

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April - June	Target 2007/8	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	2006/7	
Priority 1 - Community safety												
Violent crime per year, per 1,000 population	BV127a	5.51	22.00							22.71	23.18	
The number of racial incidents recorded per 100,000 population	BV174	22.71	NA					0	0	3.78	18.91	
Number of reported incidents of criminal damage	LPSA2	398	1753					2,232	1,911	1,738	1,678	
Number of reported incidents of domestic burglary	LPSA2	92	396						427	332	278	
Number of reported incidents of theft of vehicles	LPSA2	54	407					443	415	235	187	
Number of reported incidents of interference or tampering of vehicles	LPSA2	30	221					215	241	129	108	
Number of British Crime Survey Comparator crimes reported	CS2	1028	4350					6069	5199	4,350	4,110	
Priority 2 - Environment and Transport												
Percentage of household waste recycled	BV082a	30.94%	25%	18.0%	21.0%	6%	8.10%	11.44%	15.88%	16.86%	20.23%	
Kilogrammes of household waste collected per head	BV084a	94	370	396.7	410	411	425	405	416.7	415	409	
Percentage of population served by a kerbside recyclable collection	BV091a	94.25%	100%	100%	100%			44%	65.55%	82.80%	93.73%	
Percentage of major planning applications determined within 13 weeks	BV109a	50.00%	60%	69%	73%		15.40%	18%	61%	63.64%	77.27%	7
Percentage of minor planning applications determined within 8 weeks	BV109b	88.89%	65%	75%	83%		32%	36%	65%	81.31%	75.69%	

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Percentage of other planning applications determined within 8 weeks	BV109c	86.32%	80%	88%	91%		75.40%	55%	77%	88.86%	92.46%	
Percentage of land and highways that is assessed as having litter and detritus that fall below an acceptable level	BV199a		8%	11%	7%			13.60%	9.22%	8.11%	8.3%	2
Number of public reports of fly tipping	ET05	355	966					1620	1487	1,017	943	
Percentage of scheduled high risk food premises inspections that were completed on time	ET07a	100%	100%				65%	87%	70%	100%	100%	
Number of Dial-A-Ride passenger trips	ET09	9,465	33,500			21,559	19,874	19,942	26,254	31,471	37,707	
Number of concessionary journeys	ET15	378,490	1,300,000						823,351	1241132	1,498,838	
Priority 3 - Housing												
The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.	BVPI 183b	11.1	6.85	0	0		6.7	7.8	8.7	11.07	6.87	3
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	37.24	40			37.37	45.7	53.19	60.01	66.14	29.94	4
Rent arrears as a percentage of rent roll	LIB 231	3.37%	3%			2.58%	2.54%	2.88%	2.67%	2.56%	3.49	1
Percentage of urgent repairs completed within Government time limits (Categories A,B and C)	HIP	78.3%	95%			97%					77%	5

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Average time (days) taken to complete non-urgent responsive repairs (Categories D & E)	HIP	30 days	25			22	21	21			20	6
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	17	18							18.69	20.64	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	17.72	32			32.02	35.96	40.1	41.84	29.21	23.69	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	90%	70%							57.14%	54%	
Percentage of repair appointments made that were kept by RBC	HH 18	98%	97%							98.81%	98%	
Priority 4 - Leisure												
The number of visits to/usages to museums per 1000 population	BVPI 170a	63	212	934	1100	220	235	230	235	221	218.8	
Total concessionary use	LT 1	11,770	23568							31,531	61,909	
Sport and Leisure overall satisfaction rate	LT 2	77.94%	74%							73.08%	77%	
Average number of visits to facilities per head of population	LT 3	1.99	8.55 Target set on population of 78813				8.64	8.65	7.56		Based on pop. 78813 = 8.57 Based on pop. change 79300 = 8.51	

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Percentage of working population who are unemployed	ED 1	2.2%									2.5%	
Priority 5 - Well managed organisation												
The quality of our Race Equality Scheme (RES)	BVPI 2b	79%	85%	74%	90%			52%	52%	58%	78.95%	
Percentage of invoices paid within 30 days	BVPI 8	89.24%	94.5%	95.97%	96.00%	94.21%	93.85%	91.00%	91.70%	93.71%	94.1%	
The percentage of Council Tax collected	BVPI 9	29.14%	98.50%	98.30%	98.40%	97.02%	97.41%*	98.02%	97.57%	97.79%	96.67%	
The percentage of Non-Domestic Rates collected by the Authority in the year	BVPI 10	30.83%	99.65%	99.10%	99.10%	97.80%	97.20%	99.29%	99.50%	99.65%	99.55%	
The number of working days/shifts lost due to sickness absence per FTE	BVPI 12	1.90	9.77	8.4	8.5	12.2	11.6	13	12.94	11.53	10.62	
Average processing time (days) taken for all new Housing and Council Tax Benefit claims, for which the date of decision is within the period being reported	BVPI 78a	35.04	34	29.4	27	45.84	44.95	45.07	30.45	35.66	34.49	
Average processing time (days) taken for all written notifications of changes to a claimant's circumstance that require a new decision	BVPI 78b	15.30	9	7.4	7	7.48	5.64	9.25	7.4	9.13	12.9	8
Percentage of cases for which the calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	100%	98.7%	99.0%	99.2%	97.4%	98.4%	97.2%	99.0%	98.6%	97.6%	
The amount of Housing Benefit overpayments recovered as a percentage of HB deemed recoverable overpayments	BVPI 79b	63%	87%	50%	46%					86%		

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Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	68.14%	80%							61.73%	66.81	
One Stop Shop: Customer satisfaction	WMO 3	95.04%	95%							92.23%	95.46%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.29%	80%							77.49%	77.84%	

- Notes:
1. Arrears have been impacted by the Tolerated Trespasser Court ruling. A policy has now been agreed and an action plan is in place to improve the service
 2. Figures collected on 4-monthly basis.
 3. The average length of stay has been affected by 2 cases pending Court. Officers are expecting, with the introduction of Choice Based Lettings for the actual to reduce.
 4. For the first quarter there has been a significant increase in void properties due to a number of evictions taking place and recently RSL properties becoming available. A number of the properties have been left in a bad state and required substantial works to return them to a lettable position.
 5. 99% of all priority Bs are completed within target, however the jobs in category C are the ones not being completed on tim. Officers are working with the Contact Centre to ensure correct categorisation.
 6. We experienced a high volume of fencing repairs following high winds and storms in the first quarter and we have also seen an increase in plastering and flooring works so we have incurred delays in all of these. We have taken on a couple of agency staff to cover vacancies and to try and reduce the backlog.
 7. During the April-June quarter, we determined 4 major applications, of which two were determined within the 13 week target and two fell outside - hence the 50% figure. The two that fell outside were the affordable housing scheme in Feckenham and an extension to the Morrisons' retail store. The affordable housing scheme required a significant amount of work on it in order to recommend it to Committee for approval. It also required a legal agreement which effectively took it over the target date. The Morrisons' extension was an old application which had been with us since 2005. This involved detailed retail impact assessments and a legal agreement and at one time had been deferred at the request of the applicant.
 8. The dip in performance is due to lack of experienced staff (2 returning from maternity leave) on new system. The actual figure for 2006/07 was 12.9 (due to implementation of new system).