

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 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 (4/12)	Excellent		n/a	n/a	n/a	
BV15	Percentage of ill-health retirements	-	0.25	0.00 (4/12)	Excellent		n/a	n/a	n/a	
BV79bii	Benefit overpayments recovered as a percentage of the total overpayment debt outstanding	+	11.7	14.0 (4/12)	Excellent		n/a	n/a	n/a	(July) The target for the end of July is 11.7 and this has been exceeded. (SA)
BV12 mon	Working days lost due to sickness absence	-	3.20	2.59 (4/12)	Excellent	↓	9.59		n/a	(July) The target for the end of July is 3.20 which has been exceeded. (SA)
BV9 (mon)	Percentage of Council Tax Collected	+	38.97	39.87 (4/12)	Achieved	↑	98.60	n/a	n/a	(July) The target for the end of July is 38.97 which is the figure achieved during the same period in 2006/07. This target has been exceeded. (SA)
BV11c	Top 5% of earners with a disability	+	0.0	0.0 (4/12)	Achieved		n/a	n/a	n/a	
BV219b (mon)	Percentage of conservation areas with an up to date character appraisal	+	33	33 (4/12)	Achieved		n/a	n/a	n/a	(July) Position is as at year end 06/07. The proposal is to prepare an insert into existing appraisals to bring them up to date. (SA)
BV8	Percentage of Invoices	+	97	95 (4/12)	Variation		98	n/a	n/a	

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(mon)	Paid on Time					↑				
BV218b (mon)	Percentage of abandoned vehicles removed within 24 hours from legal entitlement to remove	+	45.00	41.66 (4/12)	Variation		n/a	n/a	n/a	(July) We are currently reviewing the way we carry out investigation and disposal of abandoned vehicles in an attempt to improve on current performance. However, the way in which the BVPI drives the method of work in dealing with abandoned vehicles will impact on the way in which current staff resources are employed, may increase the costs of disposal and increase potential incidents of litigation. (SA)
BV10 (mon)	Percentage of Non-domestic Rates Collected	+	42.94	41.56 (4/12)	Variation	↓	99.0	n/a	n/a	(July) The target for the end of July is 42.94 which equates to performance for the same period in 2006/07 (SA)
BV78b (mon)	Average processing time for all written notifications of changes to benefit claimant's circumstances	-	20	22 (4/12)	Variation	↓	19	n/a	n/a	(July) New working arrangements were put into place on the 25 June which will hopefully reduce the number of days. However, it may take a couple of months before any significant results are seen. (EB)
BV109b (mon)	Planning Applications: Minor Applications determined within 8 weeks	+	75.00	68.42 (4/12)	Variation	↓	75.0	n/a	n/a	(July) All planning officers are aware of the targets we have to meet and are constantly reminded of this by their managers. However, the long term vacancies we are experiencing, together with difficulty in filling posts is proving to be problematic at present. Once we fill the posts the figures should show an improvement. (SA)
BV109c (mon)	Planning Applications: 'Other' applications determined in 8 weeks	+	88.00	82.98 (4/12)	Variation	↑	88.00	n/a	n/a	(July) All planning officers are aware of the targets we have to meet and are constantly reminded of this by their managers. However, the long term vacancies we are experiencing, together with difficulty in filling posts is proving to be problematic at present. Once we fill the posts the figures should show an improvement. (SA)
BV204 (mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	25.0	50.0 (4/12)	Concern	↓	25	n/a	n/a	(July) No particular reason for poor figure except that two of the decisions were for the same proposal (Planning and listed building consent). This was a finely balanced decision and had the two appeals been dismissed, the allowed figure would have been halved to 25%. (NW)
BV78a (mon)	Average processing time taken for all benefit claims	-	36	45 (4/12)	Concern	↓	30	n/a	n/a	(July) New working arrangements were put into place on the 25 June which will hopefully reduce the number of days. However, it may take a couple of months before any significant results are seen. (EB)
BV218a (mon)	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	+	55.00	27.58 (4/12)	Concern		n/a	n/a	n/a	(July) We are currently reviewing the way we carry out investigation and disposal of abandoned vehicles in an attempt to improve on current performance. However, the way in which the BVPI drives the method of work in dealing with abandoned vehicles will impact on the way in which current staff resources are employed, may increase the

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										costs of disposal and increase potential incidents of litigation. (SA)
BV17a	Percentage of employees with a disability	+	1.40	1.02 (4/12)	Concern		n/a	n/a	n/a	(July) 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. (SA)

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