

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 (7/12)	Excellent		n/a	n/a	n/a	
BV15	Percentage of ill-health retirements	-	0.25	0.00 (7/12)	Excellent		n/a	n/a	n/a	
BV79bii	Benefit overpayments recovered as a percentage of the total overpayment debt outstanding	+	20.4	81.5 (7/12)	Excellent		n/a	n/a	n/a	(October) Target for end of October has been exceeded (EB)
BV9 (mon)	Percentage of Council Tax Collected	+	68.26	68.37 (7/12)	Achieved	↑	98.60	n/a	n/a	
BV10 (mon)	Percentage of Non-domestic Rates Collected	+	72.00	72.26 (7/12)	Achieved	↑	99.0	n/a	n/a	
BV12 mon	Working days lost due to sickness absence	-	5.59	5.53 (7/12)	Achieved	↓	9.59		n/a	
BV219b (mon)	Percentage of conservation areas with an up to date character appraisal	+	33	33 (7/12)	Achieved		n/a	n/a	n/a	(October) 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)
BV11c	Top 5% of earners	+	0.0	0.0 (7/12)	Achieved		n/a	n/a	n/a	

Performance List

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	with a disability									
BV8 (mon)	Percentage of Invoices Paid on Time	+	97	95 (7/12)	Variation	↑	98	n/a	n/a	
BV109c (mon)	Planning Applications: 'Other' applications determined in 8 weeks	+	88.00	79.76 (7/12)	Variation	↑	88.00	n/a	n/a	
BV204 (mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	28.0	40.0 (7/12)	Concern	↓	25	n/a	n/a	(October) Officers have scrutinised the two appeals allowed and will give consideration to the Inspector's comments when making decisions on similar proposals in the future. (NW)
BV78a (mon)	Average processing time taken for all benefit claims	-	36	43 (7/12)	Concern	↓	30	n/a	n/a	(October) We still have a slight backlog which is causing delays in processing new claims and changes of circumstances. We are in the process of clearing this backlog with external resources, as well as the efforts of our own staff. There is a slight improvement of 1 day this month due to work on the backlog. The effect of clearing backlog will not give an immediate improvement in P.I as older cases now being completed will be counted in statistics but as we keep on top, improvement will start to show in final quarter. (EB)
BV78b (mon)	Average processing time for all written notifications of changes to benefit claimant's circumstances	-	20	24 (7/12)	Concern	↓	19	n/a	n/a	(October) We still have a slight backlog which is causing delays in processing new claims and changes of circumstances. We are in the process of clearing this backlog with external resources as well as the efforts of our own staff. The effect of clearing the backlog will not give an immediate improvement in P.I as older cases now being completed will be counted in statistics but as we keep on top, improvement will start to show through in final quarter. (EB)
BV109b (mon)	Planning Applications: Minor Applications determined within 8 weeks	+	75.00	60.63 (7/12)	Concern	↑	75.0	n/a	n/a	(October) Ongoing staff problems in Development Control (DC) continue to hinder good performance. There are a number of minor applications needing to go to Committee under the current scheme of delegation which inevitably means they go over target. A review of the delegation scheme will take place in the next six months. In addition it is hoped that, apart from one member of staff still on long term sick leave, all other vacancies will be filled by Christmas. 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)
BV218a	Percentage of new	+	55.00	16.97 (7/12)	Concern		n/a	n/a	n/a	(October) This is a cumulative figure reflecting the position at end of Oct.

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(mon)	reports of abandoned vehicles investigated within 24 hours of notification									(SA)
BV218b (mon)	Percentage of abandoned vehicles removed within 24 hours from legal entitlement to remove	+	45.00	27.45 (7/12)	Concern		n/a	n/a	n/a	(October) This is a cumulative figure reflecting the position at end of Oct. (SA)
BV17a	Percentage of employees with a disability	+	1.40	1.00 (7/12)	Concern		n/a	n/a	n/a	(October) 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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