



















MONTHLY PERFORMANCE REPORT: JULY 2009														KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS		
CURRENT STATUS														GREEN:				~	Interim figure, still to be validated	
	17	47.2%		8	22.2%		10	27.8%	NO DATA OR N/A		1	2.8%	Overall performance on or exceeding target Top or Upper Median Quartile							
MONTH ON MONTH TREND														AMBER:						
	8	22.2%		4	11.1%		18	50.0%	NO DATA OR N/A		6	16.7%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile							
YEAR ON YEAR TREND														RED:						
	7	19.4%		1	2.8%		14	38.9%	NO DATA OR N/A		14	38.9%	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	CURRENT PROFILED TARGET [if any]	TARGET TOLERANCES	PERFORMANCE AGAINST LAST MONTH	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSTION	NBC 07/08 OUTTURN & QUARTILE POSTION		
Neighbourhood Environmental Services [Simone Wade]							<div><div></div>G</div>	6	<div><div></div>A</div>			3	<div><div></div>R</div>			0	No data or n/a		0					
↓	NI 191	Number of kilograms of residual household waste collected per household	46	41	40	41									167.53kg	495kg	173.43kg	+15kg	↓	New NI 2009/10 - No comparable data				
↑	NI 192	Percentage of household waste sent for reuse, recycling and composting	40.91	41.77	44.77	41.49									42.22%	40.00%	42.51%	5%	↓	↓ 43.26%	37.88%	38.74%		
↑	LI 105 (previously ELPI 5)	Percentage of fly-tips removed in 2 working days	99.86	100	100	100									99.96%	97%		5%	↔	↑ 99.66%	99.82%	99.83%		
↓	LI 784 (previously ELPI 6)	Number of missed refuse collections per 734,350 collections made	239	74	143	127									583	2,100	669	5%	↑	Change in calculation methodology - No comparable data				
↑	LI 785 (previously ELPI 10)	Percentage of missed collections put right within 24 hours	100	100	100	100									100%	100%		2% points	↔	↔ 100%	100%	98.92%		
4 MONTHLY																								
↓	NI 195 (a)	The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level				5									5%	10%		3% points	New NI 2009/10 - No comparable data		No data			
↓	NI 195 (b)	The percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level.				13									13%	19%		3% points	New NI 2009/10 - No comparable data		No data			
↓	NI 195 (c)	The percentage of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level.				8									8%	6%		2% points	New NI 2009/10 - No comparable data		No data			
↓	NI 195 (d)	The percentage of relevant land and highways that is assessed as having deposits of flyposting that fall below an acceptable level.				2									2%	1%		1% point	New NI 2009/10 - No comparable data		No data			
Public Protection [Steve Elsey]							<div><div></div>G</div>	2	<div><div></div>A</div>			0	<div><div></div>R</div>			2	No data or n/a		0					
↓	BV 126	Domestic burglaries per year per 1,000 households in local authority area	1.71	1.77	1.24	1.51									6.23	15	5.00	5%	↓	↓ 6.1	20.7 Bottom	20.9 Bottom		
↓	BV 127a	Violent crime per year, per 1,000 population	2.13	2.17	2.10	2.35									8.74	23.20	7.73	5%	↓	↓ 7.8	23.6 Bottom	26.8 Bottom		
↓	BV 127b	Robberies per year, per 1,000 population	0.26	0.21	0.19	0.19									0.85	2.70	0.90	5%	↔	↓ 0.7	2.5 Bottom	2.7 Bottom		
↓	BV 128	The number of vehicle crimes per year, per 1,000 population in the local authority area	1.01	1.13	0.97	0.95									4.05	15	5.00	5%	↑	↑ 5.5	13.9 Bottom	16.2 Bottom		
Planning [Sue Bridge]							<div><div></div>G</div>	4	<div><div></div>A</div>			0	<div><div></div>R</div>			0	No data or n/a		1					
↑	NI 157a LM	Percentage of "large scale major" planning applications determined within 13 weeks	No applications	No applications	No applications	No applications									No applications	0%		5%	No comparable data	First full year of reporting - No comparable data	100%	No comparable data		
↑	NI 157a SM	Percentage of "small scale major" planning applications determined within 13 weeks	100	No applications	No applications	No applications									100%	60%		5%	No comparable data	First full year of reporting - No comparable data	54.55%	No comparable data		
↑	NI 157b (previously BV109b)	Percentage of "minor" planning applications determined within 8 weeks	100	100	94.74	88.89									95.24%	65%		2% points	↓	↓ 96.55%	92.19% Top	BV109b 87.42% Top		
↑	NI 157c (previously BV 109c)	Percentage of "other" planning applications determined within 8 weeks	100	87.80	98.53	89.04									94.19%	80%		2% points	↓	↓ 94.80%	95.70% Top	BV109c 95.21% Top		
↑	LI 541 (Previously PLI 188)	The number of decisions delegated to officers as a percentage of all decisions	100	100	96.55	97.80									98.36%	90%		2% points	↑	↑ 95.48%	96.07% Top	94.77% Top		







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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>	2	No data or n/a		0				
↓	BV 12	The number of working days/shifts lost due to sickness absence	0.96	0.83	1.03	1.15									3.98 Days	11 Days	3.67 Days	5%	↓	↑ 4.18 Days	12.86 Days Bottom	11.89 Days Bottom	
↓	BV 12r (Rolling 12 months)	The average number of working days/shifts lost due to sickness absence for rolling 12 month period	13.18	13.02	13.05	13.16									13.10 Days	11 Days		5%	↓	New measure with rolling cumulative figures - No comparable data			
Finance & Assets [Gavin Chambers]							<div><div></div><div>G</div></div>	0			<div><div></div><div>A</div></div>	1			<div><div></div><div>R</div></div>	0	No data or n/a		0				
↑	BV 8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	94.37	86.84	94.69	96.08									94.28%	95%		2% points	↑	↑ 93.94%	94.38% Lower Median	91.51% Lower Median	
Revenues & Benefits [Robin Bates]							<div><div></div><div>G</div></div>	2			<div><div></div><div>A</div></div>	4			<div><div></div><div>R</div></div>	3	No data or n/a		0				
↑	NI 180	Changes to Housing Benefit/Council Tax Benefit entitlements within year	290.00	469.90	109.47	90.51									936.58	940.50	313.50	5%	↓	New NI 2009/10 - No comparable data			
↓	NI 181	Time taken to process Housing Benefit/Council Tax new claims/changes	15.85	15.34	14.36	15.63									15.29 Days	14 Days		2 Days	↓	New NI 2009/10 - No comparable data			
↑	BV 9	Percentage of council tax received in the year	11.25	9.01	9.24	9.23									38.90%	97.50%	39.40%	0.5% points	↓	↓ 40.30%	96.94% Lower Median	97.95% Upper Median	
↑	BV 10	% of non domestic rates due for the year which were received by the authority	11.62	9.55	10.18	9.69									41.39%	99.50%	40.40%	0.5% points	↓	↓ 41.83%	99.12% Top	99.79% Top	
↑	BV 76c	Housing Benefit Security: the number of fraud investigations	76	52	71	57									256	950	350	5%	↓	↓ 363	949	847	
↑	BV 76d	Housing Benefit Security: the number of prosecutions and sanctions	8	7	10	6									31	87	32	5%	↓	↑ 27	91	74	
↓	BV 78a	Speed of Processing: Average time for processing new claims	23.50	21.76	18.90	19.42									20.86 Days	19 Days		2 Days	↓	↓ 16.3 Days	16.1 Days Top	23.8 Days Upper Median	
↓	BV 78b	Speed of Processing: Average time for processing notifications of change in circumstances	11.77	12.07	12.18	13.69									12.46 Days	8 Days		1 Day	↓	↓ 8 Days	8.0 Days Upper Median	10.9 Days Lower Median	
↑	LI 364 (Previously BEN LPI 1)	Percentage of cases from complete to determined within 14 days	84.10	84.71	90.62	92.67									88.14%	92%		2% points	↑	↓ 97.85%	96.82%	86.74%	
Customer Services & ICT [Marion Goodman]							<div><div></div><div>G</div></div>	1			<div><div></div><div>A</div></div>	0			<div><div></div><div>R</div></div>	0	No data or n/a		0				
↓	NI 14	The percentage of customer contact that was 'Avoidable'	16.69	12.19	19.03	11.51									15.65%	50%		10%	↑	New NI 2009/10 - No comparable data			

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Landlord Services [Christine Ansell]								0		0		2	No data or n/a			0						
↑	HI 1 (previously BV 66a)	Rent collected by the local authority as a proportion of rents owed on HRA dwellings	93.06	94.56	97.28	94.12									94.92%	97.50%		1% point	↓	↑ 94.02%	96.26% Bottom	96.76% Bottom
↓	HI 3 (previously BV 66d)	Number of tenants evicted as a result of rent arrears	0	9	6	2									17	36	12	1 per quarter	↑	↓ 7	55	26
Housing Needs & Support [Fran Rodgers]								2		0		1	No data or n/a			0						
↓	NI 156	Number of households living in Temporary Accomodation	25	22	17	12									12	25	28	5%	↑	New NI 2009/10 - No comparable data		
↓	HI 6 (previously BV 212)	Average time taken to re-let local authority homes	33.04	24.19	24.81	28.41									28.02 Days	23 Days	25.25 Days	5%	↓	↓ 24 Days	30 Days Upper Median	34 Days Lower Median
↓	HI 15 (previously LHPI 183a)	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need (working days)	0	0	0	0									0 Days	5 Days	3.38 Days	20%	↔	Previously reported quarterly - No comparable data	1.68 weeks Upper Mediian	1 week Top