

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:

Key to +/- Column:

Higher figures are better Lower figures are better 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 (6/12)	Excellent		n/a	n/a	n/a	
BV15	Percentage of ill-health retirements	-	0.25	0.00 (6/12)	Excellent		n/a	n/a	n/a	
BV79bii	Benefit overpayments recovered as a percentage of the total overpayment debt outstanding	+	17.5	55.7 (6/12)	Excellent		n/a	n/a	n/a	(September) Target for end of September has been exceeded (EB)
BV12 mon	Working days lost due to sickness absence	-	4.80	4.27 (6/12)	Excellent	↓	9.59		n/a	(September) This is a cumulative target. We have exceeded the target for end September. The target for the year as a whole is 9.59 days. (SA)
BV219b (mon)	Percentage of conservation areas with an up to date character appraisal	+	33	33 (6/12)	Achieved		n/a	n/a	n/a	(September) 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)
BV9 (mon)	Percentage of Council Tax Collected	+	57.07	57.87 (6/12)	Achieved	↑	98.60	n/a	n/a	(September) Collection rate continues to improve and is due to the excellent work being carried out by council tax staff which includes the monthly cold calling sessions. The monthly target equates to performance in the same period in 2006/07. (SA)
BV11c	Top 5% of earners with a disability	+	0.0	0.0 (6/12)	Achieved		n/a	n/a	n/a	
BV109c (mon)	Planning Applications: 'Other'	+	88.00	79.86 (6/12)	Variation		88.00	n/a	n/a	

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	applications determined in 8 weeks					↑				
BV8 (mon)	Percentage of Invoices Paid on Time	+	97	95 (6/12)	Variation	↑	98	n/a	n/a	
BV10 (mon)	Percentage of Non-domestic Rates Collected	+	60.73	59.72 (6/12)	Variation	↓	99.0	n/a	n/a	(September) This is due to one of our customers who has changed from half yearly to monthly instalments which has meant that we're down by 0.3%. The overall position of NNDR is extremely good as the cumulative arrears are £76K compared with £165K for the same period last year. The target equates to performance in the same period of 2006/07. (SA)
BV78a (mon)	Average processing time taken for all benefit claims	-	36	44 (6/12)	Concern	↓	30	n/a	n/a	(September) We currently have a backlog which is causing delays in processing new claims and changes of circumstances. We are looking at ways to clear the backlog which was created due to staffing issues. (EB)
BV78b (mon)	Average processing time for all written notifications of changes to benefit claimant's circumstances	-	20	24 (6/12)	Concern	↓	19	n/a	n/a	(September) We currently have a backlog which is causing delays in processing new claims and changes of circumstances. We are looking at ways to clear the backlog which was created due to staffing issues. (EB)
BV109b (mon)	Planning Applications: Minor Applications determined within 8 weeks	+	75.00	53.52 (6/12)	Concern	↑	75.0	n/a	n/a	(September) 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 (mon)	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	+	55.00	4.34 (6/12)	Concern		n/a	n/a	n/a	(September) Following a review of the way we record abandoned vehicle data, the spreadsheet is now being completed more accurately. Thanks to the work of all staff involved we now have more accurate records for calculating our BVPIs (SA)
BV218b (mon)	Percentage of abandoned vehicles	+	45.00	0.00 (6/12)	Concern		n/a	n/a	n/a	(September) Following a review of the way we record abandoned vehicle data, the spreadsheet is now being completed more

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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
	removed within 24 hours from legal entitlement to remove									accurately. Thanks to the work of all staff involved we now have more accurate records for calculating our BVPIs (SA)
BV17a	Percentage of employees with a disability	+	1.40	1.01 (6/12)	Concern		n/a	n/a	n/a	(September) 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)
BV204 (mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	28.0	33.3 (6/12)	Concern	↑	25	n/a	n/a	(September) Two of the appeals allowed were for the same proposal (Appeals in respect of the refusal of planning permission and listed building consent). Had this counted as only one decision, the monthly target figure would have been exceeded. (NW)

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