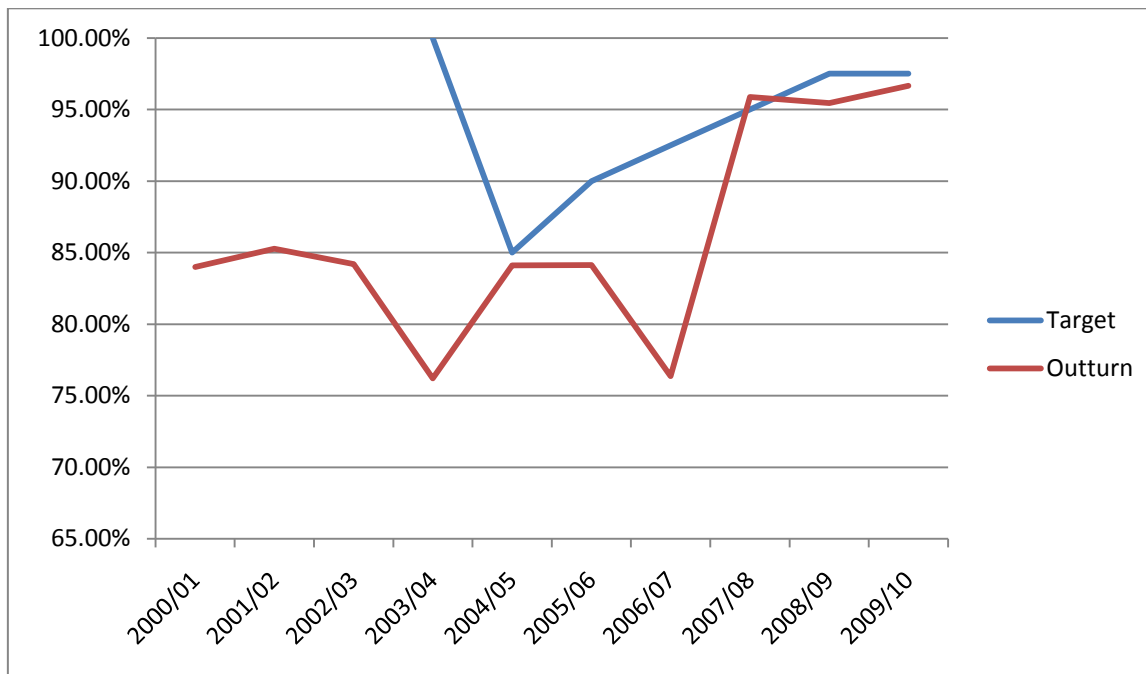


Appendix 2. How Far Have We Travelled – Levels of Performance & Direction of Travel

LI 8 % of invoices paid on time

↑ Aim to Maximise

Year	2000/1	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10
Target	%	%	%	100%	85%	90%	92.5%	95%	97.5%	97.5%
Outturn	84%	85.26%	84.2%	76.2%	84.1%	84.14%	76.37%	95.87%	95.45%	96.66%



LI 9 % of Council Tax collected

↑ Aim to Maximise

Year	2000/1	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10
Target	%	%	95%	95.5%	96.5%	97.5%	98%	97%	97.6%	97.8%
Outturn	91.6%	93.9%	93.9%	94.3%	96.1%	96.37%	96.84%	97.2%	97.4%	97.5%

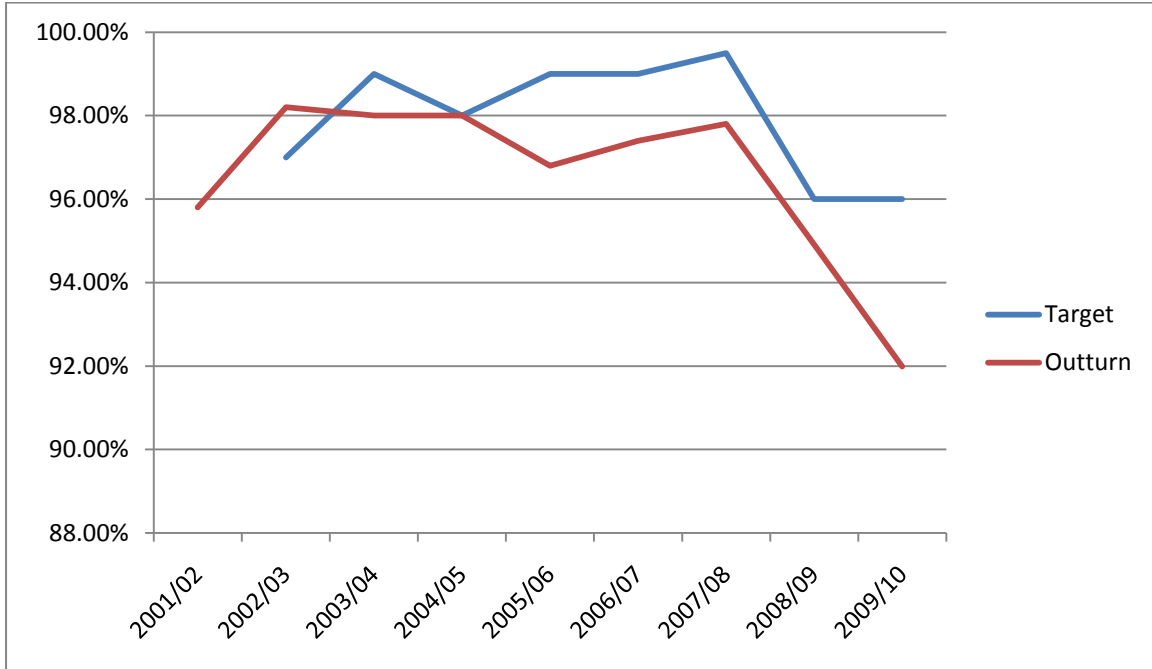


Appendix 2. How Far Have We Travelled – Levels of Performance & Direction of Travel

LI 79a Accuracy of processing - HB/CTB claims

Aim to Maximise

Year	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10
Target	%	97%	99%	98%	99%	99%	99.5%	96%	96%
Outturn	95.8%	98.2%	98%	98%	96.8%	97.4%	97.8%	94.91%	91.99%



LI 82 ai % of Household Waste Recycled

↑ Aim to Maximise

Year	2000/1	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10
Target	%	%	5%	%	17.5%	17.5%	21.5%	24.5%	26%	27.5%
Outturn	6%	3.83%	7.57%	11.33%	16.48%	17.71%	21.59%	26.07%	28.49%	26.03%

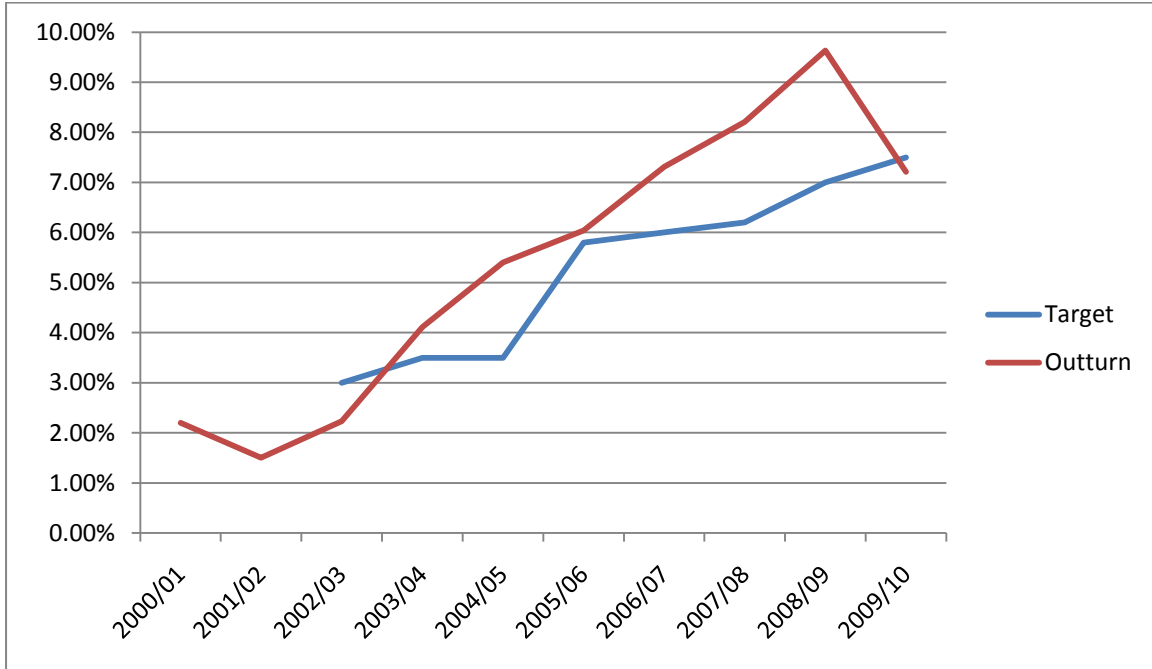


Appendix 2. How Far Have We Travelled – Levels of Performance & Direction of Travel

LI 82 bi % of Household Waste Composted

↑ Aim to Maximise

Year	2000/1	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10
Target	%	%	3%	3.5%	3.5%	5.8%	6%	6.2%	7%	7.5%
Outturn	2.2%	1.5%	2.23%	4.11.%	5.4%	6.04%	7.31%	8.21%	9.63%	7.21%



LI 109b % of Minor applications determined in 8 weeks

↑ Aim to Maximise

Year	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10
Target	%	65%	71%	65%	65%	78%	80%	80%
Outturn	54%	70.%	79%	74%	77.77%	85.71%	91.57%	90%

