVI		Actual	7,718						
CSC	Resolution at First Point of Contact all	м	С	Target	85.00						
000	services (percentage)	IVI	•	Actual	90.77						
CSC	Average Speed of Answer (seconds)	м	С	Target	20.00						
030	Average Opeen of Answer (Seconds)	IVI	0	Actual	67.00						
CSC	% of Calls Answered	м	С	Target	85.00						
000		IVI	0	Actual	60.00						
LPI IT	% of helpdesk call closed within	м	С	Target							
Services	timescales	171	0	Actual	92.88						

Street Scene & Waste Management

											-
BV82ai	The percentage of household waste that	м	с	Target							
DVOZU	has been recycled		0	Actual	17.44						
BV82bi	The percentage of household waste that	м	С	Target							
BV02DI	has been composted	IVI	0	Actual	33.78						
BV218a	The percentage of new reports of abandoned vehicles investigated within	М	С	Target	95.00						
DV210a	24 hours of notification	IVI	C	Actual	100.00						
51/0/01	The percentage of abandoned vehicles			Target	95.00						
BV218b	removed within 24 hours of legal entitlement	М	С	Actual	100.00						
LPI Depot	% animal/debris cleared within	м	С	Target	95.00						1
ЕГТВерог	timescales	IVI	0	Actual	100.00						
LPI Depot	% of flytips dealt with in response time	м	с	Target	95.00						
СПОСрог	76 of hytips dealt with in response time	IVI	U	Actual	97.50						l
LPI Depot	Number of missed household waste	м	С	Target	133						
	collections		Ŭ	Actual	99						
LPI Depot	Number of missed recycle waste	м	с	Target	66						
El l'Ecpor	collections	141	,	Actual	31						
LPI Depot	Number of written complaints	М	С	Target	22						
2 2 0 0 01				Actual	27						

LPI	% responses to Excess Charge appeals		0	Target	95.00						
Transport Services	in 10 days	M	C	Actual	96.00						

Planning & Environment Services

BV109a	The percentage of major planning	м	С	Target	55.00						
BV109a	applications determined within 13 weeks	м	J	Actual	100.00						
BV109b	The percentage of minor planning	м	с	Target	77.00						
DV1000	applications determined within 8 weeks	101	0	Actual	92.00						
BV109c	The percentage of other planning	м	С	Target	89.00						
DV1000	applications determined within 8 weeks		0	Actual	100.00						
BV204	The percentage of planning appeal	м	с	Target	40.00						
0 1 2 04	decisions allowed	171	,	Actual	0.00						

Culture & Community Services

BV126	The number of domestic burglaries	М	С	Target	33						
(proxy)	The number of domestic burgianes	IVI	C	Actual	32						
BV127a	The number of violent crimes	м	С	Target	92						
(proxy)				Actual	102						
BV127b	The number of robberies	м	С	Target	3						
(proxy))	Actual	5						
BV128	The number of vehicle crimes	м	с	Target	76						
(proxy))	Actual	72						
LPI Community	Number of attendances at arts events	м	С	Target	250						
Services			Ũ	Actual	265						
LPI Sports	Sports Centres Usage	М	С	Target	64,171						
Services	oponio connico coago	.01	,	Actual	65,143						