

## PERFORMANCE SUMMARY

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

### CORPORATE CENTRE

|            |   |  |  |  |
|------------|---|--|--|--|
| BV 9       | The % Council Tax collected                                   |  |  |  |
| BV 11b     | The % of top earners from black & minority ethnic 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                                    |  |  |  |

## PERFORMANCE SUMMARY

| SERVICE AREA | PERFORMANCE INDICATOR | IMPROVED | GONE DOWN | INCOMPLETE DATA |
|--------------|-----------------------|----------|-----------|-----------------|
|--------------|-----------------------|----------|-----------|-----------------|

### HOUSING SERVICES

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

### SOCIAL SERVICES

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

### QUARTER ONE CORPORATE TOTALS

| IMPROVED | GONE DOWN | INCOMPLETE DATA |
|----------|-----------|-----------------|
| 8        | 10        | 13              |