

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Environment & Planning Services Directorate										
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV012	9.60	8.53	▼	9.77	8.40	11.53	10.62	8.53	
The percentage of local authority employees with a disability	BV016a	1.90%	2.48%	▼	2.3%	5.2%	2.20%	2.55%	2.48%	
The percentage of local authority employees from minority ethnic communities	BV017a	2.80%	3.15%	▼	3.43%	3.2%	3.50%	3.49%	3.15%	
Cost of Waste Collection per household	BV086	*49.02	£47.82	▼		£44.50	£50.54	£49.01	£47.82	Provisional outturn figure - accounts not completed for year (EDC)
The percentage of appeals allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	BV204	44.44%	41.00%	▼	33%	25.9%	15%	50%	41.00%	
Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	BV216b	1.59%	4.11%	▼		11.0%	6.2%*	11%	4.11%	
Number of Dial-A-Ride passenger trips per year	ET09	36,591	39,678	▼	42,000	NA	31,471	37,707	39,678	Final quarter showed drop in passenger numbers mainly due to inclement weather in January and February and the loss of some passenger groups. Target for 09 / 10 revised based on previous three year trend (EDC)
Total number of uses of Shopmobility	ET11	20,494	21,705	▼	23,000	NA	23,180	22,611	21,705	The final quarter showed drop in user numbers likely due to the inclement weather in January and February and current financial climate. (EDC)
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	93.75%	▼	65%	NA	NA	NA	93.75%	
Deputy Chief Executive Directorate										
The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	96.86%	98.00%	▼	99.00%	#	98.60%	97.60%	98.00%	Only % figure available 4th Quarter = 96.86% - all claims corrected before payment (EDC)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	65.24%	69.46%	▼	89.00%	#	85.93%	no figures available	69.46%	
Housing Benefit (HB) overpayments recovered 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	BVPI 79b(ii)	24.26%	26.39%	▼	To be set	#	35.09%	no figures available	26.39%	
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	80%	81.03%	▼	80.00%	NA	61.73%	66.81	81.03%	80% figure calculated by IBS report tool but no workings provided (EDC)

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Housing Leisure & Customer Services Directorate										
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	97.36%	98.53%	▼	98.6%	99.0%	98.00%	98%	98.53%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
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	BVPI 66b	8.60%	8.51%	▼	8.5%	3.3%	7.47%	8.00%	8.51%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
Percentage of local authority tenants who have had Notices Seeking Possession served	BVPI 66c	2.73%	2.54%	▼	3.5%	14.0%	3.19%	2.37%	2.54%	
The average length of stay in B & B (weeks)	LIB 219	4.79	1.80	▼	3	NA	3.01	3.61	1.80	The 1st quarter performance was made up of one applicant in B&B for a considerable time. Since then we have reduced the use of B&B which has kept the average above target over the year. (EDC)
Rent arrears as a percentage of rent roll	LIB 231	3.38%	2.98%	▼	2.80%	NA	2.56%	3.49%	2.98%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The percentage of Lifeline Controller responses within 60 seconds of call	HH 04 (LL)	98.65%	98.67%	▼	98.5%	NA	98.97%	98.62%	98.67%	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	25.29	21.98	▼	32	NA	29.21	23.69	21.98	
Total concessionary use of sports and leisure facilities	LT 1	49,732	56,234	▼	45,437	NA	31,531	61,909	56,234	Figures include 1 less sports centre facility due to operation returning to school (EDC)
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
Key to Symbols										
Improving performance compared to same quarter last year	▲				No data available for the period	#				
Worsening performance compared to same quarter last year	▼				Not applicable for this indicator/period	NA				

Indicators which have declined when compared to same quarter last year

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No change in performance compared to same quarter last year	◀▶		Data is provisional			*				