

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>									
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	◀▶	contextual measure	93.33%	100.00%	100%	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.
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 016	85.00%	85.00%	◀▶	85.00%	66.81	81.03%	80%	Target met
<b>Environment and Planning Directorate</b>									
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0.00%	0.00%	◀▶	0%	NA	NA	0.22%	No fly-posting was found in the survey in the first block of surveying for the year
Has the local planning authority met the milestones which the current Local Development Scheme sets out?	BV 200(b)	YES	YES	◀▶	Meet milestones set out in LDS	YES	YES	YES	LDS updated Sept 09
Percentage of conservation areas in the local authority area with an up-to-date character appraisal	BV 219(b)	100%	100%	◀▶	Maintain up to date character appraisal	100%	100%	100%	Static
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>									
Percentage of repair appointments made that were kept by RBC	HH 018	100.00%	100.00%	◀▶	99%	98.00%	99.00%	100.00%	We endeavour to keep all of the appointments we make with customers and service will only fail due to unforeseen circumstances eg high levels of sick absence.

<b>Key to Symbols</b>			
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	*