

## Performance List

**Filtered by Flag: Exclude: Archive, Normal, , Excellent, Key outcomes, , Key internal improvements, CPA Improvement Plan actions, Annual, Quarterly, Consider for monitoring, Mori Survey, Housing Improvement Plan B**  
**Filtered by Performance Status: Exclude PI Status: Data not entered, Data not due**  
**Using Default Comparisons Settings**

*Key to performance status:*

Performance Indicators: No Data Concern Variation Achieved Excellent

*Key to +/- Column:*

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

### Performance List

Code	Title	+/-	Target 07/08	Actual 07/08	Status 07/08	Change on 06/07	Target 08/09	Target 09/10	Target 10/11	Notes
BV14	Percentage of early retirements	-	0.40	0.00 (11/12)	Excellent		n/a	n/a	n/a	
BV15	Percentage of ill-health retirements	-	0.25	0.00 (11/12)	Excellent		n/a	n/a	n/a	
BV79bii	Benefit overpayments recovered as a percentage of the total overpayment debt outstanding	+	32.1	35.5 (11/12)	Excellent		n/a	n/a	n/a	(February) The target for the year has been met and exceeded (EB)
BV10 (mon)	Percentage of Non-domestic Rates Collected	+	91.50	98.23 (11/12)	Excellent	↓	99.0	n/a	n/a	
BV219b (mon)	Percentage of conservation areas with an up to date character appraisal	+	33	33 (11/12)	Achieved		n/a	n/a	n/a	
BV11c	Top 5% of earners with a disability	+	0.0	0.0 (11/12)	Achieved		n/a	n/a	n/a	
BV9 (mon)	Percentage of Council Tax Collected	+	97.40	98.11 (11/12)	Achieved	↑	98.60	n/a	n/a	(February) performance is well on track to achieve the target collection rate. (LJ)
BV8 (mon)	Percentage of Invoices Paid on Time	+	97	95 (11/12)	Variation	↑	98	n/a	n/a	

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BV12 mon	Working days lost due to sickness absence	-	8.79	9.49 (11/12)	Variation	↓	9.59		n/a	
BV78a (mon)	Average processing time taken for all benefit claims	-	36	38 (11/12)	Variation	↓	30	n/a	n/a	(February) The work is now within a week, having dropped back due to the close down of the system to complete the year end recalculations. However, there is still a reduction of the number of days taken to process new claims. The figure here is an accumulative figure from 1.4.07 to 29.2.08. If the figures just for February were used it would show an average of 24 days. (EB)
BV78b (mon)	Average processing time for all written notifications of changes to benefit claimant's circumstances	-	20	21 (11/12)	Variation	↓	19	n/a	n/a	(February) The work is now within a week, having dropped back due to the close down of the system to complete the year end recalculations. However, there is still a reduction of the number of days taken to process changes of circumstances. The figure here is an accumulative figure from 1.4.07 to 29.2.08. If the figures just for February were used it would show an average of 10 days. (EB)
BV109b (mon)	Planning Applications: Minor Applications determined within 8 weeks	+	75.00	54.71 (11/12)	Concern	↓	75.0	n/a	n/a	(February) The Development Control Manager is reviewing the DC service this year and there may be potential opportunities coming out of that review to improve performance. (SA)
BV109c (mon)	Planning Applications: 'Other' applications determined in 8 weeks	+	88.00	78.04 (11/12)	Concern	↑	88.00	n/a	n/a	(February) The Development Control Manager is required to review the DC service this year and there may be other potential opportunities coming out of that review to improve performance. (SA)
BV204 (mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	28.0	71.4 (11/12)	Concern	↓	25	n/a	n/a	(February) A disappointing result after January's figure. However, for the month of January there were 13 decisions which counted towards BVPI figure (11 of which were dismissed). This month there were only 7 decisions, 5 of which were allowed. Two of the allowed appealed were recommendations which were overturned by the Committee (NW)
BV218a (mon)	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	+	55.00	14.49 (11/12)	Concern		n/a	n/a	n/a	(February) Streetscene continues to try and respond to reported cases of abandoned vehicles within 24hrs. Due to work demands, abandoned vehicles are attended to in conjunction with other work duties and it is therefore not always possible to attend within 24hrs. An increase in resources would be required if this BVPI is to be improved. (SA)
BV218b (mon)	Percentage of abandoned vehicles removed within 24 hours	+	45.00	35.59 (11/12)	Concern		n/a	n/a	n/a	(February) Streetscene continue to make small improvements in removing vehicles within 24hrs of our legal entitlement to do so. This is as a result of better record keeping and improved case handling

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	from legal entitlement to remove									by the officers responsible. (SA)
BV17a	Percentage of employees with a disability	+	1.40	0.80 (11/12)	Concern		n/a	n/a	n/a	(February) We consider ourselves to be an Equal Opportunities employer and continue to work towards the higher level of the equal opportunities standard as per the local government agenda. (JP)

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