Chief Executive's - BVPIs and Local Indicators - Directorate Management

Key:

	↗	↔	↘	n/a
	Improving	Stable	Declining	No result

Finance (Directorate)

Indicator code	Description	2006/07 Year End Actual	2006/07 Qtr 1	2007/08 Qtr 1	2007/08 target	Good Performance is?	Performance Compared to Previous Year	Performance Compared to Previous Year
n/a	Actual against budgeted spend	-2.5%	-0.3%	+0.9%	<100%	Low	Declining	↘
BVPI 8	% of invoices paid within 30 days	90.85%	87.41%	88.73%	94% (Cex) 95% Corp)	High	Stable	↔

Serving Our Customers (Directorate)

Indicator code	Description	2006/07 Year End Actual	2006/07 Qtr 1	2007/08 Qtr 1	2007/08 target	Good Performance is?	Performance Compared to Previous Year	Performance Compared to Previous Year
CG2	% of Phone calls answered within 20 seconds	95.00%	95.74%	90.36%	96% (Cex) 95% (Corp)	High	Declining	↘
CG3	% of Letters replied to within 10 working days	97.79%	98.80%	97.16%	99% (Cex) 95% (Corp)	High	Stable	↔
CG4	% of visitors seen by an officer within 10 minutes	100%	100%	100%	100%	High	Stable	↔
CG5	% of visitors referred to the correct officer within a further 10 minutes.	100%	100%	100%	100%	High	Stable	↔
CM10	% of stage 2 complaints responded to and problem solved within 10 working days	n/a	n/a	n/a	95%	n/a	Stable	↔
CM11	% of stage 3 complaints responded to and problem solved withn 10 working days	n/a	n/a	n/a	95%	n/a	Stable	↔

Staff health, well-being and turnover (Directorate)

Indicator code	Description	2006/07 Year End Actual	2006/07 Qtr 1	2007/08 Qtr 1	2007/08 target	Good Performance is?	Performance Compared to Previous Year	Performance Compared to Previous Year
BVPI 12	Number of working days/shifts lost due to sickness absence	5.07	1.08	1.18	7 (Cex) 12 (Corp)	Low	Stable	↔
CP13a	No of days lost for stress related illness divided by all full time equivalent staff	0.57	0.06	0.02	1.4 (Cex) 2.0 (Corp)	Low	Stable	↔
Coli 58a	% of staff turnover (including retirements, resignations, dismissals and redundancies)	14.00%	1.00%	3.34%	12% (Cex) 11.50 (Corp)	Low	Declining	↘
CP11a	Number of RIDDOR accidents among Council staff	0	0	0	0 (Cex) 59 (Corp)	n/a	Stable	↔