

PERFORMANCE REPORT : Monthly - May 2007

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KEY TO QUARTILE COLOURING	
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.	INDICATOR RESERVED (NBC data - not robust)
[]	SOURCE CPA PROFILE DATA

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Monthly Corporate Priority Indicators- (Bottom Quartile Indicators) **G** = 6 **A** = 2 **R** = 3

↑ BV8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	Corporate Health	95.45	91.16												93.36%	94%		↓	↑ 90.56%		89.45% Lower Median	96.71%	93.43%	89.24%	86.89% Bottom
↑ BV9	Percentage of council tax received in the year	Corporate Health	11.81	9.18												20.96%	98%	20%	↓	↑ 19.53%		96.63% Lower Median	98.40%	97.61%	96.39%	95.45% Bottom
↓ BV12	The number of working days/shifts lost due to sickness absence	Corporate Health	0.78	0.86												1.65 Days	9.5 Days		↓	↑ 1.8 Days		11.38 Days Bottom	8.34 Days	9.52 Days	10.94 Days	16.12 Days Bottom
↑ BV66a	Rent collected by the local authority as a proportion of rents owed on HRA dwellings	Housing Services	63.66	67.06												78.63%	97.20%		↑	↓ 80.28%		95.93% Bottom	98.84%	98.20%	97.41%	96.03% Bottom
↓ BV78a	Speed of Processing: Average time for processing new claims	Housing Benefit & Council Tax Benefit Services	25.3	32.3												28.6 Days	30 Days	32 Days	↓	↑ 49.2 Days		36.5 Days Lower Median	25.5 Days	31 Days	37.8 Days	57.6 Days Bottom
↓ BV78b	Speed of Processing: Average time for processing notifications of change in circumstances	Housing Benefit & Council Tax Benefit Services	11.1	13.1												12 Days	11 Days	14 Days	↓	↑ 19.53 Days		16.4 Days Lower Median	8.5 Days	11.9 Days	16.7 Days	24.4 Days Bottom
↓ BV212	Average time taken to re-let local authority homes	Housing Services	30	34												32 Days	28 Days		↓	↑ 69 Days		70 Days Bottom	29 Days	37 Days	51 Days	72 Days Bottom
↑ BV109b	Percentage of planning applications determined in line with the government's new development control targets to determine: 65% of minor applications in 8 weeks	Culture Planning	84.62	95.24												89.36%	81%		↑	↑ 61.53%		63.23% Bottom	80.39%	74.01%	68.60%	74.55% Upper Median
↑ BV109c	Percentage of planning applications determined: 80% of other applications in 8 weeks	Culture Planning	92.41	96.39												94.44%	92%		↑	↑ 68.82%		75.5% Bottom	91.61%	88.23%	83.85%	85.62% Lower Median
↓ BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	Culture Planning	0	40												33.3%	25%		↓	↓ 0%		21.1% Top	25%	30%	36.10%	34.8% Lower Median
↑ PLI188	The number of decisions delegated to officers as a percentage of all decisions	Culture Planning	92.52	99.04												95.73%	95%		↑	↓ 95.75%		92.30%	2	2	2	2

Monthly Partnership Priority Indicators- (Bottom Quartile Indicators) **G** = 0 **A** = 0 **R** = 4

↓ BV126	Domestic burglaries per year per 1,000 households in local authority area	Community Safety	1.7	1.8												3.5	14		↓	↑ 4.2		21.4 Bottom	6.4	8.9	13.7	22.1 Bottom
↓ BV127a	Violent crime per year, 1000 population	Community Safety	2.4	2.3												4.7	24.7		↑	↓ 4.6		26 Bottom	12.5	17	22.9	27 Bottom
↓ BV127b	Robberies per year, 1000 population	Community Safety	0.3	0.3												0.6	2.8		↔	↑ 0.7		3.5 Bottom	0.3	0.5	1.3	3.4 Bottom
↓ BV128	The number of vehicle crimes per year, per 1,000 population in the local authority area	Community Safety	1.7	1.4												3.1	15.4		↑	↑ 3.6		19.8 Bottom	7.3	9.7	14.6	21.6 Bottom

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Streetscene and Property Maintenance [Carl Grimmer]										G = 2	A = 1	R = 1														
↑ BV82ai	Percentage tonnage of household waste arisings which have been sent by the authority for recycling	Environmental Services	18.94	No Data Provided												No Data Provided	21%		No Data Provided	No Data Provided		20.24% Upper Median	21.72%	18.15%	14.79%	19.82% Upper Median
↑ BV82aii	Total of tonnage of household waste arisings which have been sent by the authority for recycling	Environmental Services	1316.26	No Data Provided												No Data Provided	17,028 tonnes		No Data Provided	No Data Provided		16,155.45 Tonnes Top	9,082.98 tonnes	6,839.79 tonnes	5,279.84 tonnes	15,509.95 tonnes Top
↑ BV82bi	Percentage of the total tonnage of household waste sent for composting or treatment by anaerobic digestion	Environmental Services	20.20	No Data Provided												No Data Provided	16%		No Data Provided	No Data Provided		15.92% Top	14.67%	8.29%	2.68%	16.30% Top
↑ BV82bii	Total tonnage of household waste sent for composting or treatment by anaerobic digestion	Environmental Services	1403.66	No Data Provided												No Data Provided	12,974 tonnes		No Data Provided	No Data Provided		12,680.30 Tonnes Top	6,048.83 tonnes	3,157.91 tonnes	933.96 tonnes	12,752 tonnes Top
↓ BV84a	Number of kilograms of household waste collected per head	Environmental Services	35.6	No Data Provided												No Data Provided	410kg		No Data Provided	No Data Provided		408.4 kg Upper Median	381 kg	409.6 kg	442.7 kg	401.7 kg Upper Median
↓ BV84b	Percentage change from the previous financial year in the number of Kg of household waste collected per head of population	Environmental Services	+ 7.54	No Data Provided												No Data Provided	+ 0.49%		No Data Provided	No Data Provided		+1.69% Lower Median	-3.29	-0.5	2.43	5.96 Bottom
↑ BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	Environmental Services	100	No Data Provided												No Data Provided	100%		No Data Provided	No Data Provided		100% Top	100%	98.90%	93.50%	100% Top
↑ BV91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	Environmental Services	100	No Data Provided												No Data Provided	100%		No Data Provided	No Data Provided		100% Top	100%	97.60%	90.10%	100% Top
↑ BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	Environmental Health	97.97	93.30												95.63%	95%		↓	↑ 52.82%		87.25% Lower Median	96.64%	88.54%	73%	0% Bottom
↑ BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	Environmental Health	73.08	61.90												67.49%	85%		↓	↓ 80.21%		79.16% Lower Median	95%	81.90%	61.11%	0% Bottom
↑ ELPI5	Percentage of flytjps removed within two working days	Environment Services	83.02	75.17												79.10%	70%		↓	↓ 99.43%		99.60%	2	2	2	2
↓ ELPI6	Number of refuse collections missed per month	Environment Services	209	No Data Provided												No Data Provided	12,000		No Data Provided	No Data Provided		11,302	2	2	2	2
↑ ELPI10	Percentage of missed collections put right within 24 hours	Environment Services	91	No Data Provided												No Data Provided	95%		No Data Provided	No Data Provided		92.99%	2	2	2	2
↑ HLP19	Night time repairs completed on target	Housing Repairs	100	95												97%	99%		↓	↓ 100%		99%	2	2	2	2

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Community Safety, Leisure and Town Centre Operations [Thomas Hall]										= 4	= 0	= 0														
↑ BV170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population	Cultural and Related Services	92	70												162	880	146		151		863 Upper Median	958	382	133	1,287 Top
↑ BV170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	Cultural and Related Services	90	69												159	850	142		149		845 Top	523	247	87	800 Top
↑ BV170c	The number of pupils visiting museums and galleries in organised school groups	Cultural and Related Services	448	279												727	10,500	600		1209		10016 Top	8,156	2,603	641	14,067 Top
↑ ELP17	Number of swims and other visits per 1000 population	Leisure	372.73	371.74												744.47	4,430	719.18		733.06		4,427.62	2	2	2	2
Housing Services [Fran Rodgers]										= 5	= 1	= 3														
↑ BV10	% of non domestic rates due for the year which were received by the authority	Housing Benefit & Council Tax Benefit Services	12.33	11.45												23.90%	99.30%	21.30%		22.07%		99.72% Top	99.30%	99%	98.40%	99.2% Upper Median
↓ BV66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	Housing Services	11.79	12.39												12.09%	8.25%			Previously collected Quarterly - No data provided		11.81% Bottom	4.12%	5.96%	8.53%	12.43% Bottom
↓ BV66c	Percentage of local authority tenants who received Notices Seeking Possession	Housing Services	1.52	2.08												3.61%	25%			Previously collected Quarterly - No data provided		26.66% Upper Median	17.06%	27.09%	35.18%	44.58% Bottom
↓ BV66d	Percentage of tenants evicted as a result of rent arrears	Housing Services	0.05	0												0.05%	0.30%			Previously collected Quarterly - No data provided		0.46% Lower Median	0.21%	0.38%	0.58%	0.83% Bottom
↔ CFL1 1	Housing Benefit Security: the number of housing benefit claimants visited	Housing Benefit & Council Tax Benefit Services	225	253												478	4500	750		71	Local Indicator replaces BVPI 76a	New indicator	2	2	2	New indicator
↔ BV76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload	Housing Benefit & Council Tax Benefit Services	0.18	0.18												0.18	0.30	0.18		0.24%		0.24	3	3	3	0.28
↔ BV76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	Housing Benefit & Council Tax Benefit Services	3.25	4.99												8.24	65	6.66		12.1%		61.32	3	3	3	51.08
↔ BV76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload	Housing Benefit & Council Tax Benefit Services	0.24	0.18												0.42	4.3	0.54		0.60		3.91%	3	3	3	4.64
↑ BENLP11	Percentage of cases from complete to determined within 14 days	Housing Revenues and benefits	82.9	79.9												81.5%	86%	82%		83.3%		85.51%	2	2	2	2

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Human Resources [Howard Crabtree]																G = 1	A = 3	R = 3														
↑ BV11a	The percentage of top 5% of earners that are women	Corporate Health	32.43	33.52												33.52%	34%		↑	↑ 33.31%		32.43% Upper Median	42.45%	32%	22.22%	32.83% Upper Median						
↑ BV11b	The percentage of top 5% of earners who are from an ethnic minority	Corporate Health	7.07	7.20												7.20%	7%		↑	↓ 9.07%		7.07% Top	4.33%	1.50%	0%	8.89% Top						
↑ BV11c	The percentage of top 5% of earners who have a disability	Corporate Health	1.97	3.87												3.87%	5.30%		↑	↓ 4.04%		3.8% Upper Median	4.83%	2.28%	0%	4.38% Upper Median						
↓ BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	Corporate Health	0	0.18												0.18%	0.80%		↓	↓ 0.09%		0.7% Lower Median	0.17%	0.43%	0.78%	2.64% Bottom						
↓ BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	Corporate Health	0	0.09												0.09%	0.30%		↓	↓ 0%		0.61% Bottom	0.10%	0.23%	0.37%	0.41% Bottom						
↑ BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	Corporate Health	4.87	5.01												5.01%	5.50%		↑	↓ 5.27%		4.97% Top	3.89%	2.73%	1.86%	5.55% Top						
↑ BV17a	The percentage of local authority employees from minority ethnic communities	Corporate Health	5.6	5.38												5.38%	5.5%		↓	↑ 4.80%		5.6% Top	4.80%	1.80%	0.90%	4.9% Top						