

Indicators improved on same quarter last year
and exceeded target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Environment & Planning Services Directorate										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000	NA	1,241,132	1,498,838	1,474,325	Not all claims received as at 28 April 09 (EDC)
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%	NA	#	#	50.00%	
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%	NA	#	#	96.43%	
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%	NA	#	#	3.00%	
Deputy Chief Executive Directorate										
Housing Leisure & Customer Services Directorate										
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.50	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%	NA	NA	77%	78.22%	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28	NA	NA	20	32.04	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)

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Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%	NA	1.10%	1.16%	1.03%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25	NA	18.69	20.64	23.44	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4	NA	12.31	Not available	3.29	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	89.56%	85.39%	▲	80%	NA	57.14%	54.00%	85.39%	Slight decrease in performance from 3rd quarter to fianl quarter. There was an increase of 9% (126) in the number of plumbing & carpentry jobs created from the previous 3rd quarter & although appointments increased by 5% (70), we had to reduce some appointments available as: January - for 2 days we only had one carpenter available for appointment duty; March - only 1 plumber available for one weeks's appointments during this month. (EDC)
Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%	NA	98.81%	98.00%	99.54%	
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%	NA	92.23%	95.46%	95.05%	
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%	NA	96.22%	84.57%	88.31%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%	NA	77.49%	77.84%	81.13%	
Number of e-enabled web payments	WMO 10	8530	5,175	▲	8,282	NA			5,175	
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
Key to Symbols										
Improving performance compared to same quarter last year	▲		No data available for the period	#						
Worsening performance compared to same quarter last year	▼		Not applicable for this indicator/period	NA						
No change in performance compared to same quarter last year	◄►		Data is provisional	*						