

**QUARTERLY PERFORMANCE  
REPORT**

**QUARTER 2**

**1<sup>ST</sup> July to 30<sup>th</sup> September 2007**

**PERFORMANCE INDICATORS - SUMMARY  
QUARTER 2**

	Total	Red	Amber	Green	Data Only
High priority quarterly indicators	27	2	4	21 (78%)	0
High priority annual Indicators	34	7	3	24 (70%)	0
Medium priority indicators	62	6	5	42 (68%)	9
Low priority indicators	34	2	2	27 (77%)	3
All BVPIs	123	13	12	91 (73%)	7
All indicators	168	17	9	120 (71%)	22

Note – high medium and low priority categories include BVPIs and local PIs, so the sum of high, medium and low indicators will not be the same as all BVPIs or all indicators. The two lower rows are included for comparison.

The overall picture is good, there has been deterioration in the planning turnaround of minor applications and other applications decided in eight weeks, but the corrective action has already been taken to get back on target. Although the total number of performance indicators on target remains constant at 71%, there has been deterioration in the number of high-priority quarterly indicator from 89% to 78%. The three indicators that have caused this change are BV109c (Percentage of other applications determined in 8 weeks) which has dropped to amber and BV109b (Percentage of minor applications determined in 8 weeks) which has dropped to red. The cause and corrective action are in the

table narrative. The third change was that in quarter 1, BV9 (Percentage of Council Tax collected by the Authority in the year, adjusted for deprivation) was reported quarterly, instead of annually.

The first table in the report is a simple scorecard sorted by theme, and by performance. Then there is a more detailed look at the indicators, with two tables, the second table displays the high-priority indicators. These indicators are prioritised because they are direction-of-travel indicators, recategorisation indicators, or because they have been recognised by the Council as a significant indicator. The final table shows the remaining BVP indicators that are within (amber) or below (red) 5% of the Council's target for the year. Data only indicators are not included.

## PERFORMANCE INDICATORS - QUARTERLY PERFORMANCE COMMENTARY

The corporate action plan defines high, medium and low priority indicators. Not all the high-priority indicators are collected quarterly. Where information is collected quarterly, these tables show the first quarter's outturn and the target for the year-to-date. For some indicators (for example BV 9 and 10), the quarterly target is only a proportion of the annual target, and the annual target is also given in a separate column.

Although less than half of these indicators are being collected quarterly, the remaining indicators are being reviewed to allow quarterly reporting of more of the indicators. In particular, the satisfaction indicators will require more frequent reporting, and this will be reflected in later quarterly reports.


**Green Indicators**  **(Performance is on or above target for the quarter)**

Highlights include:

- Graffiti removal is at optimum performance with 100% of incidents being removed within the target timescales.
- The number of missed bins per 100,000 population is also well within target for the first and second quarter.
- The percentage of household waste being recycled is up again
- The accuracy of housing Council Tax and Benefits claims is now 100%

**Amber indicators**  (Performance is up to 5% off target for the quarter)

Commentary given in table below

**Red Indicators**  (Performance is 6% or more off target for the quarter)

The two waste indicators are both increased by the exceptional growing conditions in a warm, wet spring and summer. Garden waste collections have been higher than usual and this has raised the total collection rate (84a), and because this figure is higher, the *percentage* of the total waste that is being recycled is lower as well.

**Contextual Information**

**Performance Indicators reported**

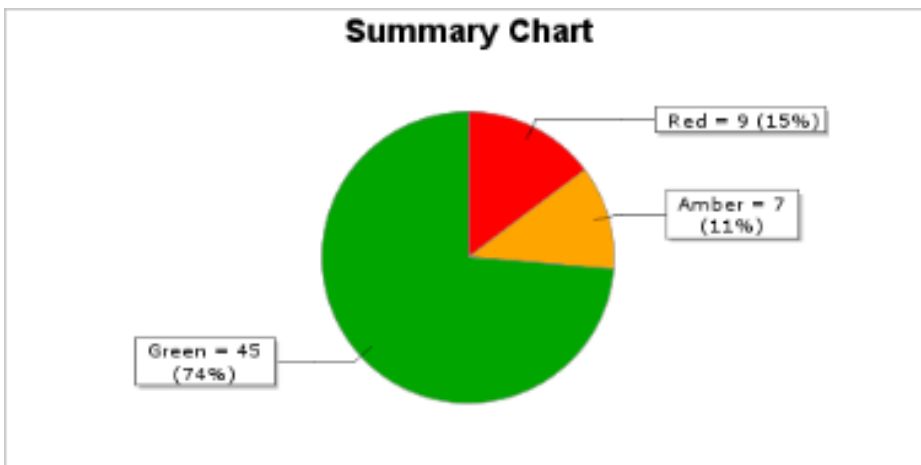
Where the outturns are reported as 'unknown' this is because the indicator does not have a meaningful target; either because the indicator is new (HLP4 adjusted), or because there is no practical way of setting a target (BV119d). Where the data is reported as 'not collected' this does not imply an oversight, it means that the indicator is only collected annually, therefore there is no quarter data to report. Inclusion of annual data in the quarterly data keeps the dataset complete and allows users to see the performance data in context of the whole year.

The final table in this report is the exception report of all the remaining BVP indicators that are being reported as red or amber for whatever reason. When looking at this table, bear in mind that 68% of the medium and 70% of the low priority indicators are on track and on target – for this report, we are reporting the corrective action plans for those indicators that do not meet their target.

Allan Reid  
Chief Executive  
November 2007

## Quarter 2 – High priority indicator scorecard










This table gives a quick guide to our performance in the high-priority indicators. Where an indicator is red or amber, the corrective action will be found in the notes column of the full list below.





Theme: <b>Create a Cleaner and Greener District</b>		
Traffic Light: Green 10, Amber 0, Red 2		
PI Code	Description	Traffic Light
BV199a	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	Green
BV63	The average SAP rating of local authority-owned dwellings.	Green
BV82b(i)	Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	Green
BV86	Cost of waste collection per household	Green
BV90b adjusted	Percentage of people expressing satisfaction with the provision of recycling facilities overall	Green
BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	Green
WCLP1	Number of missed bins per 100,000	Green
WCLP2	% and Number of Fly Tips cleared within 24 hours of being reported	Green
WCLP3	Percentage of cases of graffiti removed from the public highway within 5 days of being reported	Green
WCLP4	% of cases of Graffiti removed within 24 hours of being reported	Green
BV82a(i)	Percentage of the total tonnage of household waste arisings which has been recycled	Red
BV84a	Number of kilograms of household waste collected per head	Red

Theme: <b>Create a better place to live, work and play</b>		
Traffic Light: Green 17, Amber 3, Red 3		
PI Code	Description	Traffic Light
BV109a	Percentage of major applications determined in 13 weeks	
BV111	Percentage of applicants and those commenting on planning applications satisfied with the service received - Overall	
BV119a	Percentage of residents satisfied with the authorities sports/leisure facilities	
BV119c	Percentage of residents satisfied with the authorities museums and galleries.	
BV119d	Percentage of residents satisfied with the authorities theatres and concert halls.	
BV119e	Percentage of residents satisfied with the authorities parks and open spaces	
BV184a	The proportion of LA homes which were non-decent at start of financial year	
BV184b	The percentage change in proportion of non-decent dwellings between the start and end of the financial year.	
BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.	
BV212	Average time taken to re-let local authority housing.	
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	








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.	
BV74a adjusted	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	
BV75a adjusted	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	
HLP2	The percentage of urgent repairs which were completed within Government time limits	
HLP3	Average time taken in days to complete non-urgent repairs	
HLP4 adjusted	Percentage of private sector homes which remain vacant for more than six months	
BV109c	Percentage of other applications determined in 8 weeks	
BV205	The local authority's score against a 'quality of planning services' checklist	
BV66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	
BV109b	Percentage of minor applications determined in 8 weeks	
HLP4 unadjusted	Percentage of private sector homes which remain vacant for more than six months	
HLP5	Average Weekly Management Cost	

Theme: <b>Improve Performance and Deliver Better Value</b>		
Traffic Light: Green 13, Amber 4, Red 2		
PI Code	Description	Traffic Light
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	
BV12	Number of working days/shifts lost to the Local Authority due to sickness absence	
BV74a unadjusted	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	
BV75a unadjusted	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	
BV78a	The average processing time taken for all new Housing and Council Tax Benefit claims submitted, for which the date of decision is within the financial year being reported.	
BV78b	The average processing time 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.	
BV79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	
BV79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	
BV79b(iii)	Housing Benefit (HB) overpayments written off 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	

BV89 adjusted	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	
BV9 unadjusted	Percentage of Council Tax collected by the Authority in the year	
BV90b unadjusted	Percentage of people expressing satisfaction with the provision of recycling facilities overall	
CHLP7	The average telephone response time in the Customer Service Centre	
BV8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	
BV89	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	
BV9 adjusted	Percentage of Council Tax collected by the Authority in the year	
BV90a	Percentage of people expressing satisfaction with the household waste collection service overall	
BV3	The percentage of citizens satisfied with the overall service provided by their local authority	
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.	

**Theme: Help People Feel Safe and Well**

Traffic Light: Green 5, Amber 0, Red 2

PI Code	Description	Traffic Light
BV166a	Score against a checklist of enforcement best practice for environmental health.	
BV175	The percentage of racial incidents reported to the local authority that resulted in further action	
BV183a	The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	
BV183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	
CSLP4	The percentage of people surveyed who said they felt fairly safe or very safe outside in their local area during the day	
CSLP5	The percentage of people surveyed who said they felt not very safe or not at all safe outside in their local area during the night	

## Quarter 2 – High priority indicators



This table gives a more detailed guide to our performance in the high-priority indicators. Where an indicator is red or amber, or where there is a note to explain performance, it is given in the notes column.







Theme: **Create a Cleaner and Greener District**  
Traffic Light: Green 10

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007		
WCLP1	Number of missed bins per 100,000	20.3	20.23	33.4			26.82	35	35		
WCLP2	% and Number of Fly Tips cleared within 24 hours of being reported	98.53%	98.77%	98.67%			98.67%	98.6%	98.6%		
WCLP3	Percentage of cases of graffiti removed from the public highway within 5 days of being reported	100%	100%	100%			100%	100%	100%		
WCLP4	% of cases of Graffiti removed within 24 hours of being reported	100%	100%	100%			100%	100%	100%		
BV63	The average SAP rating of local authority-owned dwellings.	71	Data not collected quarterly					71	71		

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007			
BV82b(i)	Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	12.02%	21.75%	19.45%			20.60%	13.00%	13.00%		Qtr 2 data provisional awaiting tonnages for waste to landfill for September from ECC	
BV86	Cost of waste collection per household	£64.60	Data not collected quarterly					£68.00	£68.00		The BVPI cost per property for 2007/08 has been amended following the publication of the Revenue Outturn figured in July. Although this is slightly higher than previously stated the figure is still the lowest for three years (despite inflation and increased recycling) and is well within the councils target of £73.70 quoted within the corporate management plan.	
BV90b adjusted	Percentage of people expressing satisfaction with the provision of recycling facilities overall	72%	79%				79%	79%	79%		estimated outturn for first quarter - data to be collected more frequently	
BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	100.0%	Data not collected quarterly					100.0%	100.0%			
BV199a	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	7.0%	Data not collected quarterly					7.0%	7.5%	7.5%		Second reporting period still awaiting data.

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Annual 2007	Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			
<b>Theme: Create a Cleaner and Greener District</b>											
Traffic Light: Red 2											
BV82a(i)	Percentage of the total tonnage of household waste arisings which has been recycled	23.19%	23.24%	24.51%			23.94%	26.50%	26.50%		The targets for quarterly figures are being re-profiled as the current targets do not identify the seasonal nature of waste.
BV84a	Number of kilograms of household waste collected per head	412.0	113.0	111.0			224.0	210.0	420.0		The targets for quarterly figures are in the process of being re-profiled as the current targets do not identify the seasonal nature of waste.

**Theme: Direction and ambition - Create a better place to live, work and play**  
Traffic Light: Green 17

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Annual 2007	Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			
HLP2	The percentage of urgent repairs which were completed within Government time limits	97.5%	98%	99%			98.5%	98%	98%		
HLP3	Average time taken in days to complete non-urgent repairs	10.75	8	9			8.5	12	12		
HLP4 adjusted	Percentage of private sector homes which remain vacant for more than six months	1%	Data not collected quarterly					1%	1%		Provisional target set for 2006/07 as per C.E.
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.	5.55	5.26	5.21			5.21	5.6	5.6		


PI Code	Description	2006/7	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
BV74a adjusted	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	90.00%	Data not collected quarterly						90.00%		Housing transfer - no target set for 2007
BV75a adjusted	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	66.00%	Data not collected quarterly								Housing transfer - no target set for 2007
BV109a	Percentage of major applications determined in 13 weeks	75.00%	96.00%	76.19%			86.10%	82.00%	82.00%		
BV111	Percentage of applicants and those commenting on planning applications satisfied with the service received - Overall	74%	Data not collected quarterly					75%	75%		Satisfaction data to be collected more frequently
BV119a	Percentage of residents satisfied with the authorities sports/leisure facilities	60%	Data not collected quarterly					60%	60%		Satisfaction data to be collected more frequently
BV119c	Percentage of residents satisfied with the authorities museums and galleries.	41%	Data not collected quarterly					42%	42%		Satisfaction data to be collected more frequently
BV119d	Percentage of residents satisfied with the authorities theatres and concert halls.	28%	Data not collected quarterly					0%	0%		No theatres or concert halls in the district
BV119e	Percentage of residents satisfied with the authorities parks and open spaces	68%	Data not collected quarterly					72%	72%		Satisfaction data to be collected more frequently
BV184a	The proportion of LA homes which were non-decent at start of financial year	64%	Data not collected quarterly					56%	56%		Indicator requires the outturn at the start of the year (64%), but was incorrectly as year end figure (58%)

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007		
BV184b	The percentage change in proportion of non-decent dwellings between the start and end of the financial year.	9.8%	Data not collected quarterly					3.36%	3.36%		Can only be collected at year end
BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.	40.0%	23.5%				23.5%	24.0%	24.0%		Quarter 2 - Planning Inspectorate have not published the data for this quarter yet, we are expecting the results within the next 7 - 10 days.
BV212	Average time taken to re-let local authority housing.	53	32	32			32	48	48		
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	50.49%	100.00%	93.33%	100.00%		97.78%	94.00%	94.00%		

**Theme: Direction and ambition - Create a better place to live, work and play**




Traffic Light: Amber 3

BV66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	98.01%	90.95%	94.06%			94.06%	94.14%	94.50%		Quarter 2 - Quarterly performance has improved significantly but still remains slightly below target.
BV109c	Percentage of other applications determined in 8 weeks	83.69%	92.03%	79.63%			85.83%	90.00%	90.00%		Quarter 2 - . Three external consultants have been engaged to ensure caseload support. In addition, a new temporary admin person has joined the team as a resolution to this issue.



PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target		
BV205	The local authority's score against a 'quality of planning services' checklist	90.0%	96.0%	96.0%			96.0%	100.0%	100.0%	 <p>Although the last quarter has seen some slippage, the corrective action puts us on course to meet the corporate targets for the year</p> <p>Quarter 2 - Still using estimated figure</p>






**Theme: Direction and ambition - Create a better place to live, work and play**

Traffic Light: Red 3

HLP4 unadjusted	Percentage of private sector homes which remain vacant for more than six months	1.5%	Data not collected quarterly				1.5%	1.5%	 <p>Annual figure under review regarding the practicality of collecting quarterly</p>	
HLP5	Average Weekly Management Cost	£15.34	Data not collected quarterly				£14.63	£14.63	 <p>Annual figure under review regarding the practicality of collecting quarterly</p>	
BV109b	Percentage of minor applications determined in 8 weeks	74.89%	75.94%	65.07%			70.50%	82.00%	82.00%	 <p>Quarter 2 - . Three external consultants have been engaged to ensure caseload support. In addition, a new temporary admin person has joined the team as a resolution to this issue. Although the last quarter has seen some slippage, the corrective action puts us on course to meet the corporate targets for the year</p>

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
<b>Theme: Help People Feel Safe and Well</b> <b>Traffic Light: Green</b> Traffic Light: Green 5											
BV166a	Score against a checklist of enforcement best practice for environmental health.	100.0%	Data not collected quarterly					100.0%	100.0%		
BV175	The percentage of racial incidents reported to the local authority that resulted in further action	100.00%	100.00%	100.00%			100.00%	100.00%	100.00%		Quarter 2 - There were no incidents reported. 100% of 0 is 0 but the spirit of the indicator is to record the number of interventions made by the Council on the assumption that all incidents should be managed. Therefore we are reporting 100%(Green) as this reflects performance rather than arithmetic.
BV183a	The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	0	0	0			0	0	0		
BV183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	15.5	14	11.8			11.8	15	15		
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	.72%	Data not collected quarterly					2.00%	2.00%		Annual figure under review regarding the practicality of collecting quarterly



PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
<b>Theme: Help People Feel Safe and Well</b>											
Traffic Light: Red 2											
CSLP4	The percentage of people surveyed who said they felt fairly safe or very safe outside in their local area during the day	81.2%	Data not collected quarterly					82%	82%		review frequency of measuring satisfaction
CSLP5	The percentage of people surveyed who said they felt not very safe or not at all safe outside in their local area during the night	30.5	Data not collected quarterly					30	30		review frequency of measuring satisfaction

<b>Theme: Improve Performance and Deliver Better Value</b>											
Traffic Light: Green 13											
CHLP7	The average telephone response time in the Customer Service Centre	11	8	10.33			9.17	15	15		
BV9 unadjusted	Percentage of Council Tax collected by the Authority in the year	98.47%	29.89%	59.53%			59.53%	58.53%	98.55%		
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	99.07%	30.83%	59.95%			59.95%	58.80%	99.20%		
BV12	Number of working days/shifts lost to the Local Authority due to sickness absence	9.89	1.46	2.67			4.13	4.24	8.48		
BV74a unadjusted	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by heir landlord when surveyed.	83.00%	Data not collected quarterly								Satisfaction data to be collected more frequently

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
BV75a unadjusted	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	61.00%	Data not collected quarterly								Housing transfer Nov 2007
BV78a	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported.	30.8	23.2	22.7			23.0	26.4	26.4		
BV78b	The average processing time 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.	13.2	7.0	6.6			6.8	9.1	9.1		
BV79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	98.00%	98.40%	100.00%			99.20%	99.00%	99.00%		Performance now back on target following implementation of new monitoring module.
BV79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	58.23%	Data not collected quarterly					60.00%	60.00%		Review practicality of collecting quarterly
BV79b(iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment	7.30%	Data not collected quarterly					3.00%	3.00%		

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
	debt outstanding at the start of the period, plus amount of HB overpayments identified during the period										
BV89 adjusted	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	77%	Data not collected quarterly								Satisfaction data to be collected more frequently
BV90b unadjusted	Percentage of people expressing satisfaction with the provision of recycling facilities overall	72%	74%				74%	74%	74%		This is a yearly indicator and a full survey is planned for Feb/March 2008, however there will be mini-surveys of parts of the service, e.g. a survey for the bulky waste service is currently being prepared.

Theme: <b>Improve Performance and Deliver Better Value</b>												
Traffic Light: Amber 4												
BV8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	96.44%	97.79%	96.21%				97.00%	97.00%	97.00%		Quarter 2 - Senior Managers have been asked to remind staff of the necessity to process invoices as quickly as possible. A review is being commissioned of the procure to pay process
BV9 adjusted	Percentage of Council Tax collected by the Authority in the year	98.47%	Data not collected quarterly									
BV89	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	68%	Data not collected quarterly						69%	69%		Satisfaction data to be collected more frequently
BV90a	Percentage of people expressing satisfaction with the household waste collection service overall	77%	80%						80%	80%		Satisfaction data to be collected more frequently

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
<b>Theme: Improve Performance and Deliver Better Value</b>											
Traffic Light: Red 2											
BV3	The percentage of citizens satisfied with the overall service provided by their local authority	55%	Data not collected quarterly					70%	70%		Satisfaction data to be collected more frequently
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.	31.49%	Data not collected quarterly					35.00%	35.00%		Levels of recovery influenced by claimants remaining on benefit or coming off of benefit.

## Quarter 2 - medium and low priority indicators

This table gives a more detailed guide to our performance in the high-priority indicators. Where an indicator is red or amber, or where there is a note to explain performance, it is given in the notes column.



Note that this report only covers the red and amber exceptions – there are 62 medium and 34 low priority indicators in all, over 70% of the medium and low indicators are green, on target.


Theme: **Create a Better Place to Live, Work and Play**  
Traffic Light: Amber 2

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007		
BV170c	The number of pupils visiting museums and galleries in organised school groups	6686	Data not collected quarterly					6000	6000		We are on target to achieve approximately 7,000 school users
BV179	The percentage of standard searches carried out in 10 working days	100.00%	100.00%	99.90%			99.95%	100.00%	100.00%		2 searches delayed in July while queries were resolved. 100% performance in August and September, so no corrective action proposed

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Annual 2007	Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			



**Theme: Help People Feel Safe and Well**

Traffic Light: Amber 1

EHLP1	Remove 500 properties at risk from flooding by March 2008	128	Data not collected quarterly					87	87		Alderford Street Project finished 28 properties removed from risk
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**Theme: Help People Feel Safe and Well**








Traffic Light: Red 2

BV127a	Violent crime per year, 1,000 population in the Local Authority area.	11.8	3.2	3.3			6.5	6.0	12.0		Reliant on police to supply data
BV174	The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	10.00	.00	13.00			13.00	10.00	10.00		This PI sets the context for BV175. There is no preferred performance for this indicator. It is no longer measured for national quartile purposes.

**Theme: Improve Performance and Deliver Better Value**

Traffic Light: Amber 4

CHLP6	The number of transactions carried out via the Council's web-site	23,513	5,925	4,117			10,042	10,416.66	25,000		On target to reach last year's actuals. Increased marketing is increasing web transactions.
BV80a	Satisfaction with contact/access facilities at benefit office - % agree all. Conducted every 3 years.	82%	Data not collected quarterly								Satisfaction surveys to be carried-out more frequently
BV80d	Satisfaction with Staff in benefit office - % agree all	79%	Data not collected quarterly								Satisfaction surveys to be carried-out more frequently
BV80e	Clarity etc. of forms & leaflets - % agree all	69%	Data not collected quarterly								Satisfaction surveys to be carried-out more frequently

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Traffic Light	Latest Notes	
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target			Annual 2007
<b>Theme: Improve Performance and Deliver Better Value</b>											
Traffic Light: Red 7											
BV4	The percentage of complainants satisfied with the handling of their complaint	38%	Data not collected quarterly					38%	38%		Satisfaction data to be collected more frequently
BV74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord.	55.00%	Data not collected quarterly								Only received 11 returns. This is a 1% response and so the confidence level correspondingly low at 29% .
BV75b	Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord.	54.00%	Data not collected quarterly					54.00%	54.00%		There were only 9 returns from this questionnaire. This is less than a 1% response and so the confidence level correspondingly low at 35% .
BV80b	Satisfaction with service in benefit office - % agree all	80%	Data not collected quarterly								Satisfaction surveys to be carried-out more frequently
BV80c	Satisfaction with telephone service at benefit office - % agree all	70%	Data not collected quarterly								Satisfaction surveys to be carried-out more frequently
BV80f	Time taken for a decision - % agree all	72%	Data not collected quarterly								Satisfaction surveys to be carried-out more frequently
BV80g	Overall satisfaction with the benefits service. Conducted every 3 years.	79%	Data not collected quarterly								Satisfaction data to be collected more frequently