






Quarterly Performance Indicators report

Quarter 1 April – June 2009








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

Corporate Health

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10 Target	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI CH2	Number of corporate complaints received	Number	18		3					
LPI CH7	Total value of 'other' sales made	Money	£.00		£.00					
LPI CH8	Total value of surplus land sales made	Money	£1,000.00		£.00					
LPI CH13 (BV11a)	Top 5% of Earners: Women	Percentage	21.43%	25.00%	21.40%	25.00%	25.00%			
LPI CH17 (BV14)	Percentage of Early Retirements	Percentage	.42%	.37%	.87%	.37%	.37%			
LPI CH18 (BV15)	Percentage of Ill-health Retirements	Percentage	.00%	.37%	.43%	.37%	.37%			
LPI CH24	Number of training days provided	Number	297		41					

Cultural & Related Services




PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI CD1 (BV170a)	Visits to and Use of museums & galleries - All Visits	Number	0							Data not yet available
LPI CD2 (BV170b)	Visits to and use of Museums & galleries - Visits in Person	Number	0							Data not yet available
LPI CD3 (BV170c)	Visits to and Use of Museums - School Groups	Number	0							Data not yet available
LPI CD14	Attendances at the Platform Gallery	Number	24728	31730		6244	24976			Data not yet available
LPI CD16	Attendances at Sports Development Activities	Number	5371	21570		1809	7236			Data not yet available

Development and Building Control


PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI DBC3	Applications refused by committee but recommended for approval	Number	0		0					
LPI DBC4	Applications approved by committee but officers recommended for refusal	Number	0		1					

Environmental Health





PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	Percentage	100%	100%	30%	100%	100%			
LPI EH2	The percentage of Health and Safety initial inspections that should have been carried out that were carried out	Percentage	46%	100%	82%	100%	100%			
LPI EH3	The percentage of food complaints responded to within 2 days	Percentage	94.5%	100%	84%	100%	100%			

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI EH4	The percentage of health and safety complaints responded to within 2 days	Percentage	87%	90%	75%	90%	90%			
LPI EH6	The percentage of air pollution complaints responded to within 2 days	Percentage	92.5%	90%	80%	90%	90%			
LPI EH7	The percentage of noise complaints responded to within 2 days	Percentage	84%	90%	77%	90%	90%			

Financial Services

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI FS6	Accrued interest to date from lending	Money	£241,914	£440,000	£3,480	£31,250	£125,000			

Housing

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI HS1 (BV64)	No of private sector vacant dwellings that are returned into occupation or demolished	Number	7	20	1	20	20			
LPI HS2	Homeless: Number of applications for assistance	Number	183		43					
LPI HS3	Homeless: Number of applications accepted	Number	13		1					
LPI HS5 (BV183b)	Length of stay in temporary accommodation (Hostel)	Number		9.00	14.00	6.00	6.00			

Housing Benefit and Council Tax Benefit

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10 Target	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI RB8 (BV76d)	Housing Benefits Security number of prosecutions & sanctions	Number	3.58	3.00	.77	1.20	4.8			
LPI RB13(BV78a)	Speed of processing - new HB/CTB claims	Number	21.0	25.0	26.6	21.0	21.0			
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Days	10.2	15.0	18.0	13.0	13.0			



Local Economy

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10 Target	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
NI 156	Number of households living in temporary accommodation	Number	4	3	8	3	3			
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Number	10.2	15.0	18.0	13.0	13.0			
NI 155	Number of affordable homes delivered (gross)	Number	49	46	0	50	50			

Revenues and Benefits

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10 Target	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target				
LPI RB2	CTAX Direct Debit take-up as a percentage of receipts	Percentage	75.56%	75%	74.39%	75%	75%			

Waste Management

PI Code	Short Name	Type	2008/09		Q1 2009/10		2009/10	Current Performance	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Target			
LPI WM1	Number of reported missed collections per 100,000 population	Number	30	24	26	23	23			
LPI WM2	Percentage of missed collections put right in 24 hrs	Percentage	93.5%	100%	95%	100%	100%	