



















PERFORMANCE REPORT: July 2009 - Environment Portfolio - Councillor Trini Crane													KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS	
CURRENT STATUS													GREEN:				~	Interim figures, still to be validated
	7	77.8%		1	11.1%		0	0.0%	NO DATA		1	11.1%	Overall performance on or exceeding target Top or Upper Median Quartile					
MONTH ON MONTH TREND													AMBER:					
	1	11.1%		4	44.4%		2	22.2%	NO DATA		2	22.2%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile					
YEAR ON YEAR TREND													RED:					
	1	11.1%		3	33.3%		1	11.1%	NO DATA		4	44.4%	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 REPORTING PERIOD	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><div></div><div>G</div></div>	6	<div><div></div><div>A</div></div>	1	<div><div></div><div>R</div></div>	0	No Data or N/A		0											
Monthly Indicators																																									
↓	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%																		
Quarterly Indicators																																									
↑	BV 91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables			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%		2% points	↔	↔	100%	100% Top	98.5% Lower Median																		
Public Protection [Steve Elsey]																						<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		1											
Quarterly Indicators																																									
↑	NI 182	Satisfaction of businesses with local authority regulation services			No data available										No data available	80%		5%	New NI 2009/10 - no comparable data																						
↑	NI 184	Food Establishments that are compliant			88%										88%	82%		5%	New NI 2009/10 - no comparable data																						

PERFORMANCE REPORT: July 2009 - Finance Portfolio - Councillor David Perkins															KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS		
CURRENT STATUS															GREEN:				~	Interim figures, still to be validated	
	5	33.3%		5	33.3%		5	33.3%	NO DATA or N/A			0	0.0%	Overall performance on or exceeding target Top or Upper Median Quartile							
MONTH ON MONTH TREND															AMBER:						
	5	33.3%		0	0.0%		9	60.0%	NO DATA or N/A			1	6.7%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile							
YEAR ON YEAR TREND															RED:						
	5	33.3%		1	6.7%		6	40.0%	NO DATA or N/A			3	20.0%	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 REPORTING PERIOD	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION		
Finance & Assets [Gavin Chambers]							<div><div></div>G</div>	1	<div><div></div>A</div>			1	<div><div></div>R</div>		0	No Data or N/A		0						
Monthly Indicators																								
↑	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	
Quarterly Indicators																								
↑	NI 179	Value for money (reported bi-annually)				Outturn 2008/9 5,352,521			Forecast 2009/10						£5,352,521 Outturn 2008/9	£1,351,000 Target 2008/9		5%	New NI 2009/10 - no comparable data					
Revenues & Benefits [Robin Bates]							<div><div></div>G</div>	4	<div><div></div>A</div>			4	<div><div></div>R</div>		5	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%	
Quarterly Indicators																								
↑	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										98.40%	98%		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			73.86										73.86%	55%		2% points	↑	↑	71.90%	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			12.44										12.44%	40%	15%	5%	↑	↑	9.95%	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			0										0%	7%	2%	5%	↓	↑	1.22%	4.43%	4.04%	

PERFORMANCE REPORT: July 2009 - Housing Portfolio - Councillor Sally Beardsworth														KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS	
CURRENT STATUS														GREEN:				~	Interim figures, still to be validated
	3	42.9%		0	0.0%		4	57.1%	NO DATA		0	0.0%	Overall performance on or exceeding target Top or Upper Median Quartile						
MONTH ON MONTH TREND														AMBER:					
	2	28.6%		1	14.3%		2	28.6%	NO DATA		2	28.6%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile						
YEAR ON YEAR TREND														RED:					
	1	14.3%		0	0.0%		2	28.6%	NO DATA		4	57.1%	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 POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION
Housing Needs & Support [Fran Rodgers]																						
Monthly Indicators																						
↓	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 Median	1 week Top
Quarterly Indicators																						
↑	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										180	720	180	2%	New local indicator - no comparable data			
Housing Strategy, Investment & Performance [Brian Queen]																						
Quarterly Indicators																						
↑	NI 155	Number of affordable homes delivered (gross)			66										66	300	84	10%	New NI 2009/10 - no comparable data		288	New NI 2009/10 - no comparable data
Landlord Services [Christine Ansell]																						
Monthly Indicators																						
↑	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

PERFORMANCE REPORT: July 2009 - Communities Portfolio - Councillor Paul Varnserry															KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING			KEYS	
CURRENT STATUS															GREEN:			~	Interim figures, still to be validated
	7	77.8%			0	0.0%			2	22.2%		NO DATA	0	0.0%	Overall performance on or exceeding target Top or Upper Median Quartile				
MONTH ON MONTH TREND															AMBER:				
	3	33.3%			1	11.1%			3	33.3%		NO DATA	2	22.2%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile				
YEAR ON YEAR TREND															RED:				
	1	11.1%			0	0.0%			6	66.7%		NO DATA	2	22.2%	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 POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION	
0							<div><div></div>G</div>	4		<div><div></div>A</div>	0		<div><div></div>R</div>	2	No Data or N/A		0						
Monthly Indicators																							
↓	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
Quarterly Indicators																							
↓	NI 16	Serious acquisative crime (number of crimes)			1,192										1,192	15% reduction over 3 years from 2007/08 baseline 5,659 (baseline 12 month rolling total)		5%	New NI 2009/10 - no comparable data				
↓	NI 20	Assault with injury crime (number of crimes)			464										464	8% reduction over 2 years from 2008/09 baseline 1,654 (baseline 12 month rolling total)		5%	New NI 2009/10 - no comparable data				
Culture & Leisure [Ian Redfern]							<div><div></div>G</div>	3		<div><div></div>A</div>	0		<div><div></div>R</div>	0	No Data or N/A		0						
Quarterly Indicators																							
↑	BV 170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population			203.41										203.41	691.97	189.29	5%	↑	↓	229	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			184.65										184.65	662.37	176	5%	↑	↓	204	714 Top	786 Top
↑	BV 170c	The number of pupils visiting museums and galleries in organised school groups			1,737										1,737	8,500	1,350	5%	↓	↓	1,980	7,876 Upper Median	6,929 Upper Median

PERFORMANCE REPORT : July 2009 - Partnerships & Improvement Portfolio - Councillor Tony Woods												KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS	
CURRENT STATUS												GREEN:					
	1	33.3%		0	0.0%		2	66.7%	NO DATA	0	0.0%	Overall performance on or exceeding target Top or Upper Median Quartile				~	Interim figures, still to be validated
MONTH ON MONTH TREND												AMBER:					
	1	33.3%		0	0.0%		2	66.7%	NO DATA	0	0.0%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile					
YEAR ON YEAR TREND												RED:					
	1	33.3%		0	0.0%		0	0.0%	NO DATA	2	66.7%	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 REPORTING PERIOD	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION			
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>	1	No data				0						
Monthly Indicators																									
↓	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 (Roling 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					

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 0			
Monthly Indicators																							
↓	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				

PERFORMANCE REPORT: July 2009 - Planning & Regeneration Portfolio - Councillor Richard Church															KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS											
CURRENT STATUS															GREEN:				Overall performance on or exceeding target Top or Upper Median Quartile				~ Interim figures, still to be validated							
	7	77.8%		0	0.0%		1	11.1%	NO DATA		1	11.1%																		
MONTH ON MONTH TREND															AMBER:															
	2	22.2%		2	22.2%		3	33.3%	NO DATA		2	22.2%	Overall performance within range stated in "Target Tolerances" column Lower Median Quartile																	
YEAR ON YEAR TREND															RED:															
	4	44.4%		0	0.0%		3	33.3%	NO DATA		2	22.2%	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 REPORTING PERIOD	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION								
Planning [Susan Bridge]																7		0		1	No data		1							
Monthly Indicators																														
↑	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								
Quarterly Indicators																														
↑	BV 106	Percentage of new homes built on previously developed land			55.84										55.84%	40%		2% points	↓	↑ 41.92%	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	Yes		N/A	↔	↑ No	Yes	No								
↓	BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications			30										30%	33%		5%	↑	↑ 63.6%	37.5% Lower Median	39.5% Bottom								
↑	BV 205	Quality of Service checklist for Planning			66.7										66.7%	100%		2% points	↔	↓ 77.8%	66.7% Bottom	77.8% Bottom								