



















QUARTERLY PERFORMANCE REPORT 2008-09: Quarter 4											KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING		KEYS			
NB This report includes data for March monthly figures only and is not to be used for Outturn - a separate report will be prepared for this																
CURRENT STATUS											GREEN:			BVPI ID column denotes Corporate Priority Indicator		
	6	18.8%			1	3.1%			14	43.8%	NO DATA or N/A	11	34.4%	Overall performance on or exceeding target Top or Upper Median Quartile	~	Interim figures, still to be validated
QUARTER ON QUARTER TREND											AMBER:		*	No data available due to Agresso upgrade		
	10	31.3%			9	28.1%			3	9.4%	NO DATA or N/A	10	31.3%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile	**	No data available due to system update
YEAR ON YEAR TREND											RED:					
	5	15.6%			7	21.9%			9	28.1%	NO DATA or N/A	11			34.4%	Overall performance outside the stated "Target Tolerances" Bottom Quartile

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	ID	NAME	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	OVERALL PERFORMANCE TO DATE	ANNUAL TARGET & TARGETED QUARTILE	CURRENT PROFILED TARGET [if any]	TARGET TOLERANCES	PERFORMANCE AGAINST LAST QUARTER	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 07/08 OUTTURN & PROSPECTIVE QUARTILE POSITION BASED ON TQ FIRST DATA	NBC 06/07 OUTTURN & QUARTILE POSITION	
Neighbourhood Environmental Services [Simone Wade]							<div>G</div>	2		<div>A</div>	0		<div>R</div>	0	No data or N/A		0						
↑	BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables			100			100			100			100	100%	100%		2% points	↔	↔	100%	98.5% Lower Median	100% Top
↑	BV91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables			100			100			100			100	100%	100%		2% points	↔	↔	100%	98.5% Lower Median	100% Top
Culture & Leisure [Ian Redfern]							<div>G</div>	0		<div>A</div>	0		<div>R</div>	3	No data or N/A		0						
↑	BV170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population			229			228			166			186	803	880	191	5%	↑	↓	890	886 Upper Median	863 Upper Median
↑	BV170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population			204			201			150			165	714	850	190	5%	↑	↓	790	786 Top	845 Top
↑	BV170c	The number of pupils visiting museums and galleries in organised school groups			1,980			1,033			2,341			2,322	7,676	10,500	3,550	5%	↓	↑	6,929	6,929 Upper Median	10,016 Top
Public Protection [Steve Elsey]							<div>G</div>	1		<div>A</div>	0		<div>R</div>	4	No data or N/A		1						
↑	BV166a	Score against a checklist of enforcement best practice for environmental health			96.7			96.7			96.7			96.7	96.7%	100%		2%	↔	↔	96.7%	96.7% Lower Median	96.7% Lower Median
↔	BV174	The number of racial incidents recorded by the authority per 100,000 populations.			0.50			0.99			0.49			1.48	3.45	7.89		5%	↑	↓	10.00	8.99 Bottom	8.20
↑	BV175	The percentage of racial incidents that resulted in further action.			100			100			100			100	100%	100%		2% points	↔	↔	100%	100% Top	100% Top
↔	BV216a	Number of sites of potential concern within the local authority area with respect to land contamination			709			723			737			742	742	N/A		5%	↑	↓	793	793	966
↑	BV216b	Number of sites for which detailed information is available to decide whether remediation of the land is necessary, as a percentage of all "sites of potential concern"			1			2			2			1	5%	13%		2% points	↑	↓	9%	9% Upper Median	8% Upper Median
↑	BV225	Domestic violence checklist- The percentage of questions answered 'yes'			90.9			90.9			90.9			90.9	90.9%	100%		2% points	↔	↔	90.9%	90.9% Top	81.8%
Finance & Assets [Gavin Chambers]							<div>G</div>	0		<div>A</div>	0		<div>R</div>	1	No data or N/A		0						
↑	BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.			54.93			65.67			66.67			90.91	90.91%	95%		2% points	↑	Data not provided		28.06%	92.54%
Revenues & Benefits [Paul Doherty]							<div>G</div>	0		<div>A</div>	1		<div>R</div>	1	No data or N/A		3						
↔	BV76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload			0.29			0.29			0.23			0.23	0.23	0.29		5%	↔	↓	0.30	0.3 Median	0.24
↑	BV79b(i)	The amount of housing benefit overpayments recovered during the period being reported on as a percentage of hb deemed recoverable overpayments during that period			71.90			72			66.54			**	**	75%		2% points	*	*	70.44% Lower Median	58.35% Bottom	
↑	BV79b(ii)	Housing benefit overpayments recovered during the period as a percentage of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of hb overpayments identified during the period			9.95			6.89			23.72			**	**	40%		5%	*	*	29.59% Lower Median	31.60% Lower Median	
↔	BV79b(iii)	Housing benefit overpayments written off during the period as a percentage of the total amount of hb overpayment debt outstanding at the start of the period plus amount of hb overpayments identified during the period			1.22			1.21			2.99			**	**	7%		5%	*	*	4.04% Upper Median	4.35%	
↑	BV79a	Accuracy of processing (a) percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision			98.40			99.20			97.60			96.00	97.80	99%		2% points	↓	↑	97.00%	97% Bottom	94.20% Bottom

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Planning [Sue Bridge]							<div><div></div><div>G</div></div> 1			<div><div></div><div>A</div></div> 0				<div><div></div><div>R</div></div> 3	No data or N/A		0					
↑	BV106	Percentage of new homes built on previously developed land			33.91 ~			47.52 ~			No surveys undertaken			63.76	51.15%	65%		2% points	↑	↓ 54.81%	54.85% Bottom	87.08% Upper Median
↔	BV200b	Has the local Planning authority met the milestones which the current local Development scheme set out?			No			No			No			Yes	Yes	Yes		N/A	↑	↑ No	No	Yes
↓	BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications			63.6			28.6			50.0			12.5	37.5%	25%		5%	↑	↔ 37.5%	39.5% Bottom	21.1% Top
↑	BV205	Quality of Service checklist for Planning			77.8			83.3			66.7			66.7	66.7%	90%		2% points	↔	↓ 77.8%	77.8% Bottom	77.8% Bottom
Human Resources [Catherine Wilson]							<div><div></div><div>G</div></div> 0			<div><div></div><div>A</div></div> 0				<div><div></div><div>R</div></div> 0	No data or N/A		7					
↑	BV11a	The percentage of top 5% of earners that are women			34.79 ~			34.79 ~			*			*	*	34%		5%	*	*	34.79% Upper Median	32.43% Lower Median
↑	BV11b	The percentage of top 5% of earners who are from an ethnic minority			6.67 ~			6.67 ~			*			*	*	7%		5%	*	*	6.67% Top	7.07% Top
↑	BV11c	The percentage of top 5% of earners who have a disability			6.67 ~			6.67 ~			*			*	*	5.3%		5%	*	*	6.67% Top	3.80% Upper Median
↓	BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce			0.09			0			*			*	*	0.5%		5%	*	*	0.36% Upper Median	0.70% Lower Median
↓	BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce			0			0.19			*			*	*	0.25%		5%	*	*	0.82% Bottom	0.61% Bottom
↑	BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition			3.06 ~			3.06 ~			*			*	*	5.5%		5%	*	*	3.06% Upper Median	4.97% Top
↑	BV17a	The percentage of local authority employees from minority ethnic communities			3.7 ~			3.7 ~			*			*	*	5.5%		5%	*	*	3.7% Upper Median	5.6% Top
Policy & Community Engagement [Thomas Hall]							<div><div></div><div>G</div></div> 1			<div><div></div><div>A</div></div> 0				<div><div></div><div>R</div></div> 1	No data or N/A		0					
↑	BV2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability			2			2			2			2	Level 2	Level 3		5%	↔	↔ 2	Level 2 Median	Level 1
↑	BV2b	The quality of an authority's Race Equality Scheme and the improvements resulting from it's application			95			95			95			95	95%	53%		5%	↔	↑ 89%	89% Top	16% Bottom
Housing Needs & Support [Fran Rodgers]							<div><div></div><div>G</div></div> 1			<div><div></div><div>A</div></div> 0				<div><div></div><div>R</div></div> 1	No data or N/A		0					
↑	BV213	Number of household who considered themselves homeless who approached the local authority housing advice service and for whom advice casework intervention solved their situation			3 ~			3 ~			2 ~			1 ~	10 ~	8		5%	↓	↑ 7	7 Top	7 Top
↓	LHPI 183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need			131 ~			1.98 ~			1.80 ~			0.52 ~	1.68 Weeks ~	0.87 weeks		0.5 weeks	↑	↓ 1 week	1 week	2.25 weeks Upper Median