

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 16 NOVEMBER 2010

TITLE OF REPORT: 2010/11 SECOND QUARTER PERFORMANCE
MANAGEMENT REPORT

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

I PURPOSE OF REPORT

I.1 To update Members on how the authority is currently performing in:

- I. Organisational Development – Business Process Reengineering, partnership working with other Local Authorities, and outsourcing
- II. Relevant National and Local Performance Indicators (NIs, PIs)
- III. Complaints/Compliments

2 OFFICER RECOMMENDATION

2.1 For all areas of concern highlighted in the report Members either:

- (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
- (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
- (c) Where an issue is of high importance, request that the issue is escalated by Management Team.

2.2 That Members continue to feedback to the Performance Improvement Officer any amendments or new information they wish to see included in the Corporate Performance Reports.

3 BACKGROUND

3.1 The Corporate Performance Reports are designed to ensure that performance is managed more effectively within the Council.

4 CURRENT POSITION

4.1 The table below provides a summary of this quarter's performance. The full reports are contained on the pages that follow.

Data	Headlines
Organisational Development	There are currently 16 review or outsourcing projects on the agenda. There are 4 completed projects, 9 underway and 3 yet to start. It is anticipated that the number of projects will increase as a result of the budget process.
National and Local performance Indicators	Majority of local indicators performing well with 50 on target indicators, 7 indicators within 10% of target and 9 not meeting target. 20 are unknown (these largely relate to Capita indicators which are in a base year and do not yet have targets). The main area of concern is around the delivery of affordable homes.
Complaints Management	During the second quarter of 2011/11 81% of recorded complaints were acknowledged within 24 hours of receipt and 71% were fully responded to within our 10 day target. This is a significant improvement over quarter 1 performance (75% acknowledged / 66% responded). The overall number of complaints has also increased, with planning, housing and technical services all showing an increase in recorded complaints. This should not necessarily be seen as a bad thing. Complaints allow us the opportunity to engage with residents and address their concerns. Year to date performance of 79% acknowledged / 69% responded is slightly above that for 2009/10 (78% acknowledged / 62% responded)

5 FINANCIAL IMPLICATIONS

5.1 There are no specific financial implications in this report

6 EQUALITY AND DIVERSITY

The areas which give rise to the greatest concern over equality and diversity relate to the lack of delivery of appropriate levels of affordable housing for the more vulnerable groups in the district.

7 LINKS TO CORPORATE PRIORITIES

The Corporate Performance Report is central to all the priorities of the Council and is used as a mechanism for monitoring progress towards achieving them.

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APPENDICES

- Appendix 1 Organisational Development
- Appendix 2 National Indicators and Local Performance Indicators
- Appendix 3 Complaints Management

Hart Organisational Development

Scope and progress – September 2010

APPENDIX 1

Service	Internal reorganisation	Transfer to Parish Council	Partnership	Outsource	Not started Red	Underway Amber	Anticipated Completion Date	Complete Green	Officer Lead
Waste Collection				Yes in 2011			Oct 2011		EB/JE
Grounds Maintenance			Basingstoke				Oct 2011		EB/CW
Leisure Centres				Consultants Report received			TBC		EB/CW
Street Cleaning			Basingstoke				Oct 2011		EB
Property and Estate Services				CAPITA					EB/JE
Building Control			Wokingham /Rushmoor/ Surrey Heath				April 2011		EB/DP
CCTV	Internal Review						Dec 2010		GB/CR
Parking Review	Internal review IESE						February 2011		EB
Street Cleansing Review	Internal review IESE								EB
Housing Benefit BPR	Internal review IESE								EB
Waste BPR	Joint Project with Capita								EB
Administration Review	Internal/Joint Review Capita/IESE						February 2011		EB
Shared Licensing Service			Basingstoke				February 2011		EB
Pest Control				Yes			April 2011		EB
Review Community Warden Provision	Internal Review						April 2011		GB/CR
Review Conservation Service	Internal Review						April 2011		EB/DP

2010/11 Second Quarter KPI Report with Trend Charts

Green	50	(Met target)
Amber	7	(Within 10% of target)
Red	9	(Not met target)
Unknown	20	(No Target or no data for quarter)

Black bars: at or above target
 Grey bars: below target
 (*Reversed where Best Result is low)

Communities & Partnerships; Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of partner satisfaction in community safety events (by Survey)	CS3g		High Value	94.88%	83%	96.5%	100%	100%	100%	100%	80%		Green
% of specified work completed as part of Crime Reduction and Environment Week (CREW)	CS3h		High Value	370%	92%	93%	90%	95%	98%	100%	90%		Green
No of ASB Warning Letters Sent	CS1001	New Indicator in 2010/11	Data Only	n/a	n/a	n/a	n/a	n/a	54	111	165		Unknown
% of determined 'premises licence applications' issued within five working days	CSL17		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of hackney carriage and private hire licences issued with 14 working days	CSL19		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green

Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
CCTV Public Order Incidents	CS12a	New Indicator	Low Value	n/a	New Indicator for 2010/11				86	79	n/a	None	Unknown
CCTV Violent Crime Incidents	CS12b	New Indicator	Low Value	n/a	New Indicator for 2010/11				12	16	n/a	None	Unknown
CCTV Anti-Social Behaviour Incidents	CS12c	New Indicator	Low Value	n/a	New Indicator for 2010/11				19	12	n/a	None	Unknown

Corporate

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of High Risk Audit Recommendations Implemented	CP2	NC100810 One recommendation outstanding - revised date agreed.	High Value	No data for this range	60%	50%	64%	81%	90%	92%	100%		Amber
% uptime of Hart DC website	CP6	Uptime Robot reports 99.89%. Google Analytics reports page load times average 1.0sec (90% faster than all sites average)	High Value	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	98%		Green
Percentage of Audit Plan completed during the year	PD1	**Cumulative Indicator	High Value	63%	26%	51%	79%	99%	28%	50%	95%		Green**
Percentage of Audits carried out within time allocation	PD2		High Value	90.50%	100%	83%	87%	92%	100%	100%	100%		Green
% High risk audit recommendations not implemented, which are escalated	PD3		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
No. of Press Releases issued per month	PO1		High Value	6.58	8.67	6.33	8	3.33	7	4	6		Red

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Quality of Customer Service Call Handling - % score from monitoring sample	CS-KPI-1		High Value	92%	New Indicators for 2010/11				92%	95%	n/a	Insufficient data to draw chart	Unknown
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a		High Value	80%	New Indicators for 2010/11				79%	82%	80%	Insufficient data to draw chart	Green
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b		High Value	86%	New Indicators for 2010/11				88%	88%	85%	Insufficient data to draw chart	Green
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	All invoices included in the Lagan report were on time in August & September. Missed target in July due to IT issues with report.	High Value	0%	New Indicators for 2010/11				67%	67%	99%	Insufficient data to draw chart	Red
% Satisfied/Very Satisfied with Capita Customer Services (Monthly Survey)	CS-SI-20a	Targets have not yet been set	High Value	49%	New Indicators for 2010/11				52%	51%	n/a	Insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita Customer Services (Monthly Survey)	CS-SI-20b	Targets have not yet been set	Low Value*	25%	New Indicators for 2010/11				19%	19%	n/a	Insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita Customer Services (Monthly Survey)	CS-SI-20c	Targets have not yet been set	High Value	26%	New Indicators for 2010/11				29%	30%	n/a	Insufficient data to draw chart	Unknown

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	PD5		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green

Environmental Health

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of food safety inspection that should have been carried out that were carried out for high risk premises	EH1		High Value	99%	97%	99%	100%	97%	99%	100%	100%		Green
% Unfit food complaints to be responded to within 1 working day.	EH3		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	EH7		High Value	96%	63%	92%	92%	83%	79%	88%	100%		Red
% serious accidents responded to within 1 working day	EH9		High Value	94%	100%	75%	100%	100%	100%	100%	100%		Green
% of infectious diseases complaints responded to within three working days	EH12		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of public health complaints responded to within 3 working days.	EH13		High Value	56%	50%	0%	100%	75%	94%	99%	100%		Amber
% of animal welfare inspections undertaken within the period which were due for inspection	EH16		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green

Finance													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of invoices paid on time (old BVPI8)	FI-BV8	Q2 outturn is average of July - September	High Value	95%	90%	91%	92%	98%	95%	91%	97%		Amber
Accounts closed within statutory deadline (Annual)	FI-KPI-1		High Value	Yes	Annual Indicator					n/a	Yes		Unknown
Completion of Revenue and Capital Budgets on time (Annual)	FI-KPI-2	AT110210 - Progress on target as at 11.02.10	High Value	Yes	Annual Indicator					n/a	Yes		Unknown
Provision of budget monitoring information on time	FI-KPI-3		High Value	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Green
Number of non-trivial errors in statements of accounts (Annual)	FI-KPI-4		Low Value	2	Annual Indicator					n/a	5		Unknown
% of undisputed invoices received by Capita and paid promptly	FI-KPI-5		High Value	98%	n/a	100%	100%	100%	100%	100%	98%		Green
% Satisfied/Very Satisfied with Capita Financial Service (Monthly Survey)	FI-SI-20a	Quarter data are average of monthly data. Target not set yet.	High Value	31%	New in Feb 2010			31%	55%	60.9%	n/a		Unknown
% Dissatisfied/Very Dissatisfied with Capita Financial Service (Monthly Survey)	FI-SI-20b	Quarter data are average of monthly data. Target not set yet.	Low Value*	22%	New in Feb 2010			22%	19%	12.1%	n/a		Unknown
% Expressing a Neutral Opinion with Capita Financial Service (Monthly Survey)	FI-SI-20c	Quarter data are average of monthly data. Target not set yet.	High Value	47%	New in Feb 2010			47%	26%	27.0%	n/a		Unknown

Housing													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Average time (in days) taken to decide whether to accept people as homeless	H1	AG 100826 Continues to be within target. Actual number of homeless decisions are low, so PI can vary considerably	Low Value*	14	19	19	5	12	4	13	20		Green*
No of new-build affordable intermediate homes provided	H4a	AG 100805 - Hitches Lane expected to deliver 45 shared ownership units this financial year	High Value	0	0	0	0	0	0	0	45		Red
No of new-build affordable rented homes provided	H4b	NP 101102 - Hitches Lane will now only deliver 4 rented units this year. Unlikely now to achieve this target.	High Value	0	0	0	0	0	0	0	15		Red
No of additional affordable intermediate homes provided	H4c	NP 100805 These are properties coming through the mortgage rescue scheme.	High Value	18	4	7	3	4	6	3	10		Red
No of additional affordable rented homes provided	H4d	NP 101102 Re HCC properties - both Capital Board and HCA agreement to funding now secured.	High Value	0	0	0	0	0	0	0	10		Red
The average length of stay for households in Heathlands Court (Weeks)	H5	AG 101103 - Length of time in Heathlands increasing due to a few cases remaining a long time. Officers continue to monitor the situation	Low Value*	27	22	26	28	21	23	30	30		Green*
Preventing Homelessness - raw number of households where homelessness prevented	H7	NP 101103 Figure for quarter artificially high due to some housekeeping within the IT system, however the overall figure for the year is correct.	High Value	253	38	63	62	90	51	222	144		Green**
% of private sector housing grant budgets actually spent (DFG)	H8	NP 101102 Level of spend increasing and by end October had passed 50% paid.	High Value	94%	19%	30%	60%	94%	5%	33%	100%		Red
No. of 'houses in multiple occupation' inspected	H11	premises inspected, 5 were HMOs but none licencable; 4 programmed inspections. Informal action in progress on 6 of them.	High Value	14	3	6	3	2	12	10	10		Green
Number of affordable homes delivered (gross)	NI 155	NP 100805 This is the summation of all activity in H4 a - d	High Value	18	4	7	3	4	6	3	80		Red

Human Resources													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% accuracy in gross and net pay calculations for all payrolls	HR-KPI-1		High Value		New indicator for 2010/11				n/a	98%	98%	Insufficient data to draw chart	Green
% contacts for basic HR enquiries and transactions resolved at first point of contact	HR-KPI-2a		High Value	97%	New indicator for 2010/11				99%	100%	80%	Insufficient data to draw chart	Green
% contacts for basic Payroll enquiries and transactions resolved at first point of contact	HR-KPI-2b		High Value		New indicator for 2010/11				n/a	100%	60%	Insufficient data to draw chart	Green
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3		High Value	97%	New indicator for 2010/11				98%	96%	95%	Insufficient data to draw chart	Green
% Complex HR queries resolved within 10 working days	HR-KPI-4		High Value	100%	New indicator for 2010/11				100%	100%	95%	Insufficient data to draw chart	Green
% casework information and advice provided with appropriate reference to HDC policies, procedures and timescales	HR-SI-14		High Value	90%	New indicator for 2010/11				100%	100%	95%	Insufficient data to draw chart	Green
% Satisfied/Very Satisfied with Capita HR Service (Monthly Survey)	HR-SI-20a		High Value	33%	New indicator for 2010/11				47%	45.6%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita HR Service (Monthly Survey)	HR-SI-20b		Low Value*	18%	New indicator for 2010/11				13%	5.9%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita HR Service (Monthly Survey)	HR-SI-20c		High Value	49%	New indicator for 2010/11				40%	48.5%	n/a	No Targets yet and insufficient data to draw chart	Unknown

IT Services													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% registered controllable incidents resolved at first point of contact	IT-KPI-1		High Value	47%	New indicator for 2010/11				61%	62%	60%	Insufficient data to draw chart	Green
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2	At 11/10 - 4 out of 5 P1 incidents resolved. 1 incident (internet unavailable) incorrectly assigned as P2 due to misunderstanding of the extent of the problem across the council.	High Value	94%	New indicator for 2010/11				92%	93%	90%	Insufficient data to draw chart	Green
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High Value	95%	New indicator for 2010/11				97%	95%	90%	Insufficient data to draw chart	Green
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High Value	95%	New indicator for 2010/11				96%	92%	85%	Insufficient data to draw chart	Green
% uptime of key systems	IT-KPI-5		High Value	100%	New indicator for 2010/11				100%	99%	99%	Insufficient data to draw chart	Green
% score for Council employee satisfaction with Capita IT support service	IT-SI-5		High Value	88%	New indicator for 2010/11				83%	86%	80%	Insufficient data to draw chart	Green
% Satisfied/Very Satisfied with Capita IT Service (Monthly Survey)	IT-SI-20a	At 11/10 A lot of effort in the past month has gone into improving relationships with customers and resolving issues and this has started to show in the satisfaction and dissatisfaction scores.	High Value	53%	New indicator for 2010/11				57%	46.6%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita IT Service (Monthly Survey)	IT-SI-20b		Low Value*	18%	New indicator for 2010/11				25%	25.3%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita IT Service (Monthly Survey)	IT-SI-20c		High Value	17%	New indicator for 2010/11				18%	28.1%	n/a	No Targets yet and insufficient data to draw chart	Unknown

Leisure & Environmental Promotion

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Utilisation of leisure centres as a % of availability	LE3		High Value	54%	52.2%	51.3%	54.9%	56.4%	53.4%	51.8%	54.4%		Amber
% good or better rating from opinion meters in Hart Leisure Centre	LE6a	CAW270810 in response to a Service Board discussion L and EP is to implement a revised customer Market Research programme which will not include the opinion meters	High Value	60%	Measured Half-Yearly (see note)				63.9%	63.9%	68%	Charts only drawn for quarterly data	Amber
% good or better rating from opinion meters in Frogmore Leisure Centre	LE6b		High Value	71%	Measured Half-Yearly (see note)				69.7%	69.7%	68%	Charts only drawn for quarterly data	Green
% of strategic countryside sites with accredited management plan	LE9	CAW021110 Odiham Common and Fleet Pond Management Plans now complete.	High Value	53%	Measured Half-Yearly (in Q2)				75%	100%	100%	Charts only drawn for quarterly data	Green

Planning Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of Tree Preservation works applications determined within eight weeks	PL2		High Value	98%	100%	96%	98%	100%	97%	99%	90%		Green
% of Building Control plans checked within 21 days of receipt	PL7		High Value	96%	100%	88%	99%	99%	97%	97%	95%		Green
% Building Control site visits which take place on the day requested	PL8		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of standard searches carried out within 5 working days	PL9		High Value	96%	100%	92%	100%	96%	99%	100%	100%		Green
% Planning appeals dismissed by the Planning Inspectorate	PL10		High Value	50%	50%	63%	31%	60%	50%	64%	70%		Amber
Processing of planning applications: Minor applications	NI 157b (BV109b)	Top Quartile 86.46%	High Value	48%	61%	43%	51%	43%	82%	95%	65%		Green
Processing of planning applications: Other applications	NI 157c (BV109c)	Top Quartile 93.46%	High Value	88%	88%	91%	88%	84%	91%	97%	85%		Green
Processing of planning applications: Major applications	NI 157a (BV109a)	Top Quartile 88.88%	High Value	82%	79%	88%	86%	75%	91%	60%	70%		Green

Revenues and Benefits													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of Council Tax collected	RB-BV9	CUMULATIVE	High Value	98.06%	30.7%	59.5%	87.7%	98.1%	30.4%	59.2%	98.0%		Green
Percentage of Non-domestic Rates Collected	RB-BV10	CUMULATIVE The deferred NNDR charges under the government scheme are excluded from the figure.	High Value	98.01%	34.6%	61.3%	85.5%	98.0%	34.5%	59.0%	98.5%		Green
% of benefit assessments calculated correctly (new and change in circumstances)	RB-F1		High Value	96	93	98	94	99	97	98	95		Green
% of new benefit claims decided within 14 days	RB-F2		High Value	85	77	82	91	91	92	96	90		Green
% of new claims outstanding after 50 days	RB-F3		Low Value*	0%	0%	0%	0%	0%	0%	0%	0%		Green*
% of council tax collected electronically (DD + Internet)	RB-F11		High Value	81.14%	80.25%	81.42%	81.21%	81.14%	81.02%	81.97%	80%		Green
Time taken to process Housing Benefit/Council Tax Benefit new claims.	RB-F12		Low Value*	19.53	24.06	19.28	15.56	19.21	16.06	17.63	23		Green*
Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	RB-F13		Low Value*	6.98	7.83	6.96	6.24	6.79	9.06	7.02	8		Green*
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181	National Quartiles not yet published for NI 181	Low Value*	8.7	10.4	9.3	7.4	8	9.6	8.3	14		Green

Technical Services and Environmental Maintenance													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Amount of Green Waste collected as % of total Household Waste.	BV82b(i)	This indicator is subject to seasonal variations	High Value	6.80%	7.66%	7.00%	7.60%	4.01%	7.29%	6.82%	7.00%		Amber
Cost of household waste collection	BV86		Low Value*	£54.16	£55.70	£54.13	£54.11	£54.16	£51.33	£48.37	£51.38		Green
No of traffic management schemes implemented	T8	JE021110 Qtr data is a forecast of the annual outturn	High Value	15	8	8	8	15	10	10	10		Green
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High Value	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100.00%		Green
Number of missed household waste collections per 100,000 collections	WLI1	No missed bins in July, 690 in August 215 in September	Low Value*	5987	185	33	6599	17132	153	905	200		Red*
Percentage of missed bins collected within one working day of nominated day of collection	WLI2		High Value	68.68%	96.42%	100.00%	24.95%	53.33%	100%	100%	98.00%		Green

