

Annex 3: Chief Executive Directorate Performance

PI code and description	2006/07 outturn	2007/08			Frequency	Q1			Q2			Q3			Q4			Target Met?			
		Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M				
BVPI 12: Number of staff days lost to sickness (and stress) in Chief Executives (days/FTE)	5.07 days	12 days corporate target	07/08 7.82 days	No (06/07 5.07 days)	Annual Figure	7.82 days															✓
Comments and information																					
Days lost to short term sickness in Chief Executives	4.65 days	None set - a monitoring indicator only	07/08 4.27 days	Yes (06/07 4.65 days)	Annual Figure	4.27 days															N/A
Comments and information																					
Days lost to long term sickness across in Chief Executives	0.55 days	None set - a monitoring indicator only	07/08 3.55 days	No (06/07 0.55 days)	Annual Figure	3.55 days															N/A
Comments and information																					
CP13a - Number of days lost for stress related illness divided by all full time equivalent staff across in Chief Executives	0.57 days	2 days corporate target	07/08 1.52 days	No (06/07 0.57 days)	Annual Figure	1.52 days															✓
Comments and information																					
COLI 58a - % of staff turnover (including retirements, resignations, dismissals and redundancies) in Chief Executives	14%	12% corporate target	07/08 9.27%	Yes (06/07 14%)	Annual Figure	9.27%															✓
Comments and information																					
CP11a - Number of RIDDOR accidents among Council staff across in Chief Executives	0	0	07/08 0	Stable (06/07 0)	Annual	0															✓
Comments and information																					
BVPI 8 - Invoices paid within 30 days across in Chief Executives	90.85%	95%	07/08 95.82%	Yes (06/07 90.85%)	Paid	87	171	185	215	208	156	198	202	150	215	183	183	✓			
					Received	98	195	195	215	210	159	199	209	155	220	191	201				
					Monthly	88.78%	87.69%	94.87%	100.00%	99.05%	98.11%	99.50%	96.65%	96.77%	97.73%	95.81%	91.04%				
Comments and information																					
CG2 - Telephone calls are answered within Customer First standards across in Chief Executives	95.00%	95% corporate target	07/08 92.52%	No (06/07 95%)	Answered	96.74%			93%			93.16%			92%			✗			
Comments and information																					
CG3: Correspondence replied to within 10 days across in Chief Executives	97.79%	95% corporate target	07/08 97.61%	No (06/07 97.79%)	Replied	1231			1175			852			1971			✓			
					Received	1276			1209			865			2007						
					Total	96%			97%			98%			98%						
Comments and information																					

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		Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	
CG4 - % of all customers to reception seen within 10 minutes in Chief Executives	100%	100%	07/08 100%	Stable (06/07 100%)	Monthly	100%			100%			100%			100%			✓
Comments and information																		
CG 5 - Visitors referred to the correct officer within a further 10 minutes in Chief Executives	100.00%	100.00%	07/08 100%	Stable (06/07 100%)	Monthly	100%			100.00%			100.00%			100.00%			✓
Comments and information																		
C5: Percentage of stage 2 complaints solved within 10 working days in Chief Executives	N/A	95%	N/A	N/A	Requests	0			0			0			0			N/A
					On time	0			0			0			0			
					%	N/A			N/A			N/A			N/A			
Comments and information																		
CM 11 - Percentage of stage 3 complaints responded to and the problem solved within 10 working days in Chief Executives	N/A	95%	N/A	N/A	Requests	0			0			0			0			N/A
					On time	0			0			0			0			
					%	N/A			N/A			N/A			N/A			
Comments and information																		