



















Quarterly Performance Report 2009-10: October - December 2009 (Quarter 3)														Key to Status Colouring Key to Quartile & Targeted Quartile Colouring				Keys	
Current Status														GREEN:				~	Interim figures, still to be validated
	11	40.7%					2	7.4%					8	29.6%	NO DATA or N/A	6	22.2%	*	Data in system due to be quality checked 22/1/10
Quarter on Quarter Trend														AMBER:					
	8	29.6%					4	14.8%					7	25.9%	NO DATA or N/A	8	29.6%		
Year on Year Trend														RED:					
	3	11.1%					3	11.1%					4	14.8%	NO DATA or N/A	17	63.0%	Overall performance outside the stated "Target Tolerances" Bottom Quartile	

Please contact Dale Robertson Ext 7110, if you require further information or support

	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 QUARTER	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION	
Neighbourhood Environmental Services [Simone Wade]							<div>G</div>	6		<div>A</div>	0		<div>R</div>	0	No data or N/A		0						
↑	BV 91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables			100			100			100				100%	100%		2% points	↔	↔ 100%	100% Top	98.5% Lower Median	
↑	BV 91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables			100			100			100				100%	100%		2% points	↔	↔ 100%	100% Top	98.5% Lower Median	
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			
↓	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			
↓	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			
↓	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			
Culture & Leisure [Ian Redfern]							<div>G</div>	1		<div>A</div>	1		<div>R</div>	1	No data or N/A		0						
↑	BV 170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population			209			233			151				593	692	553	5%	↓	↓ 617	804 Upper Median	886 Upper Median	
↑	BV 170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population			183			203			131				516	662	525	5%	↓	↓ 549	714 Top	786 Top	
↑	BV 170c	The number of pupils visiting museums and galleries in organised school groups			1,787			968			2,405				5,160	8,500	6,000	5%	↑	↓ 5,354	7,876 Upper Median	6,929 Upper Median	
Public Protection [Steve Elsey]							<div>G</div>	2		<div>A</div>	0		<div>R</div>	1	No data or N/A		3						
↓	NI 16	Serious acquisitive crime (number of crimes)			1,192			1,046			1,060				3,298	15% reduction over 3 years from 2007/08 baseline 5,659 (baseline 12 month rolling total)	3,836	5%	↓	New NI 2009/10 - no comparable data			
↓	NI 20	Assault with injury crime (number of crimes)			464			504			453				1,421	8% reduction over 2 years from 2008/09 baseline 1,654 (baseline 12 month rolling total)	1,210	5%	↑	New NI 2009/10 - no comparable data			
↑	NI 182	Satisfaction of businesses with local authority regulation services			81			83			No data available				No data available	80%		5%	No comparable data	New NI 2009/10 - no comparable data			
↑	NI 184	Food Establishments that are compliant			88			88			88				88%	82%		5%	↔	New NI 2009/10 - no comparable data			
↑	BV 218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification			No data available			No data available			No data available				No data available	100%		1%	No data available	n/a 99.10%	98.91% Upper Median	97.36% Upper Median	
↑	BV 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle			No data available			No data available			No data available				No data available	97%		5%	No data available	n/a 95.86%	95.95% Upper Median	78.80% Bottom	

QUARTERLY PERFORMANCE REPORT 2009-10: OCTOBER - DECEMBER 2009 (QUARTER 3)															KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING					KEYS		
CURRENT STATUS															GREEN:					~	Interim figures, still to be validated	
	11	40.7%					2	7.4%					8	29.6%	NO DATA or N/A	6	22.2%	Overall performance on or exceeding target Top or Upper Median Quartile	*	Data in system due to be quality checked 22/1/10		
QUARTER ON QUARTER TREND															AMBER:							
	8	29.6%					4	14.8%					7	25.9%	NO DATA or N/A	8	29.6%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile				
YEAR ON YEAR TREND															RED:							
	3	11.1%					3	11.1%					4	14.8%	NO DATA or N/A	17	63.0%	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 QUARTER	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION	
Planning [Sue Bridge]							<div>G</div>	1		<div>A</div>	0		<div>R</div>	3	No data or N/A		0						
↑	BV 106	Percentage of new homes built on previously developed land			55.84			85.71			64.95				65.74%	40.00%		2% points	↓	↑ 40.00%	51.15% Bottom	54.85% Bottom	
↔	BV 200b	Has the local Planning authority met the milestones which the current local Development scheme set out?			Yes			Yes			No				No	Yes		N/A	↓	↔ No	Yes	No	
↓	BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications			30.0			33.3			80.0				44.4%	33.0%		5%	↓	↑ 50.0%	37.5% Lower Median	39.5% Bottom	
↑	BV 205	Quality of Service checklist for Planning			66.7			72.2			72.2				72.2%	100%		2% points	↔	↑ 66.7%	66.7% Bottom	77.8% Bottom	
Finance & Assets [Gavin Chambers]							<div>G</div>	1		<div>A</div>	0		<div>R</div>	1	No data or N/A		0						
Bi-Annual Indicators																							
↑	NI 179	Value for money (reported bi-annually)				Outturn 2008/9 £5,352,521			Forecast 2009/10 £1,036,849						Forecast 2009/10 £1,036,849	£1,105,770		5%	New NI 2009/10 - no comparable data				
↑	BV 156	Buildings accessible to people with a disability (excluding election buildings)						90.00							90.00%	90.00%		2% points	New definition 2009/10 - no comparable data				
Revenues & Benefits [Robin Bates]							<div>G</div>	0		<div>A</div>	1		<div>R</div>	0	No data or N/A		3						
↑	BV 79a	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			100			94.40				97.60%	98.00%		2% points	↓	↓ 98.40%	97.80% Lower Median	97% Bottom	
↑	BV 79b(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			74.51			65.01			No data available *				No data available *	55.00%		2% points	No data available	n/a 66.54%	67.54% Lower Median	70.44% Lower Median	
↑	BV 79b(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			13.57			13.82			No data available *				No data available *	40.00%	30.00%	5%	No data available	n/a 23.72%	27.29% Lower Median	29.59% Lower Median	
↔	BV 79b(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			2.16			0.77			No data available *				No data available *	7.00%	6.00%	5%	No data available	n/a 2.99%	4.43%	4.04%	
Housing Needs & Support [Fran Rodgers]							<div>G</div>	0		<div>A</div>	0		<div>R</div>	1	No data or N/A		0						
↑	HI 18 (previously BV213n)	Number of household who considered themselves homeless who approached the local authority housing advice service and for whom advice casework intervention solved their situation			180			164			184				528	720	540	2%	↑	New local indicator - no comparable data			
Housing, Strategy, Investment & Performance [Brian Queen]							<div>C</div>	0		<div>A</div>	0		<div>R</div>	1	No data or N/A		0						
↑	NI 155	Number of affordable homes delivered (gross)			66			48			51				165	300	237	10%	↑	First full year of reporting - no comparable data	288	No comparable data	