

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Deputy Chief Executive Directorate</b>									
Number of affordable homes delivered (gross)	NI 155	0	39	▲	94	NA	NA	10	Consistent with LAA target
The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	NI 180	134.82	230.5	▲	550	NA	NA	178.0	Continuing to proactively identify change events.
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	91.45%	94.07%	▲	95.00%	94.05%	90.64%	91.62%	
The number of racial incidents recorded by the authority per 100,000 population	BV 174	3.77	10.05	▲	Contextual measure	18.92	30.21	12.59	RAHP and BHIP have formed a joint hate incident partnership and are undertaking a comprehensive training programme with reporting centres in both districts. Once completed this could lead to an increase in the number of reports received.
Number of concessionary journeys per year	ET 015	799,014	*826,027	▲	Contextual Measure	1,498,838	1,474,325	1,614,815	Claims from 2 operators outstanding at 12 October 2009
<b>Environment and Planning Directorate</b>									
Processing of major planning applications determined within 13 weeks	NI 157(a)	90.91%	100.00%	▲	96%	NA	NA	93.75%	Static- Has remained at 100% for last four quarters, which is above national targets.
Processing of minor planning applications determined within 8 weeks	NI 157(b)	87.50%	97.30%	▲	90%	NA	NA	90.41%	All applications determined within timescale, improvement from last 5 quarters
Processing of other planning applications determined within 8 weeks	NI 157(c)	98.00%	98.70%	▲	95%	NA	NA	97.83%	Only 1 Application determined out of time
Satisfaction of business with local authority regulation services	NI 182	33.23%	72.37%	▲	50%	NA	NA	44.22%	Reduced admin support therefore less questionnaires being able to be chased up. This appears to be a necessity
Residual household waste per household (kg)	NI 191	294.43	*281.10	▲	575kg	NA	NA	566.74	Figures from WCC have not come through for September but estimates have been used
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.50%	1.50%	▲	6%	NA	NA	2.94%	This is a good score for the first of the 3 surveys this year, litter levels found to be very low
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	2	1	▲	2	NA	NA	2	So far the number of enforcement actions compared with numbers of fly-tips has improved since last year, and we have achieved the highest performance level possible for the first quarter
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	4.66	3.88	▲	8.00	10.62	8.53	9.60	Increase in sickness absence since previous quarter.
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>									
Number of households living in temporary accommodation	NI 156	7	2	▲	15	NA	NA	10	The Housing Options team have worked extremely hard with early intervention and prevention work to keep the numbers of people requiring temporary accommodation as low as possible. There has been an increase in the number of people requiring advice regarding housing and Local Authorities in the surrounding areas have seen an increase in the number of people requiring temporary accommodation.

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Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BV 213	2.59	3.94	▲	6.50	2.89	4.24	7.62	The number of approaches the council is receiving for homelessness is continuing to increase however the housing advice and prevention work being offered through the Housing Options Service is finding resolutions and preventing the homelessness. Through our Housing Options Trailblazer action plan further options are becoming available to increase the housing advice and alternative housing options.
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	79.63%	92.64%	▲	85%	77%	78.20%	83.72%	Slight increase in performance from last QTR as this 2nd qtr is holiday period less jobs were raised plus 4 new operatives started in July. At full strength enabling us to achieve targets
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	25.07	19.87	▲	25 days	20	32	21.19	An improvement in performance from last QTR as this 2nd qtr is holiday period less jobs were raised plus 4 new operatives started in July. At full strength enabling us to achieve targets
One Stop Shop: Customer satisfaction	WMO 003	95.07%	95.49%	▲	96%	95.46%	95.05%	95.19%	Satisfaction this quarter has improved showing that customers continue to value the service.
Enquiries dealt with at first point of contact	WMO 004	90.83%	94.14%	▲	90%	84.57%	88.31%	92.86%	The increase in the rate of resolution illustrates the continued efforts of the service to improve training timeliness and accuracy of information as well as continually seeking ways in which to improve processes to benefit the customer.
Number of e-enabled web payments	WMO 010	4,498	7,159	▲	11,942	NA	5,175	8,530	Introduction of parking payments has assisted in increase of electronic payments

**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
No change in performance compared to same quarter last year	◄►	Data is provisional	*