

Quarterly Performance Indicators report

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Report Type: PI Report

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PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Long Term Trends	
	The value of this PI has improved in the long term.
	The value of this PI has worsened in the long term.
	The value of this PI has not changed in the long term.

LG Service Area: Community Safety & Well Being

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV126	Domestic burglaries per year, per 1,000 households in the Local Authority area.	Number	6.2	6.4	.8	1.6	1.6	1.6	2.4	1.6			On Target		
BV127a	Violent crime per year, 1,000 population in the Local Authority area.	Number	7.9	8.5	1.2	1.3	1.8	1.3	2.5	1.3			On Target		

LG Service Area: Corporate Health

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	Percentage	95.91%	100.00%	96.34%	97.00%	95.85%	97.00%	96.00%	97.00%			Close to Target		

LG Service Area: Environment

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables.	Percentage	69.1%	80.0%	69.1%	83.0%	69.1%	83.0%	82.3%	83.0%					

LG Service Area: Environmental Health

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
LPI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	Percentage	100%	100%	24.3%	100%	74%	100%	92%	100%			On Target		
LPI EH6	The percentage of air pollution complaints responded to within 2 days	Percentage	92%	90%	94%	90%	89%	90%	88%	90%			On Target		
LPI EH7	The percentage of noise complaints responded to within 2 days	Percentage	92%	90%	91%	90%	78%	90%	88%	90%			On Target		
LPI EH9	The percentage of requests for dog warden services responded to within 2 days	Percentage	85%	90%	94%	90%	73%	90%	85%	90%			On Target		

LG Service Area: Financial Services

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
LPI A1	Percentage of draft audit reports issued in less than 10 days from completion of audit	Percentage	92%	100%	100%	95%	97.5%	95%	92%	95%			On Target		

LG Service Area: Housing

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	Number	8.86	8.00	6.00	7.00	6.00	7.00	12.25	7.00			On Target		

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	Number	14	25	1	3.75	5	7.5	6	11.25			Miss Target		
BV66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	Percentage	98.92%	99.00%	94.90%	99.00%	97.33%	99.00%	97.89%	99.00%			Close to Target		
BV66b	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.	Percentage	2.80%	3.00%	3.57%	2.70%	1.52%	2.70%	4.45%	2.70%			Close to Target		

LG Service Area: Housing Benefit and Council Tax Benefit

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload.	Number	68.22	75.00	18.24	15.00	26.88	15.00	13.87	15.00			On Target		The DWP have put a suspension on all data from LA to DWP and vice versa, this effectively means our data-matches which enable us to meet this target went down in November and we are unsure when the data-matching service will resume. The DWP are aware that this will affect our performance and have stated in a circular that they will reflect this when reviewing our targets. This has been reported to Policy and Finance Committee in Jan 08 to make members aware

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
BV79b(ii)	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.	Percentage	41.83%	40.00%	16.21%	10.00%	14.11%	20.00%	25.34%	30.00%			On Target		

LG Service Area: Human Resources

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target			
LPI PE1	Staff turnover	Percentage	15.73%	13.5%	3.29%	3.81%	4.08%	3.81%	1.29%	3.81%			<p>Q3 2007/08 result</p>

LG Service Area: Street Scene - Waste

PI Code	Description	Type	2006/07		Q1 2007/08		Q2 2007/08		Q3 2007/08		Current Performance	Trend	Expected Outcome	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target					
LPI W1	Number of recycling sites	Number	23	24	22	24	22	24	22	24					
LPI W3	The number of reported missed collections per 100,000 population	Number	25	32	21	25	21	25	26	25			On Target		
LPI W4	The percentage of missed collections put right in 24 hours	Percentage	82%	100%	86%	100%	88%	100%	92%	100%			Close to Target		