

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.

Corporate Health









PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
LPI CH2	Number of corporate complaints received	Number	16		4		6					
LPI CH7	Total value of 'other' sales made	Money	£165,000		£.00		£.00					
LPI CH8	Total value of surplus land sales made	Money	£47,000		£.00		£.00					
LPI CH13 (BV11a)	Top 5% of Earners: Women	Percentage	25.00%	28.60%	20.00%	25.00%	20.00%	25.00%			Close to target	
LPI CH23	Staff turnover	Percentage	22.61%	15.23%	1.67%	3.5%	4.68%	3.5%			Close to target	

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
LPI CH24	Number of training days provided	Number	176		117		50					

Development and Building Control

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Latest Notes
			Value	Target	Value	Target	Value	Target			
LPI DBC3	Applications refused by committee but recommended for approval	Number	11		1		1				
LPI DBC4	Applications approved by committee but officers recommended for refusal	Number	0		2		1				

Environmental Health

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			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%	33%	100%	89%	100%			Close to target	
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%	24%	100%			Close to target	Performance will pick later in the year
LPI EH6	The percentage of air pollution complaints responded to within 2 days	Percentage	89%	90%	96%	90%	85%	90%			Close to target	
LPI EH7	The percentage of noise complaints responded to within 2 days	Percentage	78%	90%	82%	90%	86%	90%			Close to target	

Housing



PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
LPI HS2	Homeless: Number of applications for assistance	Number	228		46		85			↓		
LPI HS3	Homeless: Number of applications accepted	Number	14		6		3			↓		
LPI HS5 (BV183b)	Length of stay in temporary accommodation (Hostel)	Number	11.50	8.00	8.00	7.00	8.00	7.00		↑	Close to target	2007/08 YR Corrected from 11.09 following IA

Housing Benefit and Council Tax Benefit



PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
LPI RB11 (BV79b 2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	Percentage	44.74%	40.00%	15.05%	10.00%	19.31%	20.00%		↑	Close to target	

Local Economy



PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Money		New			Not Collected					Forecasted figure of 422 submitted to DIH

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Number		New	N/A	590	457	1180				

Planning

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
LPI DBC2 (BV204)	Planning appeals allowed	Percentage	36.4%	31.0%	33.3%	40.0%	60.0%	40.0%				2007/08 YR - Corrected from 38.8 following Internal Audit checks

Waste Management

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Current Performance	Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target				
LPI WM1	Number of reported missed collections per 100,000 population	Number	26	25	27	24	42	24				
LPI WM2	Percentage of missed collections put right in 24 hrs	Percentage	90%	100%	88%	100%	94%	100%	