RESOURCES PERFORMANCE TABLES

PUBLIC SERVICES

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
BVPI 9 - % of Council tax collected	96.8%	97.2%	97.3%	✓	⬆
BVPI 10 - % of non-domestic rates received by the authority	98.2%	98.9%	98.3	✗	⬆
BVPI 78a – Housing and CTB – speed of processing new claims	35 days	32 days	29 days	✓	⬆
BVPI 78b - Housing and CTB – speed of processing changes in circumstances	15 days	14 days	12 days	✓	⬆
BVPI 79a – Housing and CTB – accuracy of processing new claims	97.8%	98.4%	98.6%	✓	⬆
BVPI 79bi - Housing Benefit – overpayments recovered as a % of amount identified for the period	70.33%	72%	60.85%	✗	⬇
BVPI 79bii – Housing Benefit – overpayments recovered as a % of amount outstanding at the end of the period	22.89%	29%	22.71%	✗	➡
BVPI 79biii – Housing Benefit and CTB – overpayments written off during the period as a % of the total outstanding at the end of the period	7.12%	6%	5%	✗	⬇
BVPI 80g - Benefits satisfaction survey - overall satisfaction	64%	3 yearly PI	N/A	**N/A**	**N/A**

PROPERTY SERVICES

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
BVPI 156 - %of buildings open to the public with access for the disabled	83%	85%	87%	✓	⬆
COLI 51 - % of target capital receipts received in the year	106%	100%	88%	✗	⬇
COLI 52 - % of Council floorspace vacant for more than 12 months	0.15%	1.25%	0.16%	✓	➡
COLI 67 - % of local authority buildings needing urgent repairs	11%	10%	27%	✗	⬇
COLI 68 – Value of outstanding urgent/ essential repairs to council buildings	£12,773,833	Not Set	£18,990,468	Not set	⬇

IT&T

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
COLI 71 - The percentage of time that major IT systems and infrastructure is available	99.98%	99.30%	99.88%	✓	➡

AUDIT AND RISK MANAGEMENT

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
BVPI 76b – Housing & CTB – number of Fraud Investigators per 1000 caseload	0.50	0.50	0.49	✗	➡

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
BVPI 76c – Housing & CTB – number of fraud investigations per 1000 caseload	44.59	45	43.20	✘	⬇
BVPI 76d – Housing & CTB – numbers of prosecutions/ sanctions per 1000 caseload	4.22	4.9	3.96	✘	⬇

FINANCIAL SERVICES

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
BVPI 8 - % of invoices for goods and services that were paid for in 30 days	93.29%	95%	92.82%	✘	⬇

CUSTOMER FIRST INDICATORS

PI	06/07 perf.	07/08 Target	07/08 result	Target met for year end?	Direction of travel: 06/07 to 07/08
BVPI 12 – Number of working days lost to sickness absence	10.38 days	12 days	10.99	✔	⬇
CG 3 – The number of letters received responded to within 10 working days	94.85%	95%	97.34%	✔	⬆
CG4 – Number of visitors seen within 10 minutes	99%	95%	98.53%	✘	⬆
CM 10 – The number of Stage 2 complaints received responded to within 10 working days	83%	95%	80% (4/5)	✘	⬇