

# Monthly PIs with management notes 2009-10

Monthly report for 2009/2010  
 Arranged by Service  
 Filtered by Flag: Include: Monthly  
 Exclude: Archive

**Key to Performance Status:**

Performance Indicators: No Data Concern Variation Achieved Excellent

**Key to change on same period in previous year:**

↑ Improved Performance ↓ Worse Performance ↔ Unchanged

**Key to +/- Column:**

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined.

## Monthly PIs with management notes 2009-10

### Service: Finance

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
98.60	BV9 (mon)	Percentage of Council Tax Collected	+	98.70	40.02 (4/12)	12.31	21.66	30.72	39.81									↓

**Management Notes:**

(July) Collection rate is slightly down on this time last year and this could be down to timing of payments. We are closely monitoring the various recovery stages to ensure action is effective. (LJ)

99.40	BV10 (mon)	Percentage of Non-domestic Rates Collected	+	98.90	41.68 (4/12)	12.54	22.60	32.54	40.95									↓
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**Management Notes:**

(July) Collection rate has dipped for the first month this year and may well be as a result of the current economic climate. Also, customers are now able to apply to defer the increase in the 2009/10 bill over the next 3 years (subject to certain conditions) which will impact on in-year collection levels. (LJ)

	NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days	-	12.0	10.0 (4/12)	18.5	18.3	16.2	14.9									↑
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**Management Notes:**

(April - July) During 2008 from April – July 2070 new claims were processed. During the same period this year this number had increased to 2482 new claims. In the

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### Service: Finance

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
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month of April this represented a 33% rise but in recent months this increase has tailed off. The overall increase between April –July is now 20%. If we look at each month's figure in isolation we see that performance has improved from 18.45 processing days in April to 11.1 in July. This is 2.1 days better than the same time last year and on target to deliver 10 days for the year as a whole. (TR)

### Service: Information Technology

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
	L 52	Customer satisfaction - monthly survey	+	5.4														n/a

#### Management Notes:

(July) The process is currently being set up which will produce more regular, timely and useful feedback on the support service of ICT. (TR)

	L 97	Number of computer user hours made unavailable each month	-	3,708	1,000 (3/12)				720									n/a
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#### Management Notes:

(July) The figure for July has not been calculated yet so will be reported with the August figures. (TR)

### Service: Org Dev

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
8.43	BV12 mon	Working days lost due to sickness absence	-	12.82	2.83 (4/12)	0.94	1.81	2.47	3.83									↑

#### Management Notes:

(July) Even though this figure is still showing as a concern there has been a considerable improvement on this time last year which was showing 5.18 days. (TR)

### Service: Customer Service Indicator

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### Service: Customer Service Indicator

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
	L102	Percentage of calls answered within 20 seconds - CSC	+	65	80 (4/12)	84	70	76	76									↑

#### Management Notes:

(July) There was a level of 24% of absence during the month of July and with no cover for resource hence the lower grade of service. (CF)

	L103	Percentage of calls answered within 20 seconds - Switchboard	+	71	80 (4/12)	86	82	83	86									↑
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#### Management Notes:

### Service: Housing

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
24	BV212 (mon)	Average time in days to re-let local authority housing	-	22	25 (4/12)	30	26	28	27									↓

#### Management Notes:

(April - July) The year-to-date figures are showing in the report but if we look at the actual monthly figures for 09/10 they show the monthly fluctuation and the vast improvement from June to July. April = 30; May = 21; June = 33; and July = 24 (db)

99.00	BV66a (mon)	The proportion of rent collected	+	97.91	99.00 (4/12)	97.11	97.38	97.45	97.84									↑
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#### Management Notes:

(April - July) Performance has further improved over last month by 0.39% and by 0.73% since April 09. (TR)

### Service: Planning

#### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement

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## Service: Planning

### Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
25.9	BV204(mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	35.0	35.0 (4/12)	0.0	25.0	22.2	23.1									↑

#### Management Notes:

84.00	NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	+	63.75	65.00 (4/12)	72.09	73.68	72.46	71.14									↑
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#### Management Notes:

92.11	NI157c (mon)	Percentage of Other planning applications determined within 8 weeks	+	85.29	80.00 (4/12)	83.06	84.55	82.68	81.91									↓
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#### Management Notes: