

## RESOURCES PERFORMANCE TABLES

## PUBLIC SERVICES

PI	05/06 performance	06/07 Target	06/07 result	Target met for year end?	Direction of travel: 05/06 to 06/07
<b>BVPI 4</b> - Percentage of customers satisfied with the handling of their complaint	Three yearly indicator			See footnote *	See footnote *
<b>BVPI 9</b> - % of Council tax collected	96.07%	97.1%	96.8%	X	↑
<b>BVPI 10</b> - % of non-domestic rates received by the authority	96.87%	98.4%	98.2%	X	↑
<b>BVPI 76a – Housing &amp; CTB</b> – number of claimants visited per 1000 caseload	454.27	439	348.01	X	↓
<b>BVPI 78a</b> – Housing and CTB – speed of processing new claims	40.22 days	34 days	35 days	X	↑
<b>BVPI 78b</b> - Housing and CTB – speed of processing changes in circumstances	27.93 days	19 days	15 days	✓	↑
<b>BVPI 79a</b> – Housing and CTB – accuracy of processing new claims	97%	98.35%	97.8%	X	↑
<b>BVPI 79bi</b> - Housing Benefit – overpayments recovered as a % of amount identified for the period	36.29%	40%	70.33%	✓	↑
<b>BVPI 79bii</b> – Housing Benefit – overpayments recovered as a % of amount outstanding at the end of the period	17.23%	25%	22.89%	X	↑
<b>BVPI 79biii</b> – Housing Benefit and CTB – overpayments written off during the period as a % of the total outstanding at the end of the period	6.19%	8%	7.12%	X	↓

<b>BVPI 80g</b> - Benefits satisfaction survey - overall satisfaction	Three yearly survey	<b>83%</b>	<b>64%</b>	<b>X</b>	<b>↓</b>
<b>COLI 109</b> -Number of new successful benefits claims or increases in existing awards achieved with the help of City Of York Council	New for 06/07	<b>1395</b>	Figures not yet received		

- BVPI 4 was the responsibility of the Chief Executive's Directorate, but now comes under the remit of Resources following a restructure. Chief Executive's will provide the 2006/07 actual data, and Resources will provide future target figures for this 3 yearly satisfaction survey based upon that information.

### PROPERTY SERVICES

PI	05/06 performance	06/ 07 Target	06/07 result	Target met for year end?	Direction of travel: 05/06 to 06/07
<b>BVPI 156</b> - %of buildings open to the public with access for the disabled	<b>72%</b>	<b>80%</b>	<b>83%</b>	<b>✓</b>	<b>↑</b>
<b>COLI 52</b> - % of Council floorspace vacant for more than 12 months	<b>1.6%</b>	<b>1.25%</b>	<b>0.15%</b>	<b>✓</b>	<b>↑</b>
<b>COLI 67</b> - % of local authority buildings needing urgent repairs	<b>13.3%</b>	<b>10%</b>	<b>11%</b>	<b>X</b>	<b>↑</b>
<b>COLI 68</b> – Value of outstanding urgent/ essential repairs to council buildings	<b>£14,975,108</b>	<b>Not set</b>	<b>£12,773,833</b>	<b>N/A</b>	<b>↑</b>
<b>COLI 51</b> - % of target capital receipts received in the year	<b>57%</b>	<b>100%</b>	<b>106%</b>	<b>✓</b>	<b>↑</b>

### IT&T

PI	05/06 performance	06/ 07 Target	06/07 result	Target met for year end?	Direction of travel: 05/06 to 06/07
<b>COLI 71</b> - The percentage of time that major IT systems and infrastructure is available	<b>99.92%</b>	<b>99.3%</b>	<b>99.98%</b>	<b>✓</b>	<b>↑</b>

### AUDIT AND RISK MANAGEMENT

PI	05/06 performance	06/ 07 Target	06/07 result	Target met for year end?	Direction of travel: 05/06 to 06/07
<b>BVPI 76b – Housing &amp; CTB – number of Fraud Investigators per 1000 caseload</b>	0.51	0.51	0.50	✗	➔
<b>BVPI 76c – Housing &amp; CTB – number of fraud investigations per 1000 caseload</b>	43.33	44	44.59	✓	⬆
<b>BVPI 76d – Housing &amp; CTB – numbers of prosecutions/ sanctions per 1000 caseload</b>	5.53	4.9	4.22	✗	⬇

### FINANCIAL SERVICES

PI	05/06 performance	06/ 07 Target	06/07 result	Target met for year end?	Direction of travel: 05/06 to 06/07
<b>BVPI 8 - % of invoices for goods and services that were paid for in 30 days</b>	93.08%	95.5%	93.29%	✗	⬆