

ANNEX 3

CHIEF EXECUTIVE'S DIRECTORATE PERFORMANCE TABLES APRIL – JUNE 2008

Indicator	07/08 perf. for whole year	08/09 Target	08/09 perf. to date
BVPI 12: Number of staff days lost to sickness (and stress) in Chief Executives (days/FTE)	7.82 days	7	1.76 days
Days lost to short term sickness in Chief Executives (days/FTE)	4.27 days	N/A	0.86 days
Days lost to long term sickness in Chief Executives (days/FTE)	3.55 days	N/A	0.89 days
CP13a - Number of days lost for stress related illness divided by all full time equivalent staff in Chief Executives	1.52 days	N/A	0.01 days
COLI 58a - % of staff turnover (including retirements, resignations, dismissals and redundancies) in Chief Executives	9.27%		4.38%
BVPI 17a - % of local authority employees from ethnic minorities in Chief Executives			6.88%
CP11a - Number of RIDDOR accidents among Council staff in Chief Executives	0		0
BVPI 8 - Invoices paid within 30 days across in Chief Executives	95.82%	95.0%	93.22%
CG2 - Telephone calls are answered within Customer First standards in Chief Executives	92.52%	95.0%	91.84%
CG3: Correspondence replied to within 10 days in Chief Executives	97.61%		97.93%
CG4 - % of all customers to reception seen within 10 minutes in Chief Executives	100%		100%
CG 5 - Visitors referred to the correct officer within a further 10 minutes in Chief Executives	100%		100%

C5: Percentage of stage 2 complaints solved within 10 working days in Chief Executives	N/A		N/A
CM 11 - Percentage of stage 3 complaints responded to and the problem solved within 10 working days in Chief Executives	N/A		N/A