MONTHLY PERFORMANCE REPORT: MARCH 2009

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CURRENT STATUS														
G	22	61.1%	A	2	5.6%	R	11	30.6%	NO DATA	1	2.8%			
MONTH ON MONTH TREND														
↑	19	52.8%	↔	3	8.3%	↓	13	36.1%	NO DATA	1	2.8%			
YEAR ON YEAR TREND														
↑	21	58.3%	↔	1	2.8%	↓	7	19.4%	NO DATA	7	19.4%			

KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING	KEYS	
GREEN:		BVPI ID column denotes Corporate Priority Indicator
Overall performance on or exceeding target Top or Upper Median Quartile	~	Interim figures, still to be validated
AMBER:	*	No data available due to Agresso upgrade
Overall performance within range stated in "Target Tolerances" column Lower Median Quartile		
RED:		
Overall performance outside the stated "Target Tolerances" Bottom Quartile		

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Neighbourhood Environmental Services [Simone Wade]							G 8			A 0			R 3		No data 0							
↑	BV82ai	Percentage tonnage of household waste arisings which have been sent by the authority for recycling	21.81	18.03	18.43	20.24	20.94	19.37	19.86	21.21	25.18	27.03	23.80	20.12	21.09%	24%		5%	↓	↓ 21.37%	21.54% Lower Median	20.41% Upper Median
↑	BV82aii	Total of tonnage of household waste arisings which have been sent by the authority for recycling	1,458.22	1,381.73	1,310.35	1,415.74	1,334.09	1,371.83	1,358.88	1,265.80	1,379.19	1,574.73	1,198.36	1,301.76	16,350.68 Tonnes	18,832 Tonnes		5%	↑	↓ 16,770.60 Tonnes	17,046.29 Tonnes Top	16, 429.14 Tonnes Top
↑	BV82bi	Percentage of the total tonnage of household waste sent for composting or treatment by anaerobic digestion	15.09	26.84	27.78	24.34	23.34	21.45	16.85	17.41	4.68	6.56	5.41	14.48	17.78%	16%		5%	↑	↑ 16.51%	16.16% Upper Median	16.81% Upper Median
↑	BV82bii	Total tonnage of household waste sent for composting or treatment by anaerobic digestion	1,009.06	2,056.88	1,975.46	1,702.90	1,487.04	1,519.12	1,152.84	1,038.86	256.06	382.22	272.34	936.54	13,789.32 Tonnes	12,955 Tonnes		5%	↑	↑ 12,955.68 Tonnes	12,787.84 Tonnes Top	13,532.86 Tonnes Top
↓	BV84a	Number of kilograms of household waste collected per head	33.4	38.3	35.5	35.0	31.9	34.9	33.7	29.4	27.0	28.7	24.8	31.9	382.3 kg	406 kg		+ - 10 kg	↓	↑ 392.1 kg	395.4 kg Upper Median	412.8 kg Lower Median
↓	BV84b	Percentage change from the previous financial year in the number of Kg of household waste collected per head of population	-4.30	1.86	-0.56	-2.51	-11.39	15.95	-4.53	-8.70	-0.37	-8.89	-10.47	12.72	-2.50%	-1%		5%	↓	↑ -3.99%	-4.21% Top	+2.75% Bottom
↑	BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	97.90	98.82	100	100	98.00	100	100	97.83	100	95.74	100	97.14	98.91%	95%		1% point	↓	↑ 97.36%	97.36% Upper Median	87.25% Lower Median
↑	BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	85.29	100	100	100	100	100	100	100	88.89	93.75	93.33	100	95.95%	90%		5%	↑	↑ 78.80%	78.80% Bottom	79.16% Lower Median
↑	ELPI5	Percentage of flytips removed within two working days	99.83	99.34	99.40	100	100	100	100	100	100	100	99.13	100	99.82%	95%		5%	↑	↓ 99.83%	99.83%	99.60%
↓	ELPI6	Number of refuse collections missed per month	246	193	230	225	184	165	137	90	303	516	229	181	2,699	1,200		5%	↑	↓ 1,650	1,659	11,302
↑	ELPI10	Percentage of missed collections put right within 24 hours	100	100	100	100	100	100	100	100	100	100	100	100	100%	97%		2% points	↔	↑ 98.91%	98.92%	92.99%

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KEY TO QUARTILE & TARGETED QUARTILE COLOURING

GREEN: Overall performance on or exceeding target
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Public Protection [Steve Elsey]							G 3			A 0			R 1		No data 0							
↓	BV126	Domestic burglaries per year per 1,000 households in local authority area	1.7	1.6	1.4	1.4	1.5	1.5	2.0	1.9	2.4	2.0	1.6	2.0	21.0	13.9		5%	↓	↑ 21.3	20.9 Bottom	21.4 Bottom
↓	BV127a	Violent crime per year, 1000 population	1.8	1.9	2.0	2.0	2.0	2.0	2.0	1.9	2.1	1.8	2.1	2.0	23.6	23.6		5%	↑	↑ 26.8	26.8 Bottom	26.0 Bottom
↓	BV127b	Robberies per year, 1000 population	0.2	0.2	0.2	0.1	0.2	0.3	0.3	0.3	0.1	0.2	0.2	0.2	2.5	2.8		5%	↔	↑ 2.7	2.7 Bottom	3.5 Bottom
↓	BV128	The number of vehicle crimes per year, per 1,000 population in the local authority area	1.4	1.5	1.4	1.1	1.3	1.1	1.1	1.1	0.9	0.9	0.9	1.0	13.9	15.3		5%	↓	↑ 16.2	16.2 Bottom	19.8 Bottom
Planning [Sue Bridge]							G 4			A 0			R 1		No data 0							
↑	NI157a LM Previous BV109a	Percentage of "large scale major" planning applications determined within 13 weeks	No applications	No applications	No applications	No applications	No applications	100	No applications	No applications	No applications	No applications	No applications	No applications	100%	0%		5%	↔	No comparable data	No comparable data	No comparable data
↑	NI157a SM Previous BV109a	Percentage of "small scale major" planning applications determined within 13 weeks	66.67	No applications	50	100	No applications	0	No applications	100	No applications	No applications	No applications	0	54.55%	74%		5%	↓	No comparable data	No comparable data	No comparable data
↑	NI157b Previous BV109b	Percentage of "minor" planning applications determined within 8 weeks	100	91.30	100	96.15	92.31	92.44	95.45	92.86	84.38	93.75	86.36	91.67	92.77%	87%		2% points	↑	↑ 87.34%	87.42% Top	64.98% Bottom
↑	NI157c Previous BV109c	Percentage of "other" planning applications determined within 8 weeks	100	92.63	92.00	95.06	96.55	97.87	93.33	98.04	95.74	93.75	95.45	97.37	95.45%	95%		2% points	↑	↑ 95.06%	95.21% Top	75.98% Bottom
↑	PLI 188	The number of decisions delegated to officers as a percentage of all decisions	95.19	98.31	93.26	94.44	100	95.52	96.34	100	94.94	95.83	92.42	96.15	96.10%	95%		2% points	↑	↑ 94.69%	94.77%	92.30%
Human Resources [Catherine Wilson]							G 0			A 0			R 0		No data 1							
↓	BV12	The number of working days/shifts lost due to sickness absence	1.09	1.01	1.04	1.05	0.92	1.11	1.07	1.12~	*	*	*	*	*	9 Days		5%	*	12.1 Days	11.89 Days Bottom	11.38 Days Bottom
Finance & Assets [Gavin Chambers]							G 0			A 1			R 0		No data 0							
↑	BV8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	93.23	94.61	93.27	94.52	95.42	93.49	96.45	97.29	95.33	84.14	93.70	96.30	94.23%	95%		2% points	↑	↑ 91.50%	91.51% Lower Median	89.45% Bottom

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Revenues & Benefits [Paul Doherty]							G 5			A 1			R 2		No data 0							
↑	BV9	Percentage of council tax received in the year	12.5	9.26	9.29	9.26	9.04	9.43	9.22	9.04	9.27	8.85	1.62	1.09	96.94%	98.50%		0.5% points	↓	↓ 97.95%	97.95% Upper Median	96.63% Lower Median
↓	BV78a	Speed of Processing: Average time for processing new claims	17.4	17.9	16.9	13.4	15.4	15.5	15.8	14.1	13.9	15.8	14.6	21.1	16.1 Days	20 Days		1 Day	↓	↑ 23.8 Days	23.8 Days Upper Median	36.5 Days Bottom
↓	BV78b	Speed of Processing: Average time for processing notifications of change in circumstances	9.0	8.5	7.7	7.0	8.0	8.1	7.7	7.9	7.4	8.4	8.2	8.0	8.0 Days	8.0 Days		0.5 Days	↑	↑ 10.9 Days	10.9 Days Lower Median	16.4 Days Bottom
↑	BV10	% of non domestic rates due for the year which were received by the authority	12.41	9.84	9.22	9.93	8.83	9.56	10.17	7.98	9.36	8.73	0.83	0.94	99.12%	99.50%		2% points	↑	↓ 99.79%	99.79% Top	99.72% Top
↔	BV76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	5.11	4.46	6.46	5.28	5.11	3.58	6.28	5.87	2.46	4.05	2.93	4.11	55.69	65		5%	↑	↑ 50.97	50.97 Top (TQ First quartile)	61.32
↔	BV76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload	0.23	0.47	0.29	0.70	0.35	0.47	0.41	0.47	0.82	0.41	0.47	0.18	5.34	4.70		5%	↓	↑ 4.45	4.45 Lower Median (TQ First quartile)	3.91
↑	BENLPI 1	Percentage of cases from complete to determined within 14 days	96.77	97.99	97.82	98.68	97.87	97.95	98.24	98.31	97.92	96.35	97.74	88.57	96.82%	91%		2% points	↓	↑ 86.74%	86.74%	85.51%
↔	CFLI 1	Housing Benefit Security: the number of housing benefit claimants visited	452	477	315	470	420	231	205	266	193	244	213	223	3,705	3,500		5%	↑	↓ 4,013	4,013	N/A

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Landlord Services [Brian Queen]							G 2			A 0			R 3		No data 0							
↑	BV66a	Rent collected by the local authority as a proportion of rents owed on HRA dwellings	92.54	94.49	96.03	93.59	103.60	95.33	93.99	88.12	111.36	91.65	92.10	102.16	96.26%	97.80%		1% point	↑	No comparable data	96.76% Bottom	95.93% Bottom
↓	BV66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	10.37	10.46	10.04	10.19	9.51	9.23	9.27	9.32	8.42	8.22	8.52	7.36	7.36%	7.50%		5%	↑	No comparable data	10.03% Bottom	11.92% Bottom
↓	BV66c	Percentage of local authority tenants who received Notices Seeking Possession	2.44	5.19	3.02	3.38	3.79	2.85	3.40	2.13	2.45	3.15	2.36	2.41	34.04%	25%		5%	↓	No comparable data	31.41% Lower Median	26.66% Lower Median
↓	BV66d	Percentage of tenants evicted as a result of rent arrears	0	0.02	0.02	0.03	0.08	0.09	0.03	0.02	0.07	0.01	0.08	0.02	0.45%	0.20%		5%	↑	No comparable data	0.22% Upper Median	0.46% Lower Median
↑	HLPI9	Night time repairs completed on target	100	99	99	100	100	100	99	100	100	99	100	98	99%	99%		1% point	↓	↔ 99%	99%	99%
Housing Needs & Support [Fran Rodgers]							G 0			A 0			R 1		No data 0							
↓	BV212	Average time taken to re-let local authority homes	23	23	21	28	32	43	35	32	32	34	33	22	29 Days	23 Days		5%	↑	↑ 34 Days	34 Days Lower Median	71 Days Bottom