





























































MONTHLY PERFORMANCE REPORT: NOVEMBER 2009												KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING			KEYS		
CURRENT STATUS (BV12r - rolling colour status not counted)												GREEN:			~	Interim figure, still to be validated	
	23	65.7%		5	14.3%		6	17.1%	NO DATA OR N/A		1	2.9%	Overall performance on or exceeding target Top or Upper Median Quartile			BV12r - Rolling colour status not counted	
MONTH ON MONTH TREND												AMBER:					
	17	48.6%		5	14.3%		7	20.0%	NO DATA OR N/A		6	17.1%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile				
YEAR ON YEAR TREND												RED:					
	10	28.6%		1	2.9%		10	28.6%	NO DATA OR N/A		14	40.0%	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]								8			1			0		No data or n/a		0				
↓	NI 191	Number of kilograms of residual household waste collected per household	46	41	40	41	41	45	42	39					336kg	495kg	338kg	+15kg	↑	New NI 2009/10 - No comparable data		
↑	NI 192	Percentage of household waste sent for reuse, recycling and composting	40.74	41.40	44.44	41.49	39.45	38.56	39.34	42.12					40.95%	40.00%	41.92%	5%	↑	↓ 41.73%	37.88%	38.74%
↑	LI 105 (previously ELPI 5)	Percentage of fly-tips removed in 2 working days	99.86	100	100	100	100	99.80	100	100					99.95%	97.00%		5%	↔	↑ 99.84%	99.82%	99.83%
↓	LI 784 (previously ELPI 6)	Number of missed refuse collections per 734,350 collections made	239	74	143	127	111	193	95	106					1088	2,100	1,338	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	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				4					4%	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				12					12%	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				5					5%	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				1					1%	1%		1% point	New NI 2009/10 - No comparable data		No data	
Public Protection [Steve Elsey]								2			0			2		No data or n/a		0				
↓	BV 126	Domestic burglaries per year per 1,000 households in local authority area	1.7	1.8	1.2	1.5	1.1	1.2	1.2	1.1					10.9	15.0	10.0	5%	↑	↑ 13.0	20.7 Bottom	20.9 Bottom
↓	BV 127a	Violent crime per year, per 1,000 population	2.1	2.1	2.1	2.3	2.5	2.0	1.8	1.9					16.8	22.9	15.3	5%	↓	↓ 15.6	23.6 Bottom	26.8 Bottom
↓	BV 127b	Robberies per year, per 1,000 population	0.3	0.2	0.2	0.2	0.2	0.2	0.1	0.1					1.4	2.7	1.8	5%	↔	↑ 1.7	2.5 Bottom	2.7 Bottom
↓	BV 128	The number of vehicle crimes per year, per 1,000 population in the local authority area	1.0	1.1	1.0	0.9	0.9	1.0	1.3	1.1					8.3	14.8	9.9	5%	↑	↑ 10.1	13.9 Bottom	16.2 Bottom
Planning [Sue Bridge]								4			0			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	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	No applications	No applications	No applications					100%	60.00%		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	86.67	100	65.00	100					90.16%	65.00%		2% points	↑	↓ 95.21%	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	94.00	98.46	96.00	94.03					94.93%	80.00%		2% points	↓	↓ 95.40%	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	100	97.47	92.86	98.70					97.82%	90.00%		2% points	↑	↑ 96.53%	96.07% Top	94.77% Top







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Human Resources [Catherine Wilson]			BV12r - Rolling colour status not counted							0			0			1		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	0.92	0.96	1.03	0.93					7.82 Days	11.00 Days	7.33 days	5%		 8.46 Days	12.86 Days Bottom	11.89 Days Bottom
↓	BV 12r (Roling 12 months)	The average number of working days/shifts lost due to sickness absence for rolling 12 month period	12.99	12.84	12.86	12.97	12.99	12.87	12.83	12.63					12.87 Days	11.00 Days		5%		New measure with rolling cumulative figures - No comparable data		
Finance & Assets [Gavin Chambers]										0			1			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	97.00	93.88	94.69	96.11	94.17	92.96	93.82	96.91					94.98%	95.00%		2% points		No data received November 2008	94.38% Lower Median	91.51% Lower Median
Revenues & Benefits [Robin Bates]										5			2			2		No data or n/a		0		
↑	NI 180	Changes to Housing Benefit/Council Tax Benefit entitlements within year	290.0	469.9	109.5	90.5	96.0	102.1	80.0	194.4					1,392.8	940.5	627.0	5%		New NI 2009/10 - No comparable data		
↓	NI 181	Time taken to process Housing Benefit/Council Tax new claims/changes	15.9	15.3	14.4	15.6	11.5	12.0	14.6	9.3					13.2 Days	14.0 Days		2.0 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	8.99	9.25	9.14	9.13					75.56%	97.50%	76.20%	0.5% points		 77.04%	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	9.73	9.08	8.58	9.70					78.58%	99.50%	78.40%	2% points		 79.13%	99.12% Top	99.79% Top
↑	BV 76c	Housing Benefit Security: the number of fraud investigations	76	52	71	57	96	99	95	109					655	950	655	5%		 718	949	847
↑	BV 76d	Housing Benefit Security: the number of prosecutions and sanctions	10	7	10	7	8	8	10	14					74	87	59	5%		 58	91	74
↓	BV 78a	Speed of Processing: Average time for processing new claims	23.5	21.8	18.9	19.4	15.9	16.7	18.4	18.9					19.3	19.0 Days		2.0 Days		 15.7 Days	16.1 Days Top	23.8 Days Upper Median
↓	BV 78b	Speed of Processing: Average time for processing notifications of change in circumstances	11.8	12.1	12.2	13.7	9.5	10.3	13.1	7.2					10.69	8.0 Days		1.0 Day		 7.9 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	95.13	97.12	88.50	92.43					90.48%	92.00%		2% points		 97.98%	96.82%	86.74%
Customer Services & ICT [Marion Goodman]										1			0			0		No data or n/a		0		
↓	NI 14	The percentage of customer contact that was 'Avoidable'	16.7	12.2	19.0	11.5	13.9	11.7	16.3	7.6					14.6%	50.0%		10%		New NI 2009/10 - No comparable data		

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Landlord Services [Christine Ansell]								0		1		1	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	102.99	93.89	94.76	97.77					96.16%	97.50%		1% point	↑	↑ 94.39%	96.26% Bottom	96.76% Bottom
↓	HI 3 (previously BV 66d)	Number of tenants evicted as a result of rent arrears	0	8	6	1	3	3	2	3					26	36	25	1 per quarter	↓	↑ 44	55	26
Housing Needs & Support [Fran Rodgers]								3		0		0	No data or n/a				0					
↓	NI 156	Number of households living in Temporary Accomodation	25	22	17	12	6	5	8	8					8	25	25	5%	↔	New NI 2009/10 - No comparable data		
↓	HI 6 (previously BV 212)	Average time taken to re-let local authority homes	33	24	25	28	21	19	20	24					24 Days	25 Days	24.88 Days	5%	↓	↑ 30 Days	29 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	0	0	0					0 Days	5 Days	4.19 Days	20%	↔	Previously reported quarterly - No comparable data	1.68 weeks Upper Median	1 week Top