

## RESOURCES PERFORMANCE TABLES – Monitor 2 07/08

## PUBLIC SERVICES

PI	06/07 performance	07/ 08 Target	07/08 monitor 2 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 9</b> - % of Council tax collected	96.8%	97.2%	56.70%	✓	↑
<b>BVPI 10</b> - % of non-domestic rates received by the authority	98.2%	98.9%	61.93%	✓	↑
<b>BVPI 78a</b> – Housing and CTB – speed of processing new claims	35 days	32 days	30 days	✓	↑
<b>BVPI 78b</b> - Housing and CTB – speed of processing changes in circumstances	15 days	14 days	16 days	✗	↓
<b>BVPI 79a</b> – Housing and CTB – accuracy of processing new claims	97.8%	98.4%	98.4%	✓	↑
<b>BVPI 79bi</b> - Housing Benefit – overpayments recovered as a % of amount identified for the period	70.33%	72%	58.3%	✗	↓
<b>BVPI 79bii</b> – Housing Benefit – overpayments recovered as a % of amount outstanding at the end of the period	22.89%	29%	13.6%	✓	↑

### PROPERTY SERVICES

PI	06/07 performance	07/ 08 Target	07/08 monitor 2 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 156</b> - %of buildings open to the public with access for the disabled	81%	85%	85%	✓	↑
<b>COLI 52</b> – Percentage of Council floorspace vacant for more than 12 months	0.15%	1.25%	0.00%	✓	↑

### IT&T

PI	06/07 performance	07/ 08 Target	07/08 monitor 2 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>COLI 71</b> - The percentage of time that major IT systems and infrastructure is available	99.98%	99.3%	99.86%	✓	→

### AUDIT AND RISK MANAGEMENT

PI	06/07 performance	07/ 08 Target	07/08 monitor 2 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 76b – Housing &amp; CTB</b> – number of Fraud Investigators per 1000 caseload	0.50	0.50	0.49	X	↓
<b>BVPI 76c – Housing &amp; CTB</b> – number of fraud investigations per 1000 caseload	44.59	45	10.59	✓	→
<b>BVPI 76d – Housing &amp; CTB</b> – numbers of prosecutions/ sanctions per 1000 caseload	4.22	4.9	1.16	✓	→

### FINANCIAL SERVICES

PI	06/07 performance	07/ 08 Target	07/08 monitor 2 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 8</b> - % of invoices for goods and services that were paid for in 30 days	93.29%	95%	93.50%	X	↑

### CUSTOMER FIRST INDICATORS

PI	06/07 performance	07/ 08 Target	07/08 monitor 2 result	Target met?	Direction of travel: 06/07 year end to 07/08
<b>BVPI 12</b> – Number of working days lost to sickness absence	10.38 days	12 days	4.18 days	✓	↑
<b>CG 3</b> – The number of letters received responded to within 10 working days	94.85%	95%	96.44%	✓	↑
<b>CG4</b> – Number of visitors seen within 10 minutes	99%	95%	98.65%	✓	→
<b>CM 10</b> – The number of Stage 2 complaints received responded to within 10 working days	83%	95%	100%	✓	↑