

# 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: Corporate Health

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI CH13 (BV11a)	Top 5% of Earners: Women	Percentage	25.00%	28.60%	20.00%	25.00%				
LPI CH2	Number of corporate complaints received	Number	16		0					
LPI CH23	Staff turnover	Percentage	22.61%	15.23%	1.67%	3.5%				
LPI CH24	Number of training days provided	Number	176		117					
LPI CH5a	Percentage of articles in the media which provide 'positive' coverage	Percentage	36%	30%	16%	40%				

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI CH5b	Percentage of articles in the media which provide "balanced" coverage	Percentage	60.25%	50%	80%	50%				
LPI CH7	Total value of 'other' sales made	Money	£165,000.00		£0.00					
LPI CH8	Total value of surplus land sales made	Money	£47,000.00		£0.00					
LPI FS7 (BV8)	% of invoices paid on time	Percentage	95.49%	97.00%	96.83%	97.00%				

LG Service Area: **Environmental Health**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			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%	33%	100%				
LPI EH2	The percentage of Health and Safety initial inspections that should have been carried out that were carried out	Percentage	65%	100%	54%	100%				
LPI EH3	The percentage of food complaints responded to within 2 days	Percentage	99%	100%	95%	100%				
LPI EH7	The percentage of noise complaints responded to within 2 days	Percentage	78%	90%	82%	90%				

LG Service Area: **Environmental Sustainability**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
NI 191	Residual household waste per household	Number		New	Not yet available	582				
NI 192	Percentage of household waste sent for reuse, recycling and composting	Percentage	New but calculated 26.33% from BVPI's		Not yet available					
NI 195a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Percentage		New	Not available					Collection period, as per guidance, is April to July therefore qtr1 figures not yet available.

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
NI 195b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Percentage		New	Not available					
NI 195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Percentage		New	Not available					
NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Percentage		New	Not available					

LG Service Area: **Housing**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI HS2	Homeless: Number of applications for assistance	Number	228		9					
LPI HS3	Homeless: Number of applications accepted	Number	14		6					
LPI HS5 (BV183b)	Length of stay in temporary accommodation (Hostel)	Number	11.50	8.00	8.00	7.00				
LPI HS6 (BV213)	Preventing Homelessness - number of households where homelessness prevented	Number	1	15	1	0.25				This figure was calculated using the correct formula. The total number of households at the end of March 2008 was 24,565. Therefore the final figure is: $22/25 = 0.88$ . There are no decimal places, so the final figure is 1. However, the target set for 2007/08 wasn't based on dividing by population.

LG Service Area: **Local Economy**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Number		New	Not available					Delays in information provision by DWP
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Number		New	Not available					Delays in information provision by DWP

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
NI 182	Satisfaction of business with local authority regulation services	Percentage			New/Not provided					

LG Service Area: **Revenues and Benefits**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI RB2	CTAX Direct Debit take-up as a percentage of receipts	Percentage	74%	73%	73.6%	75%				

LG Service Area: **Waste Management**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI WM1	Number of reported missed collections per 100,000 population	Number	26	25	27	24				
LPI WM2	Percentage of missed collections put right in 24 hrs	Percentage	90%	100%	88%	100%				