

PERFORMANCE SUMMARY

SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED Performance against same quarter last year	GONE DOWN Performance against same quarter last year	INCOMPLETE DATA (refers to new VS PI or when previously reported as an annual figure)
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CORPORATE CENTRE

BV 9	The % Council Tax collected			
BV 11b	The % of top earners from BEM communities			
BV 12	Average sickness days per employee			
BV 78a	Speed of processing Average time for new claims in day			
BV 78b	Speed of processing Average time for new claims in day			
NEW VS 501	The % of customers satisfied with service			

EDUCATION ARTS & LIBRARIES

BV 43a	The percentage of SEN statements completed within 18 weeks with exception			
BV 43b	The percentage of SEN statements completed without exception			
BV 44	The percentage of permanent exclusions			
BV 117	Number of visits to libraries			
VS 502	Pupil attendance figures			
VS 503	Define new local measure for use of youth service			

ENVIRONMENTAL SERVICES

BV 82a	Total tonnage of household local waste arising the percentage recycled			
BV 99 I	The total number of road accident casualties per 100,00 pop killed/serious injury			
BV 99 ii	The total number of road accident casualties per 100,00 pop slight injury			
BV 109a	Major Planning applications within guidelines, applications in 8 weeks			
BV 187 VS 504	The percentage of footways as part of the planed programme of where improvements completed			
BV 199 (VS 505)	The percentage of highways cleaned to a high standard			
VS 507	Total number of visits to sports and leisure facilities			

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HOUSING SERVICES

BV 64	The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the LA			
BV 183a	The average length of stay in bed and breakfast accommodation			
BV 183b	The average length of stay in hostel accommodation of households			
BV 184b	The percentage change in proportion of non-decent LA homes			
BV 185	The % response to non-emergency repairs where appointments were made and kept			

SOCIAL SERVICES

BV 49 (PAF A1)	Stability of placements of children looked after with 3 or more placements during the year			
BV 54 (PAF C32)	Older people helped to live at home			
BV 56 (PAF D39)	The percentage of items of equipment delivered within 7 days			
BV 58 (PAF D38)	The percentage of people receiving a statement of their needs and how they will be met			
BV 163 (PAF C23)	Adoptions of children looked after			
VS 506 (CPAF 29)	Adults with physical disabilities helped to live at home per 1000			

QUARTER ONE CORPORATE TOTALS

IMPROVED	GONE DOWN	INCOMPLETE DATA
8	10	13