

INDICATOR DESCRIPTION	INDICATOR REFERENCE	2007/08		2006/07 outturn	1 year change	BEST QUARTILE 2006/7	2003/04	2004/05	2005/06	Notes
		1st April 2007 to 31st March 2008	TARGET 2007/08							
PRIORITY 1 - Community Safety										
Violent crime per year, per 1,000 population in the Local Authority area	BV127a	20.50	22	23.18	▲	11.4			22.71	
The number of racial incidents recorded by the authority per 100,000 population	BV174	30.21		18.915511	N/A		0	0	3.78	
Number of reported incidents of criminal damage	LPSA2	1,505	1,674	1,678	▲		2,232	1,911	1,738	
Number of reported incidents of domestic burglary	LPSA2	349		313	▼			427	332	
Number of reported incidents of theft of vehicles	LPSA2	204	403	187	▼		443	415	235	
Number of reported incidents of interference or tampering of vehicles	LPSA2	109	196	108	▶◀		215	241	129	
Number of British Crime Survey Comparator crimes reported	CS2	3960	5,007	4110	▲		6069	5199	4,350	
PRIORITY 2 - Environment and Transport										
The percentage of household waste arisings which have been sent by the authority for recycling	BV082a	32.38%	25%	20.23%	▲	24.19%	11.44%	15.88%	16.86%	
Kilogrammes of household waste collected per head	BV084a	374	370	409	▲	380.8	405	416.7	415	
Percentage of population resident in area served by a kerbside recyclable collection	BV091a	94.37%	100%	93.73%	▲	100%	44%	65.55%	82.80%	
Percentage of major planning applications determined within 13 weeks	BV109a	50.00%	60%	77.27%	▼	80.71%	18%	61%	63.64%	
Percentage of minor planning applications determined within 8 weeks	BV109b	85.06%	65%	75.69%	▲	83.66%	36%	65%	81.31%	
Percentage of other planning applications determined within 8 weeks	BV109c	90.62%	80%	92.46%	▼	90.62%	55%	77%	88.86%	
The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	BV199a	5.9%	8%	8.3%	▲	6.0%	13.60%	9.22%	8.11%	

INDICATOR DESCRIPTION	INDICATOR REFERENCE	2007/08		2006/07 outturn	1 year change	BEST QUARTILE 2006/7	2003/04	2004/05	2005/06	Notes
		1st April 2007 to 31st March 2008	TARGET 2007/08							
Number of public reports of fly tipping	ET05	1,325	934	943	▼		1620	1487	1,017	
Percentage of scheduled high risk food premises inspections that were completed on time	ET07a	100%	100%	100%	▶◀		87%	70%	100.00%	
Number of Dial-A-Ride passenger trips per year	ET09	39,678	33,500	37,707	▲		19,942	26,254	31,471	
Number of concessionary journeys per year	ET15	1,474,325	1,300,000 per year	1,498,838				960,529	1,241,132	
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	10.26	6.85	6.87	▼	0.00	7.8	8.7	11.07	1
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	34.5	40	29.94 days	▼	25	53.19	60.01	66.14	
Rent arrears as a percentage of rent roll	LIB 231	2.98%	3%	3.49%	▲		2.88%	2.67%	2.56%	
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	78.20%	95%	77%	▲					
Average time taken to complete non-urgent responsive repairs (Categories D&E)	HIP 002	32 days	25 days	20 days	▼					2

INDICATOR DESCRIPTION	INDICATOR REFERENCE	2007/08		2006/07 outturn	1 year change	BEST QUARTILE 2006/7	2003/04	2004/05	2005/06	Notes
		1st April 2007 to 31st March 2008	TARGET 2007/08							
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	23.44	18	20.64 days	▼				18.69	3.00
Care and Repair - average length of time from first contact to completion (weeks)	HH13	22.42	32	23.69	▲		40.1	41.84	29.21	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	85.40%	70%	54.00%	▲				57.14%	
Percentage of repair appointments made that were kept by RBC	HH 18	99.00%	97%	98.00%	▲				98.81%	
PRIORITY 4 - Leisure										
The number of visits to/usages to museums per 1000 population	BVPI 170a	469	215	218.8	▲	928	230	235	220.9	
Total concessionary use	LT 1	56,234	62,526	61,909	▼				31,531	
Sport and Leisure overall satisfaction rate	LT 2	80.61%	80%	76.93%	▲				73.08%	
Average number of visits to facilities per head of population	LT 3	9.02	8	8.51	▲		8.64	8.65	7.56	
PRIORITY 5 - Well Managed Organisation										
The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	BVPI 2b	79%	85%	79%	▶◀	79%	52%	52%	58%	

INDICATOR DESCRIPTION	INDICATOR REFERENCE	2007/08		2006/07 outturn	1 year change	BEST QUARTILE 2006/7	2003/04	2004/05	2005/06	Notes
		1st April 2007 to 31st March 2008	TARGET 2007/08							
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	BVPI 8	90.6%	94.5%	94.1%	▼	98.00%	91.00%	91.70%	93.71%	4
The percentage of Council Tax collected by the Authority in the year	BVPI 9	96.97%	98.50%	96.67%	▲	98.60%	98.02%	97.57%	97.79%	5
The percentage of Non-Domestic Rates collected by the Authority in the year	BVPI 10	98.88%	99.65%	99.55%	▼	99.36%	99.29%	99.50%	99.65%	5
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV012	8.53	9.77	10.62	▲	8.08	13	12.94	11.53	
The average processing time (days) taken for all new Housing and Council Tax Benefit claims submitted to the local authority, for which the date of decision is within the financial year being reported	BVPI 78a	30.4	29	34.49	▲	24	45.07	30.45	35.66	
The average processing time (days) taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the authority	BVPI 78b	11.9	8	12.9	▲	7.1	9.25	7.4	9.13	
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	98.00%	99.00%	97.60%	▲	99.2%	97.20%	99.00%	98.60%	
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	69.46%	87%	no figures available	▼	81.71%			85.93%	
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	81.03%	80%	66.81	▲				61.73%	
One Stop Shop: Customer satisfaction	WMO 3	95.05%	95%	95.46%	▼				92.23%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	81.13%	80%	77.84%	▲				77.49%	

INDICATOR DESCRIPTION	INDICATOR REFERENCE	2007/08		2006/07 outturn	1 year change	BEST QUARTILE 2006/7	2003/04	2004/05	2005/06	Notes
		1st April 2007 to 31st March 2008	TARGET 2007/08							
Notes:										
1. 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.										
2. One of the issues with the Priority D's is that there used to be a Priority E category of 65 days which meant the non urgent workload could be spread over a longer period however a decision was taken to cancel that priority as it seemed 65 days was too long a time to quote for a repair. However, based on the volume of work, this needs to be reviewed for the next financial year. There are a number of initiatives being introduced from January including the operative phoning on the day to advise of his visit and text messaging for appointments.										
3. Due to a large number of tenancies being returned in a poor state mainly due to abandonment, the length of time to turn these properties around has been increased as more work is required to return them back into a lettable state. Action is being taken to address this by reviewing the role of the tenancy officer and the tenancy management role and the voids team working more closely with the capital team where larger works are required.										
4. New system implemented March 2007 not yet fully utilised and various training issues (now resolved). Some delays in returning signed invoices by managers.										
5. Shortfall due to human resource issues, arrears from previous years being paid off first and poor Court timetable.										