






Local Performance Indicator returns for 2008/09

A Better Quality of Life

PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
CAP LP01	Reduction in Criminal Damage	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP02	Reduction in Theft of Vehicles	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP03	Reduction in Theft from Vehicles	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP04	Reduction in Domestic Burglary	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP05	Reduction in Wounding	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP06	Reduction in Common Assault	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP07	Reduction in Deliberate Fires	n/a	TBC	n/a	Aim To Minimise	TBC	TBC	New indicator for 2008/09
CAP LP08	Occupancy - Summer Holiday Activities	n/a	54%	50%	Aim To Maximise		n/a	New indicator for 2008/09
CAP LP09	Satisfaction - Summer Holiday Activities	n/a	93%	90%	Aim To Maximise		n/a	New indicator for 2008/09
CAP LP10	Satisfaction - KAF	n/a	93%	90%	Aim To Maximise		n/a	New indicator for 2008/09
CAP LP11	Occupancy - Stourport Community Centre	n/a	46%	65%	Aim To Maximise		n/a	New indicator for 2008/09 Time period for usage = 2nd March 09 - 29th March 09. From 30th - 31st March usage was 9 hours.
CAP LP12	Satisfaction - Stourport Community Centre	n/a	100%	90%	Aim To Maximise		n/a	New indicator for 2008/09 The rating of overall satisfaction for the facility was 100% with 78% stating their satisfaction rating was 'excellent'.

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PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
CAP LP13	Visits to Sports & Leisure Centres	653,417	611,870	565,080	Aim To Maximise			
CAP LP14	Satisfaction - Sports & Leisure Centres	n/a	76%	80%	Aim To Maximise		n/a	New indicator for 2008/09 Wyre Forest Glades - 16.13% return rate - overall satisfaction = 64% Stourport Sports Centre - 32.61% return rate - overall satisfaction = 80% Bewdley Leisure Centre - 32.26% return rate - overall satisfaction = 84%
CAP LP15	Percentage score for quality assurance for Sports and Leisure Centres, QUEST	n/a	83%	80%	Aim To Maximise		n/a	New indicator for 2008/09
CAP LP16	Occupancy - Cultural Projects & Activities	n/a	81%	65%	Aim To Maximise		n/a	New indicator for 2008/09
CAP LP17	Satisfaction - Open Events	n/a	96.5%	90%	Aim To Maximise		n/a	New indicator for 2008/09 Dance Festival 09 = 100%, Summer Programme = 93% - Average = 96.5%
CAP LP18	% of people who feel that their quality of life has improved by participating in a Cultural Services project/event or activity	85%	67.5%	30%	Aim To Maximise			Figure for Dance Festival 09
CAP LP19	Visitors to Bewdley Museum	95,445	88,852	60,000	Aim To Maximise			Visitor numbers down for Q4 due to closure of Museum for refurbishment. Re-opened in May 09. In addition, data for 2007/08 is based on BV170a (Visits to museums and galleries) and should be treated with caution. BV170 was calculated per 1,000 population. The CAP LP19 return has been worked back using BV 170a returns and population estimates.
CAP LP20	Satisfaction – Bewdley Museum	n/a	96.5%	90%	Aim To Maximise		n/a	New indicator for 2008/09
PHE LP01	Noise complaints: per 1000 pop.	3.39	4.3	4.1	Aim To Minimise			
PHE LP02	Noise complaints: response	96.7%	99%	95%	Aim To Maximise			
PHE	Reduce the number of high risk, poor performing food	0%	3.5	-10%	Aim To Minimise			

PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
LP03a	premises							
PHE LP03b	Reduction in total number of food poisonings linked to Wyre Forest	12%	4%	-5%	Aim To Minimise			
POS LP02	% Disabled car parking spaces	5.60	5.10	5.00	Aim To Maximise			
POS LP08	Occupancy of allotments	97.17%	98.25%	90%	Aim To Maximise			
POS LP14	Attendance: Town Hall events	45,825	43,128	54,996	Aim To Maximise			
POS LP15	Attendance: Civic Hall events	20,203	23,376	22,000	Aim To Maximise			









A Sustainable Environment

PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
CEO LP01	A4 Paper Usage	4,940	3,995	4,816	Aim To Minimise			
POS LP03	% of bulky waste collections which have not made the 10 day appointment timescale	2.90	0.75	20.00	Aim To Minimise			
POS LP04a	Cost of recycling service per household	27.09	30.07	-	Aim To Minimise	n/a		
POS LP04b	Cost of refuse service per household	27.09	30.07	-	Aim To Minimise	n/a		
POS LP05	Pest Control - % of orders / site visits completed within 5 working days of request	82.09%	81.65%	80%	Aim To Maximise			
POS LP06	Stray dogs collected within 1 working day	79%	92%	80%	Aim To Maximise			

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PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
POS LP07	Parks & Green Spaces below Grade B Quality Monitoring	2.41	1.95	20.00	Aim To Minimise			
POS LP11a	Zone 1 Cleanliness (Town Centres)	99%	100%	90%	Aim To Maximise			Cleanliness recorded as POS LP11 a - f up to November 2008. Indicator superseded by POS LP16 a - d to reflect the categories in the Revised Code of Practice on Litter and Refuse.
POS LP11b	Zone 2 Cleanliness ((high density residential)	73.92%	69.75%	70%	Aim To Maximise			
POS LP11c	Zone 3 Cleanliness (low density residential)	94.08%	96.88%	70%	Aim To Maximise			As above.
POS LP11d	Zone 4 Cleanliness (rural areas)	93.42%	97.25%	90%	Aim To Maximise			As above.
POS LP11e	Zone 5 Cleanliness (strategic roads)	98.33%	97.5%	90%	Aim To Maximise			As above.
POS LP11f	Zone 6 Cleanliness (local roads)	90%	100%	90%	Aim To Maximise			As above.
POS LP12	Graffiti Removal	95.83%	100%	100%	Aim To Maximise			
POS LP16a	Cleanliness - % Category 1 (high intensity of use) restored to acceptable levels within set time scale.	n/a	95%	90%	Aim To Maximise		n/a	New indicator for 2008/09
POS LP16b	Cleanliness - % Category 2 (medium intensity of use) restored to acceptable levels within set time scale	n/a	72%	70%	Aim To Maximise		n/a	New indicator for 2008/09
POS LP16c	Cleanliness - % Category 3 (low intensity of use) restored to acceptable levels within set time scale	n/a	98%	70%	Aim To Maximise		n/a	New indicator for 2008/09
POS LP16d	Cleanliness - % Category 4 (special circumstances) restored to acceptable levels within set time scale	n/a	75%	70%	Aim To Maximise		n/a	New indicator for 2008/09






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PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
POS M01	Pest Control - no. of visits for rats/mice	995	922	n/a	Data Only	n/a	n/a	
POS M02	Pest Control - no. of visits for Wasps	324	169	n/a	Data Only	n/a	n/a	
POS M03	Pest Control – no. of visits for Infestations	120	129	n/a	Data Only	n/a	n/a	
POS M05	No. of dogs claimed	85	66	n/a	Data Only	n/a	n/a	
POS M08	Abandoned vehicles removed/destroyed/claimed	161	109	n/a	Data Only	n/a	n/a	
POS M09	Abandoned vehicles	100%	100%	n/a	Data Only	n/a	n/a	
PHE LP15	Percentage of Employees receiving sustainability training	0%	68%	90%	Aim To Maximise			
PHE LP17	Identifying Contaminated Land	838	838	830	Aim To Minimise			
PHE LP18	Information on contaminated land	8%	9%	8%	Aim To Maximise			
PHE LP19	Pollution Control Improvements Completed On-time	100%	100%	95%	Aim To Maximise			

A Vibrant Local Economy

PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
PHE LP05	Planning cost per head of population	£13.13	£13.78	£13.60	Aim To Minimise			
PHE LP06	Quality Performance Matrix	69	70	72.5	Aim To Maximise			
PHE LP07	Planning applications received electronically	9%	28.56%	10%	Aim To Maximise			
PHE LP08	Electronic Responses to Planning Applications	42%	47%	5%	Aim To Maximise			
PHE LP09	Electronic Development Plan representations	52%	58%	20%	Aim To Maximise			
PHE LP10	Licensed vehicles - safety tests	100%	100%	100%	Aim To Maximise			
PHE LP11	Medical examinations of drivers	100%	100%	100%	Aim To Maximise			
PHE LP12	Complaints against taxi trade	100%	100%	95%	Aim To Maximise			
PHE LP13	Reduce number of work based reportable accidents	-10.2%	10.8%	-5%	Aim To Minimise			
PHE LP14	No. of grants awarded to new businesses	10	19	20	Aim To Maximise			
PHE LP20	No of private sector vacant dwellings that are returned into occupation or demolished	71	14	20	Aim To Maximise			
POS LP01	Car parks - income per space	487.20	551.14	450.00	Aim To Maximise			

A Well Run & Responsive Council

PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
BV8	% of invoices paid on time	98.69%	98.23%	100.00%	Aim To Maximise			
BV9	% of Council Tax collected	98.50%	98.34%	98.50%	Aim To Maximise			
BV10	Percentage of Non-domestic Rates Collected	98.90%	98.46%	99.40%	Aim To Maximise			
BV11a	Top 5% of Earners: Women	39.43%	34.75%	25.00%	Aim To Maximise			
BV11b	Top 5% of Earners: Ethnic Minorities	0.00%	0.00%	3.90%	Aim To Maximise			
BV11c	Top 5% of Earners: with a disability	3.90%	0.75%	3.90%	Aim To Maximise			
BV12	Working Days Lost Due to Sickness Absence	11.10	8.80	10.50	Aim To Minimise			
BV14	Percentage of Early Retirements	0.00%	0.00%	0.60%	Aim To Minimise			
BV15	Percentage of Ill-health Retirements	0.25%	0.25%	0.60%	Aim To Minimise			
BV16a	Percentage of Employees with a Disability	1.52%	1.31%	1.40%	Aim To Maximise			
BV17a	Ethnic Minority representation in the workforce - employees	1.1%	1.3%	1.6%	Aim To Maximise			
FS LP01	VAT Submission by statutory deadlines	n/a	28-Apr-2009	30-Apr-2009	By Date		n/a	New indicators for 2008/09

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PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
FS LP02	Percentage of debts outstanding over 24 months old of total debts outstanding	4.85%	4.35%	8%	Aim To Minimise			
FS LP03	% of invoices paid by BACs or other than by cheque	70.29%	72.75%	65%	Aim To Maximise			
FS LP04	Budget Monitoring by due date	04-Apr-2008	24-Apr-2009	24-Apr-2009	By date		n/a	
FS LP05	Treasury Management - Internal Returns above 7 day London Inter Bank BID Rate	5.72%	4.73%	n/a	Aim To Maximise	n/a		
FS LP07	Actual expenditure on the Capital Programme as a percentage of Revised Budget	n/a	65.66%	60%	Aim To Maximise		n/a	New indicators for 2008/09
HR LP01	Contracts of employment issued	100%	100%	100%	Aim To Maximise			
HR LP02	Cost of adverts	£814.92	£227.41	£800.00	Aim To Minimise			
HR LP03	Employees paid on due date	100%	100%	100%	Aim To Maximise			
HR LP04	PAYE monies paid	100%	100%	100%	Aim To Maximise			
HR LP05	P60s issued	100%	100%	100%	Aim To Maximise			
HR LP06	Payroll accuracy rates	99.9%	99.9%	99.9%	Aim To Maximise			
HR LP08	% of telephone calls answered within service level - 20 seconds	81.44%	86.17%	80%	Aim To Maximise			
HR LP09	% of customer service enquiries processed at first point of contact	98%	96.2%	90%	Aim To Maximise			
HR LP10	Customer Satisfaction	98.7%	98%	95%	Aim To Maximise			

PI Code	Short Name	2007/08 Actual	2008/09 Actual	2008/09 Target	Aim	Status	Trend	Notes
LC LP01	Land Charges Searches completed within 2 days	n/a	100%	100%	Aim To Maximise		n/a	New indicators for 2008/09
LC LP02	% Electoral Registration Forms returned	n/a	94.99%	95%	Aim To Maximise		n/a	New indicators for 2008/09
POS LP09	Property - rent arrears	2.9%	6.3%	20%	Aim To Minimise			
POS LP10	Reduction in days lost to sickness in Property & Operational Services	6.27%	6.6%	5%	Aim To Minimise			
POS M10	Non-routine vehicle repairs	136	113	n/a	Data Only	n/a	n/a	
POS M11	Cost of non- routine vehicle repairs	£68,547.00	£42,388.22	n/a	Data Only	n/a	n/a	
POS M12	Repairs due to vehicle operator error	123	89	n/a	Data Only	n/a	n/a	
POS M13	Cost of Vehicle repairs where due to operator error	£25,501.54	£31,374.91	n/a	Data Only	n/a	n/a	
POS M14	Number of POS vehicle incidents	39	29	n/a	Data Only	n/a	n/a	

Key

PI Status		Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.
	This PI is slightly below target.		The value of this PI has worsened in the long term.
	This PI is on target.		The value of this PI has not changed in the long term.

Performance Summary

PI Status		Trends	
	8		28
	14		25
	60		13
n/a	21	n/a	37