

INDICATOR DESCRIPTION	Ref	2007/8		BEST QUARTILE		PAST PERFORMANCE						Notes
		April – December	Target 2007/8	2005/6	2006/7	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	15.37	22.00							22.71	23.18	
The number of racial incidents recorded per 100,000 population	BV174	26.43	NA					0	0	3.78	18.91	
Number of reported incidents of criminal damage	LPSA2	1,100	1753					2,232	1,911	1,738	1,678	
Number of reported incidents of domestic burglary	LPSA2	278	396						427	332	278	
Number of reported incidents of theft of vehicles	LPSA2	165	407					443	415	235	187	
Number of reported incidents of interference or tampering of vehicles	LPSA2	80	221					215	241	129	108	
Number of British Crime Survey Comparator crimes reported	CS2	2,997	4350					6069	5199	4,350	4,110	
Priority 2 - Environment and Transport												
Percentage of household waste recycled	BV082a	31.85%	25%	18.0%	21.0%	6%	8.10%	11.44%	15.88%	16.86%	20.23%	
Kilogrammes of household waste collected per head	BV084a	281	370	396.7	410	411	425	405	416.7	415	409	
Percentage of population served by a kerbside recyclable collection	BV091a	96.16%	100%	100%	100%			44%	65.55%	82.80%	93.73%	
Percentage of major planning applications determined within 13 weeks	BV109a	50%	60%	69%	73%		15.40%	18%	61%	63.64%	77.27%	1
Percentage of minor planning applications determined within 8 weeks	BV109b	83.10%	65%	75%	83%		32%	36%	65%	81.31%	75.69%	2

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Percentage of other planning applications determined within 8 weeks	BV109c	88.72%	80%	88%	91%		75.40%	55%	77%	88.86%	92.46%	2
Percentage of land and highways that is assessed as having litter and detritus that fall below an acceptable level	BV199a	5.4%	8%	11%	7%			13.60%	9.22%	8.11%	8.3%	
Number of public reports of fly tipping	ET05	935	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	29,780	33,500			21,559	19,874	19,942	26,254	31,471	37,707	
Number of concessionary journeys	ET15	960,529	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	11.38	6.85	0	0		6.7	7.8	8.7	11.07	6.87	4
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	36.1	40			37.37	45.7	53.19	60.01	66.14	29.94	
Rent arrears as a percentage of rent roll	LIB 231	3.69%	3%			2.58%	2.54%	2.88%	2.67%	2.56%	3.49	5
Percentage of urgent repairs completed within Government time limits (Categories A,B and C)	HIP	77%	95%			97%					77%	6

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Average time (days) taken to complete non-urgent responsive repairs (Categories D & E)	HIP	32 days	25			22	21	21			20	7
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	23.03	18							18.69	20.64	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	20.12	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	91%	70%							57.14%	54%	
Percentage of repair appointments made that were kept by RBC	HH 18	99%	97%							98.81%	98%	
Priority 4 - Leisure												
The number of visits to/usages to museums per 1000 population	BVPI 170a	297.2	212	934	1100	220	235	230	235	221	218.8	
Total concessionary use	LT 1	43,528	23568							31,531	61,909	
Sport and Leisure overall satisfaction rate	LT 2	79.68%	74%							73.08%	77%	
Average number of visits to facilities per head of population	LT 3	7.13	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										2.5%	
Priority 5 - Well managed organisation												
The quality of our Race Equality Scheme (RES)	BVPI 2b	85%	85%	74%	90%			52%	52%	58%	78.95%	
Percentage of invoices paid within 30 days	BVPI 8	90.8%	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	86.17%	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	87.45%	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	6.57	9.77	8.4	8.5	12.2	11.6	13	12.94	11.53	10.62	3
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	30.73	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	12.39	9	7.4	7	7.48	5.64	9.25	7.4	9.13	12.9	
Percentage of cases for which the calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	98.13%	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(i)	Awaiting data	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	80.89%	80%							61.73%	66.81	
One Stop Shop: Customer satisfaction	WMO 3	94.75%	95%							92.23%	95.46%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	81.80%	80%							77.49%	77.84%	

1. Lack of application numbers makes this difficult to meet
2. Consistently being met.
3. Please note that previous quarter was reported as full year equivalent figure – cumulative figure to end of quarter 2 was 4.34
4. Early intervention work from the new Housing Options Team is resulting in less families requiring temporary accommodation. However, these families who are being placed in the Hostel are staying there longer partly due to the 2 offers they are entitled to under the Housing Allocations Policy. Reducing this to 1 offer will be considered in the next review of the Allocations Policy. Improved performance from 2nd quarter.
5. Arrears have been impacted by the Tolerated Trespasser Court ruling. An action plan is in place to improve the service. Improved performance from 2nd quarter.
6. We achieved 99% of priority B repairs in target but failed to meet some of the priority C targets. One of the things we intend to do is interrogate Jobfax to identify which jobs are being put as Priority C, as on checking, some should be priority D (non urgent). Also some Priority C jobs are given an appointment but this may be for a date after the target date.
7. Currently, this is part of a review that is taking place into the diagnostics and categorisation of repairs and we will not be able to adjust this until April.