

## RESOURCES PERFORMANCE TABLES

## PUBLIC SERVICES

PI	06/07 performance	07/ 08 Target	07/08 monitor 1 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 9</b> - % of Council tax collected	96.8%	97.2%	27.7%	✗	↑
<b>BVPI 10</b> - % of non-domestic rates received by the authority	98.2%	98.9%	31.72%	✓	↑
<b>BVPI 78a</b> – Housing and CTB – speed of processing new claims	35 days	32 days	32 days	✓	↑
<b>BVPI 78b</b> - Housing and CTB – speed of processing changes in circumstances	15 days	14 days	16 days	✗	↓
This figure will be helped by processing bulk rent increases of registered social landlords which all count as one day transactions					
<b>BVPI 79a</b> – Housing and CTB – accuracy of processing new claims	97.8%	98.4%	98.4%	✓	↑
<b>BVPI 79bi</b> - Housing Benefit – overpayments recovered as a % of amount identified for the period	70.33%	72%	72%	✓	↑
<b>BVPI 79bii</b> – Housing Benefit – overpayments recovered as a % of amount outstanding at the end of the period	22.89%	29%	9.2%	✓	↑

## PROPERTY SERVICES

PI	06/07 performance	07/ 08 Target	07/08 monitor 1 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 156</b> - %of buildings open to the public with access for the disabled	81%	85%	85%	✓	↑
<b>COLI 52 – Percentage of Council floorspace vacant for more than 12 months</b>	0.15%	Not set	0.14%	N/A	↑

## IT&T

PI	06/07 performance	07/ 08 Target	07/08 monitor 1 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>COLI 71</b> - The percentage of time that major IT systems and infrastructure is available	99.98%	99.3%	99.98%	✓	→

## AUDIT AND RISK MANAGEMENT

PI	06/07 performance	07/ 08 Target	07/08 monitor 1 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 76b – Housing &amp; CTB – number of Fraud Investigators per 1000 caseload</b>	0.50	0.50	0.50	✓	→
<b>BVPI 76c – Housing &amp; CTB – number of fraud investigations per 1000 caseload</b>	44.59	45	10.59	✗	See comment below
Although quarter 1 figures show falling slightly below target , and just short of the 06/07 year end result, if July results are included and extrapolated to year end, both target will be met and last year's result will be exceeded.					
<b>BVPI 76d – Housing &amp; CTB – numbers of prosecutions/ sanctions per 1000 caseload</b>	4.22	4.9	1.16	✗	↑
It is expected that this figure will be recovered across the course of the year.					

## FINANCIAL SERVICES

PI	06/07 performance	07/ 08 Target	07/08 monitor 1 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 8</b> - % of invoices for goods and services that were paid for in 30 days	<b>93.29%</b>	<b>95%</b>	<b>95%</b>	✓	↑

## CUSTOMER FIRST INDICATORS

PI	06/07 performance	07/ 08 Target	07/08 monitor 1 result	Target met?	Direction of travel: 06/07 year end to 07/08
BVPI 12 – Number of working days lost to sickness absence	<b>10.38 days</b>	<b>11.5 days</b>	<b>2.01 days</b>	✓	↑
Taken on a pro rata basis, Resources are on target to significantly reduce the number of days lost from the figure of 2006/07, and will also meet target.					
CG 3 – The number of letters received responded to within 10 working days	<b>94.85%</b>	<b>95%</b>	<b>95.53%</b>	✓	↑
CG4 – Number of visitors seen within 10 minutes	<b>99%</b>	<b>95%</b>	<b>98.67%</b>	✓	→
CM 10 – The number of Stage 2 complaints received responded to within 10 working days	<b>83%</b>	<b>95%</b>	<b>100%</b>	✓	↑