


















































MONTHLY PERFORMANCE REPORT: SEPTEMBER 2009														KEY TO STATUS COLOURING KEY TO QUARTILE & TARGETED QUARTILE COLOURING				KEYS				
CURRENT STATUS														GREEN:				~	Interim figure, still to be validated			
	16	50.0%		6	18.8%		9	28.1%	NO DATA OR N/A				1	3.1%	Overall performance on or exceeding target Top or Upper Median Quartile							
MONTH ON MONTH TREND														AMBER:								
	11	34.4%		5	15.6%		14	43.8%	NO DATA OR N/A				2	6.3%					Overall performance within range stated in "Target Tolerances" column Lower Median Quartile			
YEAR ON YEAR TREND														RED:								
	10	31.3%		1	3.1%		11	34.4%	NO DATA OR N/A				10	31.3%	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]								3		2		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							254kg	495kg	253kg	+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	39.71	38.56							41.20%	40.00%	42.81%	5%		 44.05%	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							99.94%	97.00%		5%		 99.78%	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							887	2,100	1,058	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%		2% points		 100%	100%	98.92%
Public Protection [Steve Eisey]								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							8.6	15.0	7.5	5%		 9.1	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							13.1	22.9	11.5	5%		 11.9	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							1.2	2.7	1.3	5%		 1.1	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							5.9	14.8	7.4	5%		 7.9	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	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							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							94.57%	65.00%		2% points		 95.42%	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							94.94%	80.00%		2% points		 95.37%	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							98.44%	90.00%		2% points		 96.15%	96.07% Top	94.77% Top















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Human Resources [Catherine Wilson]							<div>G</div>	0	<div>A</div>		0	<div>R</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	0.92	0.96							5.85 Days	11.00 Days	5.50 Days	5%	↓	↑ 6.12 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	12.99	12.84	12.86	12.97	12.99	12.87							12.92 Days	11.00 Days		5%	↑	New measure with rolling cumulative figures - No comparable data			
Finance & Assets [Gavin Chambers]							<div>G</div>	0	<div>A</div>		1	<div>R</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	97.00	93.88	94.69	96.08	94.17	92.96							94.06%	95.00%		2% points	↓	↑ 94.12%	94.38% Lower Median	91.51% Lower Median	
Revenues & Benefits [Robin Bates]							<div>G</div>	3	<div>A</div>		3	<div>R</div>		3	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							1,122.9	940.5	470.3	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							14.2 Days	14.0 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	8.99	9.25							57.18%	97.50%	57.70%	0.5% points	↑	↓ 58.76%	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							60.25%	99.50%	60.00%	0.5% points	↓	↓ 60.72%	99.12% Top	99.79% Top	
↑	BV 76c	Housing Benefit Security: the number of fraud investigations	76	52	71	57	96	99							451	950	495	5%	↑	↓ 511	949	847	
↑	BV 76d	Housing Benefit Security: the number of prosecutions and sanctions	10	7	10	7	8	8							50	87	44	5%	↔	↑ 43	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							19.5 Days	19 Days		2 Days	↓	↓ 16.0 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							11.6 Days	8 Days		1 Day	↓	↓ 8.0 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							90.43%	92.00%		2% points	↑	↓ 97.87%	96.82%	86.74%	
Customer Services & ICT [Marion Goodman]							<div>G</div>	1	<div>A</div>		0	<div>R</div>		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							15.0 %	50.0%		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	102.99	93.89							96.06%	97.50%		1% point		 95.44%	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							21	36	18	1 per quarter		 32	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							5	25	40	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							25 Days	25 Days	25 Days	5%		 28 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 Days	5 Days	4.46 Days	20%		Previously reported quarterly - No comparable data	1.68 weeks Upper Mediian	1 week Top