

## ANNEX 3

## CHIEF EXECUTIVE'S DIRECTORATE PERFORMANCE TABLES APRIL – SEPTEMBER 2008

Indicator	07/08 perf. for whole year	08/09 Target	08/09 perf. to date
<b>BVPI 12: Number of staff days lost to sickness (and stress) in Chief Executives (days/FTE)</b>	7.82 days	7	3.20 days
<b>Days lost to short term sickness in Chief Executives (days/FTE)</b>	4.27 days	N/A	1.69
<b>Days lost to long term sickness in Chief Executives (days/FTE)</b>	3.55 days	N/A	1.51
<b>CP13a - Number of days lost for stress related illness divided by all full time equivalent staff in Chief Executives</b>	1.52 days	N/A	0.02 days
<b>COLI 58a - % of staff turnover (including retirements, resignations, dismissals and redundancies) in Chief Executives</b>	9.27%		9.38%
<b>BVPI 17a - % of local authority employees from ethnic minorities in Chief Executives</b>			3.17%
<b>CP11a - Number of RIDDOR accidents among Council staff in Chief Executives</b>	0		0
<b>BVPI 8 - Invoices paid within 30 days across in Chief Executives</b>	95.82%	95.0%	98.28%
<b>CG2 - Telephone calls are answered within Customer First standards in Chief Executives</b>	92.52%	95.0%	92.12%
<b>CG3: Correspondence replied to within 10 days in Chief Executives</b>	97.61%		97.80%
<b>CG4 - % of all customers to reception seen within 10 minutes in Chief Executives</b>	100%		100%
<b>CG 5 - Visitors referred to the correct officer within a further 10 minutes in Chief Executives</b>	100%		100%

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