

09-10 Monthly PIs with management notes

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

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.

09-10 Monthly PIs with management notes

Service: Finance

Committee: Executive Board

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	12.15 (1/12)	12.31												n/a

Management Notes

(April) Performance would appear to be on track however we do not have figures available for April 08 to compare. The position in April 07 was 12.15% and therefore current performance is showing a slight improvement. (LJ)

99.40	BV10 (mon)	Percentage of Non-domestic Rates Collected	+	98.90	13.08 (1/12)	12.54												n/a
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Management Notes

(April) The collection rate is down on target. However we have seen a number of customers moving from half yearly to monthly which impacts on the monthly collection rates. Approx 500 reminder notices have already been issued. (LJ)

	NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days	-	12.0	10.0 (1/12)	18.5												↑
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09-10 Monthly PIs with management notes

Service: Finance

Committee: Executive Board

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

(April) A significant increase in workload from year end and system down time has led to a drop in performance, this is now being caught up with and will be reflected in improvements in future months. The target has been set at a level we believe is in line with top performing councils, but national comparisons are currently unavailable. (EB)

Service: Information Technology

Committee: Executive Board

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

(April) Monthly figures not available until June 2009. (TR)

	L 97	Number of computer user hours made unavailable each month	-	3,708														n/a
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Management Notes

(April) Monthly figures not available until June 2009. (TR)

Service: Org Dev

Committee: Executive Board

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: Org Dev

Committee: Executive Board

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	0.71 (1/12)	0.94												↑

Management Notes

Service: Housing

Committee: Executive Board

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 (1/12)	30												↓

Management Notes

(April) The deterioration in performance this month corresponds with a reduction in staff resources. One technical assistant had been taken out of the team to work in the Systems Thinking check team and there were also 2 technical assistant vacancies. This reduced the technical assistant team from 4 to 1. (TR)

99.00	BV66a (mon)	The proportion of rent collected	+	97.91	99.00 (1/12)	97.11												↑
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Management Notes

(April) At the end of 2008/9 performance was 97.91% and it is now 97.11%, a decrease of 0.80%. A similar situation occurred at the end of 2007/8, a drop of 0.85% was recorded for the first month of 2008/9. The decrease is 0.05% less than this time last year and as we progress through the year performance will steadily improve. (TR)

Service: Planning

Committee: Executive Board

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Service: Planning

Committee: Executive Board

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 (1/12)	0.0												↑

Management Notes

84.00	NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	+	63.75	65.00 (1/12)	72.09												↑
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Management Notes

92.11	NI157c (mon)	Percentage of Other planning applications determined within 8 weeks	+	85.29	80.00 (1/12)	83.06												↓
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Management Notes