

2009-10 Annual PI report

Quarterly report for 2009/2010

Arranged by Aims

Filtered by Flag: Include: Monthly, Annual, Quarterly, Corporate Strategy Monitoring 2009-2010

Exclude: Archive

Filtered by Performance Status: Exclude PI Status: Data not entered, Data not due, No Data

Key to Performance Status:

Performance Indicators: No Data Concern Variation Achieved Excellent

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.

* indicates that an entity is linked to the Aim by its parent Service

2009-10 Annual PI report

Priority: Affordable Homes

Outcome: Significant increases in the supply of affordable homes

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
NI155	Number of affordable homes delivered (gross) (LAA)	Housing	+	9		0	0	0	18	↑

Management Notes:

(Quarter 1 - 4)

The current pipeline for 2010/11 is 137 affordable homes, a number of these schemes are dependant on securing Homes and Communities Agency grant. All 2010/11 schemes have secured planning consent.

(PL)

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Priority: Affordable Homes

Outcome: Significant increases in the supply of affordable homes

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
NI156	Number of households living in temporary accommodation	Housing	-	91	117	82	78	74	63	↑

Management Notes:

(Quarter 1 - 4)

Number of households in temporary accommodation has again been significantly reduced due to pro-active actions such as successful prevention of potentially homeless approaches, effective management of temporary accommodation (ie supported accommodation and PSL's) and quarterly occupancy checks of our own housing stock being used as temporary accommodation.

(TR)

NI159	Supply of ready to develop housing sites	Planning Policy	+	105.7		n/a	n/a	n/a	97	↓
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Management Notes:

(2009 - 2010)

This is a best estimate figure as at Sept 2009

(MD)

Outcome: Improvements in the management of the Council's housing stock

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
BV63	The average Standard Assessment Procedure (SAP) rating of local authority-owned dwellings	Housing	+	72	72	72			72	↔

Management Notes:

2009-10 Annual PI report

Priority: Affordable Homes

Outcome: Improvements in the management of the Council's housing stock

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
BV212 (mon)	Average time in days to re-let local authority housing	Housing	-	22	25	29	31	30	28	↓

Management Notes:

(April - March)

Void performance has been poor this year compared to 2008/09 and below target of 25 days. Void management process has been changed following systems thinking, although this should not have had a significant impact on timescales. The main reason for delay is contractor performance. Improvements have been made in recent months but is still not as good as during previous year. Most voids can be let immediately after the contractor has completed works to the property, so in practice the void timescales are usually the length of time it takes for the repair work to be done.

(TR)

L 13 (L50)	Percentage of urgent repairs completed within Government time limits	Housing	+	92.64	98.00	95.00	94.10	92.00	90.09	↓
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Management Notes:

(Quarter 1 - 4)

We have been working with the contractors to try to determine why the performance appears to have fallen over the year. The information obtained by tenant satisfaction surveys suggest that the contractors are performing well.

This would indicate that a problem has developed in how the contractors are now providing their information to us.

(TR)

NI158	% non-decent council homes	Housing	-	0.0	0.0				0.0	↔
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Management Notes:

(Quarter 1 - 4)

We are working to ensure that our improvement programmes prevent homes from becoming non-decent.

Records are kept on homes where the tenants have declined having improvement works undertaken. The validated stock survey being undertaken will provide an up to date position on our homes.

(TR)

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Priority: Affordable Homes

Outcome: Improvements in the management of the Council's housing stock

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Priority: Safe, clean and green environment

Outcome: A safe environment

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
L 63a	Number of random general licence checks	Legal, Licensing and Democratic Services	+	185	185	60	115	141	206	↑

Management Notes:

L 63b	Number of random vehicle licence checks	Legal, Licensing and Democratic Services	+	177	150	35	68	114	152	↓
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Management Notes:

Outcome: A clean environment

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
NI195a	Improved street and environmental cleanliness (% of litter overall)	StreetScene	-	5	4		3	5	4	↑

Management Notes:

(Quarter 4)

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Priority: Safe, clean and green environment

Outcome: A clean environment

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Litter failure rate 4% as per annual target.

(DC)

NI195b	Improved street and environmental cleanliness (% of detritus overall)	StreetScene	-	22	20		20	20	18	↑
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Management Notes:

(Quarter 4)

Detritus failure rate for this period has reduced to 15%, meaning the annual figure for 2009/2010 has fallen from 22% to 18%

(DC)

NI195c	Improved street and environmental cleanliness (% of graffiti overall)	StreetScene	-	1	1		2	0	1	↔
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Management Notes:

NI195d	Improved street and environmental cleanliness (% of fly posting overall)	StreetScene	-	0	0		0	0	0	↔
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Management Notes:

NI196	Improved street and environmental cleanliness – fly tipping	StreetScene	-	3	3	4	2	2	2	↑
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Management Notes:

(Quarter 1 - 4)

The number of incidents of flytipping that have occurred in East Devon in the first six months of 09 showed a slight decrease to those figures recorded

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Priority: Safe, clean and green environment

Outcome: A clean environment

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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for 08 and the trend is still happening for this quarter. The types of flytipping that have occurred within the district are green waste, general household/trade waste and white goods.

The dumping of hazardous waste, asbestos, still occurs but not in such large amounts although over the last few weeks two large construction flytips, in the Axmister area, have appeared both containing large amounts of asbestos. Unfortunately, no evidence as to where these flytips emanated from has been found.

The number of incidents has increased somewhat in the final quarter but this mirrors what has happened in previous years. There seems to be a seasonal trend for numbers to increase in the winter months.

The number of incidents recorded: 512

Enforcement Investigations: 117

Duty of Care Inspections: 20

Warning/Investigation letters sent: 18

FPNs issued 7

(TR)

Outcome: A green environment

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
L 32	Percentage of tree preservation order applications determined within 8 weeks	Countryside	+	96	96.0	96.5	96.5	98.2	98.6	↑

Management Notes:

L 33	Percentage of conservation area notices dealt with within 42 days	Countryside	+	93	95	91	93	93	98	↑
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Management Notes:

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Priority: Safe, clean and green environment

Outcome: A green environment

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
NI187	Tackling fuel poverty – % of people receiving benefits living in low energy efficient homes (LAA)	Env Health	-	16.2		n/a	n/a	n/a	14.0	↑

Management Notes:

(2009 - 2010)

The figure shown is for Devon County as a whole.

(TR)

NI188	Planning to Adapt to Climate Change	Climate Change	+	0		n/a	n/a	n/a	0	↔
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Management Notes:

Priority: Recycling

Outcome: A rise in recycling and composting and a fall in the disposal of other waste

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
NI191	Residual household waste in kg per household	StreetScene	-	480	460	108	218	311	425	↑
NI192	Percentage of Household waste sent for reuse, recycling and composting	StreetScene	+	26.20	32.00	31.10	33.00	33.50	35.80	↑

Management Notes:

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Priority: Recycling

Outcome: A rise in recycling and composting and a fall in the disposal of other waste

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Priority: Excellent service for our customers

Outcome: Consistently satisfied customers.

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
BV204(mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	Planning	-	35.0	35.0	22.2	24.1	20.9	22.4	↑

Management Notes:

L 34	Percentage of visitors to local nature reserves showing satisfaction with visit	Countryside	+	n/a	80				98	n/a
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Management Notes:

L 62b	Percentage of vehicle licences issued within 14 working days	Legal, Licensing and Democratic Services	+	100	100	100	100	100	100	↔
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Management Notes:

L 62c	Percentage of Licensing Act 2003 applications decided within statutory deadlines	Legal, Licensing and Democratic Services	+	100	100	100	100	100	100	↔
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Management Notes:

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Priority: Excellent service for our customers

Outcome: Consistently satisfied customers.

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
L 64	Proportion of Councillors trained in regulatory functions	Legal, Licensing and Democratic Services	+	89.58	100.00		97.78	97.78	97.78	↑
Management Notes:										
L100	Percentage of customer calls answered -CSC	Customer Service	+	92	95	96	97	97	99	↑
Management Notes:										
L101	Percentage of customer calls answered - Switchboard	Customer Service	+	93	95	89	99	100	100	↑
Management Notes:										
L102	Percentage of calls answered within 20 seconds - CSC	Customer Service	+	65	80	76	80	92	92	↑
Management Notes:										
L103	Percentage of calls answered within 20 seconds - Switchboard	Customer Service	+	71	80	83	91	96	92	↑
Management Notes:										
L108	Maximise usage of Discretionary Housing Payments Scheme	Finance	+	n/a	50,371				59,260	n/a

Management Notes:

(Quarter 4)

Target is to ensure government contribution of £50,371 is fully used to alleviate exceptional hardship to East Devon residents. This is achieved by

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Priority: Excellent service for our customers

Outcome: Consistently satisfied customers.

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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spending the full allocation and making a further contribution at cost to local taxpayers. The total spending must not exceed £125,928.

(TR)

L61	Percentage of councillors accessing electronic information	Legal, Licensing and Democratic Services	+	98.30	100.00		98.28	98.30	98.30	↔
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Management Notes:

L62a	Percentage of general licences issued within 14 working days	Legal, Licensing and Democratic Services	+	100	100	100	100	100	100	↔
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Management Notes:

NI14	Avoidable Customer Contact	Customer Service	+	36.45		n/a	n/a	n/a	24.00	↓
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Management Notes:

(2009 - 2010)

This indicator has now been discontinued. Following the March 2010 budget the government decided to remove 18 indicators from the National Indicator Set. This is in line with commitments made in the *Putting the Frontline First: Smarter Government* to remove indicators that were no longer relevant or needed.

(TR)

NI157a	Percentage of Major planning applications determined within 13 weeks	Planning	+	50.00	60.00				59.11	↑
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Management Notes:

NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	Planning	+	63.75	65.00	72.46	71.32	69.93	69.17	↑
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Priority: Excellent service for our customers

Outcome: Consistently satisfied customers.

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Management Notes:

NI157c (mon)	Percentage of Other planning applications determined within 8 weeks	Planning	+	85.29	80.00	82.68	81.97	80.99	81.92	↓
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Management Notes:

NI180	No. of changes of circumstances which affect customers' Housing/Council Tax Benefit within the year	Finance	+	1,411.3	1,500.0	583.7		1,382.1	2,243.6	↑
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Management Notes:

(Quarter 4)

This indicator has now been discontinued. Following the March 2010 budget the government decided to remove 18 indicators from the National Indicator Set. This is in line with commitments made in the *Putting the Frontline First: Smarter Government* to remove indicators that were no longer relevant or needed.

(TR)

NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days	Finance	-	12.0	10.0	16.2	13.6	11.2	9.1	↑
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Management Notes:

NI182 (mon)	Satisfaction of business with local authority regulation services	Env Health	+	75				81	80	↑
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Management Notes:

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Priority: Excellent service for our customers

Outcome: Consistently satisfied customers.

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
ST11	Percentage of satisfied customers - Planning	Planning	+	95		95	97	91	96	

Management Notes:

ST13	Volume of Demand - new claims and change of circumstances	Finance	OFF	17,186 (3/4)				26,745	39,258	n/a
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Management Notes:

ST16	Volume of demand - New Applications	Planning	+	2,275		n/a	n/a	n/a	2,040	↓
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Management Notes:

ST4	Percentage of preventable customer contact within 'Benefits'	Finance	-	58 (1/4)		24.2		26.8	23.2	↑
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Management Notes:

ST5	Percentage of preventable contact within Development Control	Planning	-				36.9	37.4	30.0	n/a
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Management Notes:

(Quarter 4)

During the 4th quarter preventable demand dropped to 17%.

(TR)

ST9	Capability at Point of Transaction - Ability to deal	Planning	+	90.5			80.2	81.5	80.0	↓
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Priority: Excellent service for our customers

Outcome: Consistently satisfied customers.

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
	with customers at first contact (DC)									

Management Notes:

Priority: An inspirational Council

Outcome: Great value for our customers

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
BV9 (mon)	Percentage of Council Tax Collected	Finance	+	98.70	98.90	30.72	57.93	87.54	98.70	↔

Management Notes:

(March)

To have achieved the same collection rate as last year is an excellent result in view of the current economic climate. The arrears levels at 31 March 10 are very similar to that of last year even though council tax increased which again demonstrates that overall collection is very good. The focus of collection has been about debt prevention and customer calling has been intergral to this.

(LJ)

BV10 (mon)	Percentage of Non-domestic Rates Collected	Finance	+	98.90	98.90	32.54	58.94	87.64	99.03	↑
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Management Notes:

(March)

This is an excellent result in view of the current economic climate. The Business Rates team have been working hard to try and avoid debts escalating and the focus has very much been on debt prevention. The collection rate has been calculated excluding the deferral amount as instructed by the

2009-10 Annual PI report

Priority: An inspirational Council

Outcome: Great value for our customers

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Communities for Local Government.

(LJ)

BV66b	Percentage of tenants with more than seven weeks of (gross) rent arrears	Housing	-	5.50	5.25	5.33	4.68	4.85	3.84	↑
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Management Notes:

(Quarter 1 - 4)

A very good performance to exceed the target set by 1.41%. Rent arrears are reducing with 66a performance at 98.55% and this obviously reflects on this indicator. Our current passage through Systems Thinking should improve performance for the coming year but Improvements are likely to be small compared to this year.

(PR)

BV66a (mon)	The proportion of rent collected	Housing	+	97.91	99.00	97.45	98.07	98.30	98.55	↑
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Management Notes:

(April - March)

Best ever performance for several years, but 0.45% short of year end target. Achieving a performance of 100% would mean that there would be no rent arrears whatsoever and this is clearly very difficult to achieve. The way forward is to sustain the current performance and chip away towards 100%. We are in the process of Systems Thinking and the outcome should help and improve our performance for the coming year. We should not get carried away with future target setting, any improvement is going to be very small and targets should reflect this.

(PR)

L 97	Number of computer user hours made unavailable (downtime) each month	Information Technology	-	3,708	1,000	720	4,752		493	↑
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Management Notes:

(March)

2009-10 Annual PI report

Priority: An inspirational Council

Outcome: Great value for our customers

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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This is the best result since we started recording. The analysis and long term actions are starting to pay off at last.

(TR)

L107	Maximise Subsidy Return - % of subsidy received against payments made	Finance	+	99.36	99.5				101.4	↑
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Management Notes:

(Quarter 1 - 4)

The subsidy we have received for paying housing & council tax benefit together with overpaid benefit we have recovered are 1.4% more than the benefit we paid out in 2009/10. This is because we have successfully avoided all penalties for poor performance and also because of strong overpayment recovery from previous years benefit overpayments.

(RB)

L109	Percentage of recoverable benefit overpayments recovered	Finance	+	n/a	37.5				67.1	n/a
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Management Notes:

(Quarter 4)

This measures our recovery of housing benefit overpayments in the year against the total outstanding overpayment debt. In practice these are difficult debts to recover with long repayment periods due to the generally low incomes of the debtors and a high level of default requiring recovery action including home visits and eventual recourse to enforcement through the County Court. On the latest comparative data a performance of over 36.8% represents the top 25% of councils so this is an excellent result.

(TR)

L110	Percentage reduction in Benefit Overpayment cumulative arrears	Finance	+	n/a	0				-14	n/a
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Management Notes:

(Quarter 1 - 4)

2009-10 Annual PI report

Priority: An inspirational Council

Outcome: Great value for our customers

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Despite a good recovery performance the total outstanding overpayment debt increased by 13.5% in the year. This is due to the big increase in benefit caseload which brought with it a proportionate increase in overpayments and the fact that repayment arrangements often spread over several years. There is scope for improvement and further efforts will be made in 2010/11 to reverse the trend, in particular through improved communication between the DWP and ourselves to limit the number and amount of overpayments arising from late or non-reporting of changes by customers.

(RB)

VFMFP2 (mon)	Cycle time in working days from period-end closure to the distribution of routine financial reports	Finance	-	5		5	4	3	5	↔
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Management Notes:

VFMFS3	Cost of the Customer Invoicing function per customer invoice processed	Finance	-	£9.19		n/a	n/a	n/a	£10.27	↓
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Management Notes:

VFMFS6	Cost of Accounts Payable per accounts payable invoice processed	Finance	-	£1.21		n/a	n/a	n/a	£1.60	↓
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Management Notes:

VFMFS7	Proportion of all payments made by electronic means	Finance	-	71		n/a	n/a	n/a	82	↓
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Management Notes:

VFMFS8	Proportion of outstanding debt that is more than 90	Finance	-	16		n/a	n/a	n/a	26	↓
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Priority: An inspirational Council

Outcome: Great value for our customers

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
	days old from date of invoice									

Management Notes:

VFMODS1	Cost of learning and development activity as a percentage of total pay bill	Org Dev	-	1.40	1.40	n/a	n/a	n/a	1.19	↑
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Management Notes:

Outcome: A 'partner of choice'

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
VFMFS10	Creditor days - % of invoices paid within 30 days	Finance	+	95		n/a	n/a	n/a	97	↑

Management Notes:

Outcome: An 'employer of choice'

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
BV12 mon	Working days lost due to sickness absence	Org Dev	-	12.82	8.50	2.47	5.56	8.22	10.56	↑

Management Notes:

(March)

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Priority: An inspirational Council

Outcome: An 'employer of choice'

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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We are pleased to see that our persistent focus on absence has yielded a significant improvement on the end of year position as we have reduced absence by 2.26 average days on last year. Our tenacious and proactive approach will continue as we hope to achieve under 9 average days to bring us more into line with the private sector

(ac)

BV16a	Percentage of local authority employees with a disability	Org Dev	+	4.04	4.04	4.07	4.09	3.72	3.99	↓
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Management Notes:

BV11a	Percentage of top-paid 5% of staff who are women	Org Dev	+	29.76	29.76	28.54	28.54	32.48	28.90	↓
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Management Notes:

BV11b	Top 5% of Earners: Ethnic Minorities	Org Dev	+	4.23	3.80	4.06	4.06	4.06	4.13	↓
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Management Notes:

BV17a (mon)	Ethnic minority representation in the workforce - %	Org Dev	+	0.96	0.96	0.97	1.17	1.18	1.20	↑
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Management Notes:

L112	Cumulative Staff Turnover as a percentage of all staff	Org Dev	-	n/a		1.13	2.44	4.37	6.56	n/a
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Management Notes:

(Quarter 1 - 4)

Turnover for the year 2009/10 remains low at 6.56. This represents an increase on the previous year which was 5.75%. As we enter this period of change, it will be important going forward for us to particularly note any trends in 'voluntary turnover'.

(TR)

2009-10 Annual PI report

Priority: An inspirational Council

Outcome: An 'employer of choice'

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
L113	Number of Disciplinary	Org Dev	-	n/a		2	5	9	11	n/a

Management Notes:

(Quarter 1 - 4)

There were 11 disciplinary actions including 3 dismissals in 2009/10.

In 2008/09, the disciplinary policy was rewritten to make it clear that its scope does not extend to performance or absence issues. The Dealing with Unsatisfactory Performance Policy was also introduced. This followed feedback from managers who felt uncomfortable with using the disciplinary framework to tackle performance problems.

The whole area of performance management was the subject of further training in 2009/10 as the 'Achieving Performance Excellence' training programme was rolled out to all managers on a mandatory basis.

(TR)

L114	Number of Grievances	Org Dev	-	n/a		0	0	1	4	n/a
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Management Notes:

(Quarter 1 - 4)

There have been 4 grievances this year which is consistent with previous years - 2008/09, 3 grievances were raised. Grievances are often very complex and difficult to resolve and we have been successful in managing a number of issues to resolution without recourse to the formal procedure. This has involved using mediation services on some occasions and this has proved very successful.

(TR)

VFMODP3	Average days off the job training per employee	Org Dev	+	2.30	2.30				2.40	↑
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Management Notes:

Not linked to any aims

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement

2009-10 Annual PI report

Not linked to any aims

Performance Indicators

Code	Title	Service	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
L111	Total average headcount	Org Dev	OFF	n/a		532.5	532.5	526.0	518.0	n/a

Management Notes:

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