

Annual report colour

Quarterly report for 2008/2009
 Arranged by Service
 Filtered by Flag: Include: Annual
 Exclude: Archive

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.

Annual report colour

Service: Finance

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
97.58	98.28	98.60	BV9 (mon)	Percentage of Council Tax Collected	+	98.90	98.90	98.70	↓
98.60	99.10	99.40	BV10 (mon)	Percentage of Non-domestic Rates Collected	+	99.00	99.20	98.90	↓
			NI180	No. of changes of circumstances which affect customers' Housing/Council Tax Benefit within the year	+			1,411.3	
			NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and	-		15.0	12.0	

Annual report colour**Service: Finance****Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
				change events -average days					
			VFMFP1	Total Cost of the finance function as a percentage of organisational running costs	-			1.04	
			VFMFP2 (mon)	Cycle time in working days from period-end closure to the distribution of routine financial reports	-			5	
			VFMFS10	Creditor days - % of invoices paid within 30 days	+			95	
			VFMFS2b	Was the latest set of annual accounts qualified by external audit?	OFF			No	
			VFMFS3	Cost of the Customer Invoicing function per customer invoice processed	-			£9.19	
			VFMFS6	Cost of Accounts Payable per accounts payable invoice processed	-			£1.21	
			VFMFS7	Proportion of all payments made by electronic means	-			71	
			VFMFS8	Proportion of outstanding debt that is more than 90 days old from date of invoice	-			16	

Service: Information Technology**Committee: Executive Board**

Annual report colour

Service: Information Technology

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			L 51	Achievement of customer support Service Level Agreement	+	94.90	96.00	88.30	↓
			L 52	Customer satisfaction - monthly survey	+		5.4	5.4	n/a
			L 95	Average score on mandatory online basic skills test	+	77	80	77	↓
			L 96	Number of computer users who have passed a European Computer Driving Licence exam	+	47	100	55	↑
			L 97	Number of computer user hours made unavailable each month	-	2,586	1,000	3,708	↓
			VFMITP1	Cost of the ICT function as a % of organisational running costs	-			5.00	
			VFMITP3a	Organisational ICT spend as a percentage of organisational running costs	-			2	

Service: Legal, Licensing and Democratic Services

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement

Annual report colour

Service: Legal, Licensing and Democratic Services

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			L 62b	Percentage of vehicle licences issued within 14 working days	+	100	100	100	↔
			L 62c	Percentage of Licensing Act 2003 applications decided within statutory deadlines	+	100	100	100	↔
			L 63a	Number of random general licence checks	+	187	160	185	↓
			L 63b	Number of random vehicle licence checks	+	164	150	177	↑
			L 64	Proportion of Councillors trained in regulatory functions	+	89.17	100.00	89.58	↑
			L61	Percentage of councillors accessing electronic information	+	98.31	100.00	98.30	↓
			L62a	Percentage of general licences issued within 14 working days	+	100	100	100	↔

Service: Org Dev

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
10.64	9.37	8.43	BV12 mon	Working days lost due to sickness absence	-	10.95	8.50	12.82	↓

Annual report colour

Service: Org Dev

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
2.64	3.82	5.19	BV16a	Percentage of local authority employees with a disability	+	4.44	4.44	4.04	↓
16.10	23.07	28.93	BV11a	Percentage of top-paid 5% of staff who are women	+	22.22	29.24	29.76	↑
0.00	0.00	1.98	BV11b	Top 5% of Earners: Ethnic Minorities	+	4.09	3.80	4.23	↑
0.00	3.33	6.25	BV11c (mon)	Top 5% of earners with a disability	+	0.00	1.00	0.00	↔
0.90	1.70	3.20	BV17a (mon)	Ethnic minority representation in the workforce - %	+	0.81	0.90	0.96	↑
			NI1	% of people who believe people from different backgrounds get on well together in their local area	+			82	
			NI119	Self-reported measure of people's overall health and wellbeing	+			77.3	
			NI138	% of people 65 and over who are satisfied with both their home and neighbourhood	+			91.3	
			NI139	The extent to which older people receive the support they need to live independently	+			38.6	
			NI140	Fair treatment by local services (% of people who say they are treated with	+			80.0	

Annual report colour

Service: Org Dev

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
				respect)					
			NI17	Perceptions of anti-social behaviour (% of people stating that anti-social behaviour is a problem)	+			9.9	
			NI2	% of people who feel that they belong to their neighbourhood	+			66	
			NI21	Dealing with local concerns about anti-social behaviour and crime issues by the local council	+			30.4	
			NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	+			50.0	
			NI23	Perceptions that people in the area treat one another with respect and consideration	-			16.3	
			NI27	Understanding of local concerns about anti-social behaviour and crime issues	+			24.0	
			NI3	Civic participation in the local area	+			16	
			NI37	Awareness of civil protection arrangements in the local area	+			19.1	

Annual report colour

Service: Org Dev

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			NI4	% of people who feel they can influence decisions in their locality	+			25	
			NI41	Perceptions of drunk or rowdy behaviour as a problem	-			22.6	
			NI42	Perceptions of drug use or drug dealing as a problem	-			21.0	
			NI5	Overall/general satisfaction with local area	+			89	
			NI6	Participation in regular volunteering	+			33	
			VFMODP1a	Cost of HR function as a % of organisational running costs	-			0.40	
			VFMODP1b	Cost of the HR function per employee	-			£229.94	
			VFMODP2	Ratio of employees full time equivalents to HR staff	OFF			141	
			VFMODP3	Average days off the job training per employee	+			2.30	
			VFMODP4	Leavers in the last year as a % of the average total	-			5.78	
			VFMODS1	Cost of learning and development activity as a percentage of total pay bill	-			1.40	
			VFMODS12	% of employees aged 50 or over	-			44.30	

Annual report colour**Service: Org Dev****Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			VFMODS5	Cost of recruitment per vacancy	-			£978.76	

Service: Econ Dev**Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			NI159	Supply of ready to develop housing sites	+			105.7	

Service: StreetScene**Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			NI191	Residual household waste in kg per household	-	527		480	↑
			NI192	Percentage of Household waste sent for reuse, recycling and composting	+	21.86		26.20	↑
			NI193	Percentage of Municipal waste land filled	-	78.14		73.80	↑
			NI195a	Improved street and	-			5	

Annual report colour**Service: StreetScene****Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
				environmental cleanliness (% of litter overall)					
			NI195b	Improved street and environmental cleanliness (% of detritus overall)	-			22	
			NI195c	Improved street and environmental cleanliness (% of graffiti overall)	-			1	
			NI195d	Improved street and environmental cleanliness (% of fly posting overall)	-			0	
			NI196	Improved street and environmental cleanliness – fly tipping	-		3	3	

Service: Customer Service Indicator**Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			L100	Percentage of customer calls answered -CSC	+		95	92	
			L101	Percentage of customer calls answered - Switchboard	+		95	93	
			L102	Percentage of calls answered within 20 seconds - CSC	+		80	65	

Annual report colour**Service: Customer Service Indicator****Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			L103	Percentage of calls answered within 20 seconds - Switchboard	+		80	71	
0.83	0.40	0.00	NI14	Avoidable Customer Contact	+			36.45	

Service: Env Health**Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
			NI182 (mon)	Satisfaction of business with local authority regulation services	+			75	
			NI187	Tackling fuel poverty – % of people receiving benefits living in low energy efficient rating homes	-			16.2	

Service: Housing**Committee: Executive Board****Performance Indicators**

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
66	69	73	BV63	The average Standard	+	71 (A)	70	72	↑

Annual report colour

Service: Housing

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
				Assessment Procedure (SAP) rating of local authority-owned dwellings					
6.00	4.55	3.31	BV66b	Percentage of tenants with more than seven weeks of (gross) rent arrears	-	6.00	5.50	5.50	↑
39	30	24	BV212 (mon)	Average time in days to re-let local authority housing	-	31	28	22	↑
97.52	98.40	99.00	BV66a (mon)	The proportion of rent collected	+	97.84	98.50	97.91	↑
			L 13 (L50)	Percentage of urgent repairs completed within Government time limits	+	92.90	96.00	92.64	↓
			NI155	Number of affordable homes delivered (gross)	+			9	
			NI156	Number of households living in temporary accommodation	-		130	91	
			NI158	% non-decent council homes	-		0.0	0.0	
			NI160	Local authority tenants' satisfaction with landlord services	+			87.00	

Service: Planning

Committee: Executive Board

Annual report colour

Service: Planning

Committee: Executive Board

Performance Indicators

Bottom Quartile District Councils	Median District Councils	Top Quartile District Councils	Code	Title	+/-	Prev Year End	Annual Target	Actual to Date	Improvement
38.8	31.1	25.9	BV204(mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	41.8	25.0	35.0	↑
8.11	21.98	48.29	BV219b	Percentage of conservation areas with an up-to-date character appraisal.	+	3.00	66.00	33.00	↑
			L 32	Percentage of tree preservation order applications determined within 8 weeks	+	100	90	96	↓
62.90	71.90	81.60	NI157a	Percentage of Major planning applications determined within 13 weeks	+	51.16	60.00	50.00	↓
70.80	77.16	84.00	NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	+	59.28	65.00	63.75	↑
84.32	88.73	92.11	NI157c (mon)	Percentage of Other planning applications determined within 8 weeks	+	82.59	80.00	85.29	↑
			NI197	Improved Local Biodiversity – proportion of Local Sites with positive conservation management	+		30.5	46.0	