
























Summary of Council Performance - 2006/07 Quarter 1





	TOTAL				TOTAL			
Corporate Policy	10	9	1		9	5	2	2
Personnel, Performance Management and Economic Development	8	8			8	6		2
Leisure and Direct Services	14	9		5	14	11	1	2
Children and Young People	10	8	1	1	9	4	1	4
Neighbourhood, Social Cohesion and Housing Strategy	15	15			14	7	4	3
Planning and Transportation	11	8	2	1	11	6		5
Adult Services	6	5		1	6	4		2
Community Safety and E-Government	2	2			2	2		
Housing Management	6	6			6	2	3	1
Enforcement	7	5	1	1	7	2	4	1
TOTAL	89	75	5	9	86	49	15	22
%		84%	6%	10%		57%	17%	26%

Trend arrows have been used to indicate if the actual figure for a PI has improved -  -, deteriorated -  -, or remained static -  -, from the previous quarter or A traffic light system provides a quick reference. The colours highlight how close the predicted performance is to the annual target.



Where performance has met or exceeded the annual target
Where performance has missed the annual target by 5% or less
Where performance has missed the annual target by more than 5%













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95.00 to 99.90
94.9

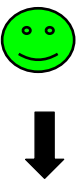


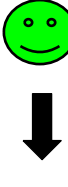







PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
BV166a	Score against a checklist of enforcement best practice for environmental health	High	Deliver excellent services, performance and value for money	100.00%	100.00%	100.00%	100.00%	100.00%	 	
BV166b	Score against a checklist of enforcement best practice for trading standards	High	Deliver excellent services, performance and value for money	80.00%	80.00%	80.00%	80.00%	80.00%	 	
BV216a	Number of sites of potential concern (land contamination)	Low	Improve the quality of life in Derby's Neighbourhoods	1,440.00	1,440.00	1,430.00	1,440.00	1,400.00	 	This figure is unchanged from the previous quarter, as the Pollution Section has now completed its research into the location of potentially contaminated sites in the city. Staff shortages have, to date, prevented further detailed investigation, which would confirm whether or not each site meets the statutory definition of contaminated land and therefore requires remediation. Some sites are being remediated however, via conditions on planning consents for new developments
BV216b	Percentage of sites where remediation of the land is necessary	Low	Improve the quality of life in Derby's Neighbourhoods	6.00%	1.10%	6.10%	1.10%	6.40%	 	Site remediation is a complex and often lengthy process, most effectively achieved via remediation conditions attached to planning consents for brownfield sites. Whilst significant numbers of sites continue to be remediated in this way, the Pollution Section hopes to be able to take a more proactive role in enforcing the remediation of sites that fulfill the statutory definition of contaminated land, in future quarters.
BV217	Percentage of pollution control improvements completed on time	High	Improve the quality of life in Derby's Neighbourhoods	100.00%	100.00%	100.00%	100.00%	100.00%	 	
BV218a	Percentage of new reports of abandoned vehicles investigated within 24 hours	High	Improve the quality of life in Derby's Neighbourhoods	92.20%	98.85%	95.00%	90.00%	95.00%	 	1/4/06 - 30/6/06. 262 vehicles reported as being abandoned. 259 of these were assessed within 24 hours.
BV218b	Percentage of abandoned vehicles removed within 24 hours	High	Improve the quality of life in Derby's Neighbourhoods	82.80%	93.33%	85.00%	85.00%	85.00%	 	

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
BV66a	Local authority rent collection and arrears: proportion of rent collected	High	Deliver excellent services, performance and value for money	98.88%	91.86%	88.98%	98.88%	98.88%		
BV66b	Percentage of tenants with 7+ weeks of rent arrears	Low	Deliver excellent services, performance and value for money	8.94%	13.01%	12.40%	8.90%	8.90%		
BV66c	Percentage of tenants with arrears who have had Notices Seeking Possession served	Low	Deliver excellent services, performance and value for money	35.30%	7.63%	35.30%	35.30%	35.30%		
BV66d	Percentage of tenants evicted as a result of rent arrears	Low	Deliver excellent services, performance and value for money	0.61%	0.16%	0.09%	0.61%	0.61%		




















Community Safety and E-Government Portfolio - 2006/07 Quarter 1


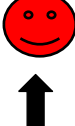
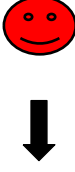











PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
BV126	Domestic burglaries per 1,000 households	Low	Improve the quality of life in Derby's Neighbourhoods	13.75	3.03	4.71	13.15	18.13		
BV128	Vehicle crimes per 1,000 population	Low	Improve the quality of life in Derby's Neighbourhoods	13.17	3.18	3.64	13.03	15.04		

















PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
CP2.3di (LAA EDE 5.4,LPSA 2 T11.1)	Number of jobless residents gaining sustained employment	High	Encourage lifelong learning and achievement					75		The new service has made considerable progress. Referral mechanisms are agreed, publicity has been produced, there have been a range of presentations to potential referrers & some success stories for individuals. There are some concerns about the number & quality of referrals received & some additional work with other advice providers is planned. A mailshot of potential customers will also take place in the next few weeks. It has not been possible to agree an electronic mechanism for recording results & this will need to be a manual task starting from q2 of 06/07.
CP2.3dii (LAA EDE 5.5,LPSA 2 T11.2)	No. of residents under notice of redundancy gaining employment	High	Encourage lifelong learning and achievement					20		As per LAA EDE 5.4
CP3.1dii (LAA HCOP 1.1,LPSA	Emergency bed days for people aged 75 or more	Low	Build healthy and independent communities	67,790	19,924	-		63,687.05		To be confirmed
BV195 (A0/D55)	Percentage of new older clients whose assessments are carried out in the required timescale	High	Build healthy and independent communities	76.40%	75.00%	85.00%	75.00%	85.00%	 	We are significantly adrift of our target at quarter 1 and on current performance and forecast we would be at band 2. An investigative report will identify any process issues linked to assessments in less than 48 hours and those within 4 weeks. The headline indicator for D55 is the average of these two percentages so we will look to rectify any problems highlighted to increase 55a and 55b. We aim to get back on track toward our target of 85% from Quarter 2. D55 composite average has been rising during quarter 1.
BV196 (A0/D56)	Percentage of new older clients whose care packages are delivered in the required timescale	High	Build healthy and independent communities	88.80%	95.40%	90.00%	91.00%	90.00%	 	
BV201 (A0/C51)	Number of adults/older people receiving direct payments per 100,000 population	High	Build healthy and independent communities	125.30	143.10	126.50	143.10	130.00	 	
BV53 (A0/C28)	Number of households receiving intensive home care per 1000 aged 65+	High	Build healthy and independent communities	11.20	11.20	11.20	12.00	12.00	 	
BV54 (A0/C32)	Number of older people helped live at home per 1,000 population	High	Build healthy and independent communities	104.90	98.80	105.00	98.00	105.00	 	Derby is historically a good performer when helping people to live at home and C32 measures help to older people. We have looked to stabilise low level support but at the same time increasing intensive home care and direct payments. On Quarter 1 figures we look to meet our stabilise target of 105. Our forecast suggests that we may come below this figure due to the fact that service users at FACs level 1 are no longer eligible for support. We would be attaining band 4 performance at year end.
BV56 (A0/D54)	Percentage of equipment items/adaptations delivered within 7 working days	High	Build healthy and independent communities	80.10%	87.00%	81.50	87.00%	85.00%	 	







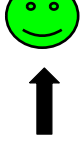

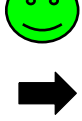

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
BV100	Number of days of temporary traffic controls or road closure on traffic sensitive roads	Low	Improve the quality of life in Derby's Neighbourhoods	0.18	0.15	0.56	0.56	2.25		Major work on the traffic sensitive network continues as part of long term improvement schemes. The schemes are being managed to ensure minimum disruption.
BV102	Local bus services (passenger journeys per year)	High	Improve the quality of life in Derby's Neighbourhoods	16, 264300	4 109653	4, 066075	16, 264000	16, 543427		Bus passenger numbers have reduced slightly from last year and are 279127 short of this years targets. Possible reasons for this slight short fall could include the problems associated with the closure of the bus station and the move to the temporary on street arrangements, the extensive roadworks in the city centre associated with the Eagle Centre construction and the Inner Ring Road works, and a drop in discretionary travel following recent bus fare increases.
BV109a	Percentage of planning applications - 60% of major applications in 13 weeks	High	Deliver excellent services, performance and value for money	65.00%	75.00%	60.00%	60.00%	60.00%		The national target was exceeded by 15%age points. This was due to the new measures in place to increase the speed with which we deal with major applications.
BV109b	Percentage of planning applications - 65% of minor applications in 8 weeks	High	Deliver excellent services, performance and value for money	73.00%	66.00%	70.00%	70.00%	70.00%		We exceeded the national target by 1 %age point by focussing our resources on the 109a Major performance. We still manage to continue to counter-balance the effects of a high case-load per officer.
BV109c	Percentage of planning applications - 80% of other applications in 8 weeks	High	Deliver excellent services, performance and value for money	88.00%	85.00%	85.00%	85.00%	85.00%		The national target was exceeded by 5 %age points. This category contains householder applications, which tend to take the least time to deal with. We hope that, with the benefit of increased experience by our newer members of staff, we will continue to counter-balance the effects of a high case-load per officer.
BV165	Percentage of pedestrian crossings with facilities for disabled people	High	Deliver excellent services, performance and value for money	94.80%	94.20%		94.90%	95.00%		3 new installations at A61 Sir Frank Whittle Road / Mansfield Road, Mansfield Road / Stratford Road and Derwent Parade. Forecast is based on the installation of new crossings at Station Road Mickleover, Stenson Road / St Mark's Close and A52 / Wyvern off-slip as well as the refurbishment of one existing non-compliant crossing at London Road / Alvaston Park.
BV215a	Average no. of days taken to repair a street lighting fault	Low	Improve the quality of life in Derby's Neighbourhoods	10.98	9.50	10.00	9.00	8.00		As the PFI contract is due to commence later this year we have been concentrating on fault repairs, this has resulted in a 2006/07 Q1 performance improvement over the same period last year.
BV215b	Average time taken to repair a street lighting fault - DNO	Low	Improve the quality of life in Derby's Neighbourhoods	32.20	17.66	25.00	20.00	25.00		
BV99ai	Number of road accident casualties - all KSI	Low	Deliver excellent services, performance and value for money	118.00	28.00	30.00	112.00	120.00		
BV99bi	Number of road accident casualties - children KSI	Low	Deliver excellent services, performance and value for money	21.00	4.00	6.00	16.00	22.00		
BV99ci	Number of road accident casualties - all slight injuries	Low	Deliver excellent services, performance and value for money	886.00	166.00	-	664.00	934.00		

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
CP1.2ei	Number of households taken out of fuel poverty	High	Improve the quality of life in Derby's Neighbourhoods	N/A	568	100	1,318	1000		
CP1.2hi (LAA SSC 4.7,LPSA 2 T10)	The number of eligible, unintentionally homeless	Low	Improve the quality of life in Derby's Neighbourhoods	833	182	-	830	975	 	
BV183i	The average length of stay in bed and breakfast accommodation	Low	Improve the quality of life in Derby's Neighbourhoods	2.50	3.00	2.80	2.80	2.80	 	Increased homelessness prevention work during 2005/06 following through into 2006/07and more intensive case management has progressively improved performance and the slight rise in Q1 is within a tolerance to enable us to have confidence that the end of year target will be achieved.
Bv183ii	The average length of stay in hostel accommodation	Low	Improve the quality of life in Derby's Neighbourhoods						 	
BV64	Number of private sector vacant dwellings that are returned into occupation or demolished	High	Improve the quality of life in Derby's Neighbourhoods	69.00	4.00		75.00	75.00	 	
BV76a	No. of claimants visited per 1000 caseload	High	Deliver excellent services, performance and value for money	285.62	61.06	62.50	250.00	250.00	 	The Department of Works and Pensions - DWP - has increased our annual intervention visits target by 12% compared to 05/06. The DWP guidance has also been updated to remove the need to meet monthly visiting targets opting instread for an annual target. This allows greater flexibility for service planning and during Q2 and Q3 we plan to divert resources from interventions but still remain at target for this BVPI.
Bv76b	No. of fraud investigators employed per 1000 caseload	High	Deliver excellent services, performance and value for money	0.22	0.21	0.22	0.22	0.22	 	
BV76c	No. of fraud investigations per 1000 caseload	High	Deliver excellent services, performance and value for money	23.48	5.41	6.25	25.00	25.00	 	
BV76d	No. of prosecutions and sanctions per 1000 caseload	High	Deliver excellent services, performance and value for money	6.36	0.62	1.00	4.50	4.50	 	
BV78a	Average time for processing new Housing Benefit claims	Low	Deliver excellent services, performance and value for money	39.59	40.33	36.00	36.00	36.00	 	
BV78b	Average time for processing notifications of changes of circumstances	Low	Deliver excellent services, performance and value for money	14.60	13.62	14.60	14.60	14.60	 	
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct	High	Deliver excellent services, performance and value for money	96.80%	96.00%	96.80%	96.80%	96.80%	 	
BV79bi	Percentage of recoverable overpayments (excluding Council Tax Benefit) recovered	High	Deliver excellent services, performance and value for money	81.64%	78.10%	82.00%	82.00%	82.00%	 	
BV79bii	Percentage of overpayments recovered during the period + HB overpayments identified	High	Deliver excellent services, performance and value for money	31.91%	10.02%	12.00%	32.00%	32.00%	 	
BV79iii	Percentage of overpayments written off during the period	Low	Deliver excellent services, performance and value for money	8.79%	2.11%	2.00%	8.00%	8.00%	 	

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
CP2.1ai	Number of schools in special measures	Low	Encourage lifelong learning and achievement	2	2	-				
CP2.1aii	Number of schools with a notice to improve	Low	Encourage lifelong learning and achievement	4	3	-				
CP2.1aiii	Percentage of inspections that are satisfactory or better	High	Encourage lifelong learning and achievement	87%	100%	-		100%		
CP2.1aiv	Percentage of HMI visits to schools where progress is satisfactory	High	Encourage lifelong learning and achievement	70%	100%	-		100%		
CP3.1ai	Percentage of schools accredited to the healthy schools standard	High	Build healthy and independent communities			-	34	50%		Schools began working towards Healthy School Status in September and none have been accredited yet. We are planning accreditations for target schools from September onwards. This will significantly increase the figure from 0%.
BV161 (CF/A4,C P2.3bii)	Percentage of looked after children engaged in education/training/employment at 19	High	Encourage lifelong learning and achievement	1.04%	1.06%	0.89%	1.03%	0.89%	 	We are currently exceeding our quarterly and year end target with top band 5 performance for the ratio of the percentage of care leavers in education, employment or training on their 19th birthday compared to 18-24 year olds in the same category in the Derby area. We look to meet our end of year target and continue our excellent performance with this indicator.
BV162 (CF/C20)	Percentage of child protection cases which were reviewed	High	Build healthy and independent communities	100.00%	100.00%	100.00%	100.00%	100.00%		
BV163 (CF/C23)	Percentage of looked after children adopted	High	Build healthy and independent communities	10.40%	2.40%	2.25%	9.60%	9.00%	  	With eight adoptions to date we are exceeding our quarterly target for this indicator. If this were sustained over the year we would be well positioned to meet our year end target of 9% and match last year's achievement. However, each year there is a different cohort and similar performance cannot be guaranteed.
BV221a	Percentage of young people gaining a recorded outcome	High	Build healthy and independent communities	60.00%	30.00%	25.00%	69.00%	69.00%	 	
BV221b	Percentage of young people gaining an accredited outcome	High	Build healthy and independent communities	30.00%	3.50%	7.00%	22.00%	22.00%	 	The figure for the first quarter is below target. Increased numbers of young people achieving accreditation through the Duke of Edinburgh's Award will balance this in the other quarters.
BV43a	Statement of special educational needs prepared within 18 weeks excl 'exceptions'	High	Build healthy and independent communities	90.00%	94.74%	92.70%	92.70%	92.70%	 	
BV43b	Statements of special educational needs prepared within 18 weeks incl 'exceptions'	High	Build healthy and independent communities	81.82%	94.74%	83.56%	83.56%	83.56%	 	
BV49 (CF/A1)	Percentage of children looked after with 3+ placements in the year	Low	Build healthy and independent communities	9.00%	8.60%	9.00%	8.00%	9.00%	 	
BV50 (CF/A2, CP2.2ai)	Percentage of young people leaving care with at least 1 GCSE or a GNVQ	High	Encourage lifelong learning and achievement	60.60%	50.00%	61.00%	60.00%	61.00%	 	The June 06 percentage of care leavers with at least one GCSE grade A to G or a GNVQ was 50% but because the numbers involved a very small one or two young people make a big difference to the overall percentage. 'It is expected that the year end target will be reached when the results of the full expected cohort of care leavers are included in the remainder of the year'.

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
Bv170a	Number of visits to/usages of museums per 1,000 population	High	Improve the quality of life in Derby's Neighbourhoods	692.00	184.00	137.00	784.00	871.00		This is lower than the original estimate of 871 due to a calculation error last year, but represents an actual increase of 10% on 2005/6
BV170b	Number of those visits of museums that were in person per 1,000 population	High	Improve the quality of life in Derby's Neighbourhoods	577.00	156.00	116.00	680.00	778.00		This is lower than the original estimate of 778 due to a calculation error last year, but represents an actual increase of 10% on 2005/6
BV170c	Number of pupils visiting museums and galleries in organised school groups	High	Improve the quality of life in Derby's Neighbourhoods	11,230.00	1,823.00	3,774.00	10,000.00	12,180.00		This is lower than the original estimate due to the 'Their Past Your Future Exhibition' last year, which provide free transport to the museum and free sessions that artificially raised last years figure on which this estimate was based and the Silk Mill Education is closed due to maintenance issues it is unlikely to reopen before Christmas
BV199a (LAA SSC3.1, NR)	Percentage of land/highways with unacceptable levels of litter and detritus	Low	Improve the quality of life in Derby's Neighbourhoods	22.00%	20.00%	-	19.00%	19.00%		
BV199b (LAA SSC3.2)	Percentage of land/highways where unacceptable levels of graffiti are visible	Low	Improve the quality of life in Derby's Neighbourhoods	11.00%	10.00%	-	8.00%	7.00%		This is the result of the first of three official surveys and we expect that resources recently introduced will have a positive impact over the year helping us to achieve our target.
BV199c (LAA SSC3.3)	Percentage of land/highways where unacceptable levels of fly-posting are visible	Low	Improve the quality of life in Derby's Neighbourhoods	4.00%	3.00%	-	3.00%	4.00%		
BV199d (LAA SSC3.4)	Reduction in the number of fly-tips and increase in enforcement action	Low	Improve the quality of life in Derby's Neighbourhoods	4.00	4.00	-	4.00	4.00		
BV82a (LAA SSC3.6, NR, CP1.4bi)	Percentage of total tonnage of household waste arisings recycled	High	Improve the quality of life in Derby's Neighbourhoods	16.46%	16.78%	-	18.00%	19.00%		The recycling rate is up by nearly 1.4% on the same quarter last year at 16.78%. With 3 more rethink rubbish rounds being introduced in 2006 we should continue this improvement.
BV82aii	Total tonnage of household waste recycled	High	Improve the quality of life in Derby's Neighbourhoods	19,400.05	5,566.13	-	22,000.00	22,000.00		
BV82b (CP1.4bii)	Percentage of total tonnage of household waste arisings which have been composted	High	Improve the quality of life in Derby's Neighbourhoods	10.08%	16.90%	-	15.00%	15.00%		
BV82bii	Total tonnage of household waste composted/anaerobically digested	High	Improve the quality of life in Derby's Neighbourhoods	11,884.70	5,606.90	-	18,000.00	18,000.00		
BV82d	Percentage of the total tonnage of household waste arisings which has been landfilled	Low	Improve the quality of life in Derby's Neighbourhoods	72.83%	65.22%	-	66.12%	66.12%		
BV82dii	Total tonnage of household waste landfilled	Low	Improve the quality of life in Derby's Neighbourhoods	85,850.97	21,638.78	-	80,000.00	80,000.00		
BV84	Number of kilograms of household waste collected per head	Low	Improve the quality of life in Derby's Neighbourhoods	504.31	141.94	-	518.00	518.00		Although the first quarter is above target, waste produced falls significantly in the 3rd and 4th quarters and I expect us to achieve the target by the end of the year.

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
BV11a	Percentage of top 5% of earners that are women	High	Deliver excellent services, performance and value for money	47.54%	47.96%	48.50%	48.50%	48.50%	 	
BV11b	Percentage of top 5% of earners from black and minority ethnic communities	High	Deliver excellent services, performance and value for money	6.92%	7.24%	6.50%	7.00%	6.50%	 	
BV11c	Percentage of top 5% of earners with a disability	High	Deliver excellent services, performance and value for money	3.79%	3.85%	4.00%	4.00%	4.00%	 	
BV12	No. of working days/shifts lost due to sickness absence	Low	Deliver excellent services, performance and value for money	9.00	1.98	2.15	8.78	8.78	 	
BV14	Percentage of employees retiring early (excl. ill-health) as a percentage of total workforce	Low	Deliver excellent services, performance and value for money	0.22%	0.06%	0.06%	0.25%	0.25%	 	Target achieved. 5 employees, including 2 who were school based, took early retirement during this period. This compares with a total of 6 (including 3 school based) employees who retired early during the same period last year. Note: the City Council has no influence over the decision to allow school based employees to retire early. Costs are paid by the school not the LEA.
BV15	Percentage of employees retiring on ill health as a percentage of total workforce	Low	Deliver excellent services, performance and value for money	0.11%	0.01%	0.05%	0.20%	0.20%	 	Target achieved. 1 employee retired on the grounds of ill health during this period. This compares with 2 ill health retirements for the same period last year.
BV16a	Percentage of employees declaring they meet DDA	High	Deliver excellent services, performance and value for money	2.72%	2.78%	2.85%	2.85%	2.85%	 	
BV17a	Percentage of employees from minority ethnic communities	High	Deliver excellent services, performance and value for money	10.90%	11.00%	11.00%	11.00%	11.00%	 	

PI Code	Description	Good is	Corporate Priority	05/06 Actual	Q1 Actual	Q1 Target	06/07 Forecast	06/07 Target	Progress made	Commentary
BV10	Percentage of Non-domestic Rates collected	High	Deliver excellent services, performance and value for money	97.30%	28.20%	28.59%	97.30%	97.30%		
BV8	Percentage of invoices paid within 30 days	High	Deliver excellent services, performance and value for money	93.69%	95.29%	95.00%	95.00%	95.00%		
BV9	Percentage of Council Tax collected	High	Deliver excellent services, performance and value for money	94.56%	28.32%	29.01%	94.60%	94.60%		
CSP11	Percentage of letters responded to within 5 working days	High	Deliver excellent services, performance and value for money	78.20%	85%	90%	91.82%	90%		This figure is calculated without the return from Regeneration and Community.
CSP12	Percentage of phone calls answered within 15 seconds	High	Deliver excellent services, performance and value for money	88.04%	90.90%	90%	90%	90%		
CSP13	Percentage of visitors to reception greeted within 5 minutes	High	Deliver excellent services, performance and value for money	97.05%	81%	95%	96%	95%		This is missing data from the main council house and roman house.
CSP14	Number of employees completing customer service training	High	Deliver excellent services, performance and value for money	901			4,000	4,000		
CSP15	Number of employees completing plain english training	High	Deliver excellent services, performance and value for money	231	32	-	152	200		
CSP16	Percentage of complaints responded to within 10 working days	High	Deliver excellent services, performance and value for money	81.25%	81.25%	85%	85%	85%		
CSP18	Have your say forms - percentage of electronic forms that are acknowledged within 1 day	High	Deliver excellent services, performance and value for money	N/A	99.40%	100%	99%	100%		
CSP19	Have your say forms - percentage requiring a reply responded to within 5 days	High	Deliver excellent services, performance and value for money	N/A	N/A	100%	100%	100%		This does not include figures from Regeneration and Community or Sport and Leisure services from which the main bulk of returns are expected.