

**APPENDIX 4**

**Priority Service Indicators 2009/2010**

	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
<b>Business Services</b>							
BUS 006 % of buildings accessible to people with a disability							
<b>Development Control &amp; Major Developments</b>							
DCMD 001 % of appeals against refusal upheld							
<b>Environmental Services</b>							
ES 001 % of abandoned vehicles investigated in 24 hours							
ES 002% of abandoned vehicles removed within 24 hours							
<b>Exchequer</b>							
EXCH 001 % of Council Tax collected							
EXCH 002 % of NDR collected							
EXCH 003 Average time to process new HB/CTB claims							
EXCH 004 Average time to process change in circumstances							
EXCH 005 % of HB overpayments recovered							
EXCH 006 % of HB overpayments recovered including outstanding							
EXCH 007 % of HB overpayments written off							
<b>Finance</b>							
FIN 001 % of invoices paid on time							

	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
<b>Housing Services</b>							
HS 001 Housing advice: repeat homelessness cases							
<b>Human Resources</b>							
HR 018 Work days lost due to sickness							
<b>Planning &amp; Affordable Housing Policy</b>							
PAHP 001 Number of conservation areas in LA area							
PAHP 002 % of 219a with up-to-date character appraisals							
PAHP 003 % of 219a with published management proposals							
<b>Recreation &amp; Health</b>							
RH 001 Number of visits/usage's to museums in person per 1,000 population							
RH 002 Number of pupils visiting museums							