

**PERFORMANCE REPORT: November 2009 - Overview & Scrutiny Committee 3**  
**Improvement, Performance & Finance**

KEY TO STATUS COLOURING  
 KEY TO QUARTILE COLOURING

KEYS

**CURRENT STATUS**      **BV12r - rolling colour status not counted**

**G** 6    **50.0%**      **A** 3    **25.0%**      **R** 3    **25.0%**      **NO DATA** 0    **0.0%**

**MONTH ON MONTH TREND & QUARTER ON QUARTER TREND**

**↑** 10    **83.3%**      **↔** 0    **0.0%**      **↓** 2    **16.7%**      **NO DATA** 0    **0.0%**

**YEAR ON YEAR TREND**

**↑** 2    **16.7%**      **↔** 0    **0.0%**      **↓** 6    **50.0%**      **NO DATA** 4    **33.3%**

Please contact Dale Robertson Ext 7110, if you require further information or support

ID	NAME	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	OVERALL PERFORMANCE TO DATE	ANNUAL TARGET	CURRENT PROFILED TARGET [if any]	TARGET TOLERANCES	PERFORMANCE AGAINST LAST REPORTING PERIOD	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION					
<b>Human Resources [Catherine Wilson]</b>		<b>BV 12r - rolling colour status not counted</b>													<b>G</b> 0	<b>A</b> 0	<b>R</b> 1	No data	0							
<b>Monthly Indicators</b>																										
↓ BV 12	The number of working days/shifts lost due to sickness absence	0.96	0.83	1.03	1.15	0.92	0.96	1.03	0.93					7.82 Days	11.00 Days	7.33 days	5%	↑	↑ 8.46 Days	12.86 Days Bottom	11.89 Days Bottom					
↓ BV 12r (Rolling 12 months)	The average number of working days/shifts lost due to sickness absence for rolling 12 month period	12.99	12.84	12.86	12.97	12.99	12.87	12.83	12.63					12.87 Days	11.00 Days		5%	↑	New measure with rolling cumulative figures - No comparable data							
<b>Finance &amp; Assets [Gavin Chambers]</b>		<b>BV 12r - rolling colour status not counted</b>													<b>G</b> 0	<b>A</b> 1	<b>R</b> 0	No data	0							
<b>Monthly Indicators</b>																										
↑ BV 8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	97.00	93.88	94.69	96.11	94.17	92.96	93.82	96.91					94.98%	95.00%		2% points	↑	No data received November 2008	94.38% Lower Median	91.51% Lower Median					
<b>Revenues &amp; Benefits [Robin Bates]</b>		<b>BV 12r - rolling colour status not counted</b>													<b>G</b> 5	<b>A</b> 2	<b>R</b> 2	No data	0							
<b>Monthly Indicators</b>																										
↑ NI 180	Changes to Housing Benefit/Council Tax Benefit entitlements within year	290.0	469.9	109.5	90.5	96.0	102.1	80.0	194.4					1,392.8	940.5	627.0	5%	↑	New NI 2009/10 - No comparable data							
↓ NI 181	Time taken to process Housing Benefit/Council Tax new claims/changes	15.9	15.3	14.4	15.6	11.5	12.0	14.6	9.3					13.2 Days	14.0 Days		2.0 Days	↑	New NI 2009/10 - No comparable data							
↑ BV 9	Percentage of council tax received in the year	11.25	9.01	9.24	9.23	8.99	9.25	9.14	9.13					75.56%	97.50%	76.20%	0.5% points	↓	↓ 77.04%	96.94% Lower Median	97.95% Upper Median					
↑ BV 10	% of non domestic rates due for the year which were received by the authority	11.62	9.55	10.18	9.69	9.73	9.08	8.58	9.70					78.58%	99.50%	78.40%	2% points	↑	↓ 79.13%	99.12% Top	99.79% Top					
↑ BV 76c	Housing Benefit Security: the number of fraud investigations	76	52	71	57	96	99	95	109					655	950	655	5%	↑	↓ 718	949	847					
↑ BV 76d	Housing Benefit Security: the number of prosecutions and sanctions	10	7	10	7	8	8	10	14					74	87	59	5%	↑	↑ 58	91	74					
↓ BV 78a	Speed of Processing: Average time for processing new claims	23.5	21.8	18.9	19.4	15.9	16.7	18.4	18.9					19.3	19.0 Days		2.0 Days	↓	↓ 15.7 Days	16.1 Days Top	23.8 Days Upper Median					
↓ BV 78b	Speed of Processing: Average time for processing notifications of change in circumstances	11.8	12.1	12.2	13.7	9.5	10.3	13.1	7.2					10.69	8.0 Days		1.0 Day	↑	↓ 7.9 Days	8.0 Days Upper Median	10.9 Days Lower Median					
↑ LI 364 (Previously BEN LPI 1)	Percentage of cases from complete to determined within 14 days	84.10	84.71	90.62	92.67	95.13	97.12	88.50	92.43					90.48%	92.00%		2% points	↑	↓ 97.98%	96.82%	86.74%					
<b>Customer Services &amp; ICT [Marion Goodman]</b>		<b>BV 12r - rolling colour status not counted</b>													<b>G</b> 1	<b>A</b> 0	<b>R</b> 0	No data	0							
<b>Monthly Indicators</b>																										
↓ NI 14	The percentage of customer contact that was 'Avoidable'	16.7	12.2	19.0	11.5	13.9	11.7	16.3	7.6					14.6%	50.0%		10%	↑	New NI 2009/10 - No comparable data							