

# 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	48.83 (5/12)	12.31	21.66	30.72	39.81	48.67								↓
<b>Management Notes:</b> (August) Still slightly down on this time last year. We have so far issued, about 18% more recovery documents (reminders, finals & summonses) than this time last year. We are being very proactive with our customer calling which has resulted in a number of customers being referred on to benefits and to debt advice agencies. We are also extending more customers instalments into February and March. It is common amongst the majority of Devon authorities that they are experiencing a slight drop in collection figures. (LJ)																		
99.40	BV10 (mon)	Percentage of Non-domestic Rates Collected	+	98.90	50.38 (5/12)	12.54	22.60	32.54	40.95	49.68								↓
<b>Management Notes:</b> (August) Collection levels are still down. We have so far received in the region of 160 applications under the rate deferral scheme of which £80k has been deferred. This equates to 0.3% of the net collectable debit. (LJ)																		
	NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days	-	12.0	10.0 (5/12)	18.5	18.3	16.2	14.9	14.6								↑

## 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
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#### Management Notes:

### 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:

	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:

### 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	3.54 (5/12)	0.94	1.81	2.47	3.78	4.47								↑

#### Management Notes:

### Service: Customer Service Indicator

## Monthly PIs with management notes 2009-10

### 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 (5/12)	84	70	76	76	79								↑

#### Management Notes:

	L103	Percentage of calls answered within 20 seconds - Switchboard	+	71	80 (5/12)	86	82	83	86	92								↑
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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 (5/12)	30	26	28	27	27								↓

#### Management Notes:

(April - August) Still concern about turnaround times of void works by contractors. (db)

99.00	BV66a (mon)	The proportion of rent collected	+	97.91	99.00 (5/12)	97.11	97.38	97.45	97.84	98.20								↑
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#### Management Notes:

### 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	-	35.0	35.0	0.0	25.0	22.2	23.1	22.2								↑

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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
		decisions allowed against the authority's decision to refuse			(5/12)													

### Management Notes:

84.00	NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	+	63.75	65.00 (5/12)	72.09	73.68	72.46	71.14	71.19									↑
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### Management Notes:

92.11	NI157c (mon)	Percentage of Other planning applications determined within 8 weeks	+	85.29	80.00 (5/12)	83.06	84.55	82.68	81.91	82.45									↓
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### Management Notes: