

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

Indicator	April-December 2007	08/09 Target	April to December 2008
<b>BVPI 12: Number of staff days lost to sickness (and stress) in Chief Executives (days/FTE)</b>	5.42 days	7	4.77 days
<b>Days lost to short term sickness in Chief Executives (days/FTE)</b>	3.42 days	N/A	2.41 days
<b>Days lost to long term sickness in Chief Executives (days/FTE)</b>	2 days	N/A	2.35 days
<b>CP13a - Number of days lost for stress related illness divided by all full time equivalent staff in Chief Executives</b>	0.99 days	N/A	0.34 days
<b>BVPI 17a - % of local authority employees from ethnic minorities in Chief Executives</b>	1.23%		3.09%
<b>CP11a - Number of RIDDOR accidents among Council staff in Chief Executives</b>	0	0	0
<b>BVPI 8 - Invoices paid within 30 days across in Chief Executives</b>	96.15%	95.0%	96.16%
<b>CG2 - Telephone calls are answered within Customer First standards in Chief Executives</b>	92.03%	95.0%	92.12%
<b>CG3: Correspondence replied to within 10 days in Chief Executives</b>	97.61% (1 April 07 – 31 March 2008)	95%	97.47%
<b>CG4 - % of all customers to reception seen within 10 minutes in Chief Executives</b>	100%	95%	100%
<b>CG 5 - Visitors referred to the correct officer within a further 10 minutes in Chief Executives</b>	100%	95%	100%
<b>C5: Percentage of stage 2 complaints solved within 10 working days in Chief Executives</b>	N/A	95%	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	95%	N/A