

CBSS Performance indicator data

Corporate Health										
Code	Indicator definition	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	Year-end Forecast	2010/11 target	On target?	Improving from 09/10?
NPI 14	Reducing avoidable contact - the proportion of customer contact that is of low or no value to the customer	N/A	24.10%	13.0%	No data Q1	No data Q2	N/A	Not set	N/A	N/A
NPI 179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	N/A	£2753k	£5,811	No data Q1	No data Q2	N/A	Not set	N/A	N/A
BVPI 12	Staff sickness rate in CBSS	Old directorate structure	Old directorate structure	5.5 days per FTE (Resources)	1.05 days	2.31 days	5.5 days per FTE	Not set	N/A	Stable
COLI 56	% of staff expressing satisfaction with their jobs	No survey	71%	No survey	No data Q1	No data Q2	N/A	Not set	N/A	N/A

Council Tax, NNDR and Benefits										
Code	Indicator definition	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	Year-end Forecast	2010/11 target	On target?	Improving from 09/10?
BVPI 9	% of council tax collected	97.30%	97.19%	97.46%	38.76% (Apr-Jul)	56.87% (Apr-Sep)	97.80%	97.80%	Yes	No
BVPI 10	% of non-domestic rates collected in year	98.30%	97.52%	98.27%	41.48% (Apr-Jul)	62.04% (Apr-Sep)	98.40%	98.50%	Yes	Yes
BR1	% reduction in non-domestic rates prior year's balances	22.30%	51.63%	37.49%	47.93% (Apr-Jul)	48.43% (Apr-Sep)	42.00%	42.00%	Yes	Yes
CT 1	% reduction in council tax prior year's balances	37.79%	45.94%	46.42%	22.76% (Apr-Jul)	29.13% (Apr-Sep)	N/A	42.00%	Yes	No
NPI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	N/A	1,363 per 1000 caseload	1900 per 1000 caseload	Not collected - deleted	Not collected - deleted	N/A	1100 per 1000 caseload	N/A	N/A
NPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events DWP DSO	19 days (old rules)	15	13.72 days	13 days	13 days	N/A	12 days	Yes	Yes
BVPI 79bi	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments.	60.85%	69.04%	75.70%	65.90%	80.2	78.00%	78.00%	Yes	Yes
BVPI 79bii	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	22.71%	24.49%	27.60%	7.80%	16.30%	30.00%	30.00%	Yes	Stable
BVPI 79biii	Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	5.00%	5.00%	7.00%	2.10%	0.40%	5.00%	5.00%	Yes	Yes