

RESOURCES PERFORMANCE TABLES

PUBLIC SERVICES

PI	07/08 perf.	08/09 Target	08/09 part year target	08/09 perf to date	On target?	Direction of travel: 07/08 to 08/09
BVPI 9 - % of Council tax collected	97.3%	97.5%	38.78%	38.83%	✓	↑
BVPI 10 - % of non-domestic rates received by the authority	98.3	99%	41.03%	40.61%	✗	↑
BVPI 79bi - Housing Benefit – overpayments recovered as a % of amount identified for the period	60.85%	78%	N/A	67.7%	✗	↑
BVPI 79bii – Housing Benefit – overpayments recovered as a % of amount outstanding at the end of the period	22.71%	30%	7.5%	8.3%	✓	↑
BVPI 79biii – Housing Benefit and CTB – overpayments written off during the period as a % of the total outstanding at the end of the period	5%	7.5%	N/A	0.3%	✓	↑
NPI 180 Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	Not measured	1000 per thousand caseload	N/A	No data available	N/A	N/A
NPI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events DWP DSO	Not measured	18 days	N/A	16 days	✓	↑

IT&T

Indicator	07/08 perf.	08/09 Target	08/09 perf to date	On target?	Direction of travel: 07/08 to 08/09
COLI 71 - The percentage of time that major IT systems and infrastructure is available	99.88%	99.40%	99.79%	✓	↓

AUDIT AND RISK MANAGEMENT

Indicator	07/08 perf.	08/09 Target	08/09 perf to date	On target?	Direction of travel: 07/08 to 08/09
ARM1 The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations completed by the local authority per year.	524	535	98	✓	New indicator
ARM2 The number of HB and CTB prosecutions and sanctions, per year in the lcal authority area.	48	51	16	✓	New indicator
ARM3 The total value of the fraudulent benefits payments detected by the local authority per year.	£527,275	£400K	£83.5K	✓	New indicator

FINANCIAL SERVICES

Indicator	07/08 perf.	08/09 Target	08/09 perf to date	On target?	Direction of travel: 07/08 to 08/09
BVPI 8 - % of invoices for goods and services that were paid for in 30 days	92.82%	97%	92.92%	✘	↑
NPI 179 -Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	Not measured		To be reported at year end		

CUSTOMER FIRST INDICATORS

Indicator	07/08 perf.	08/09 Target	08/09 perf to date	On target?	Direction of travel: 07/08 to 08/09
BVPI 12 – Number of working days lost to sickness absence per FTE	10.99	11	2.04	✓	↑
CG 3 – The number of letters received responded to within 10 working days	97.34%	95%	98.64%	✓	↑
CG4 – Number of visitors seen within 10 minutes	98.53%	100%	97.46%	✘	↓
CM 10 – The number of Stage 2 complaints received responded to within 10 working days	80% (4/5)	95%	100%	✓	↑

Resources EMAP – Sept 2008