

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	16.23	17.3	▼	13	NA	NA	17.7	Holidays, JE and training new starters impacted on performance
The percentage of Council Tax collected by the Authority in the year	BV 009	58.22%	57.81%	▼	98.50%	96.67%	96.97%	97.10%	Target for September 2009 is 58.80% actual performance is 57.81 - 1% below target. Delinquent accounts are being reviewed to ensure that action is being taken and that cases are progressing through the Recovery cycle
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	73.57%	70.45%	▼	TBC	#	69.46%	69.46%	
Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	BV 079b(ii)	16.03%	15.34%	▼	TBC	#	26.39%	26.39%	Agreed new post dedicated to HB recovery - ongoing work with PDT to develop procedures
Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	BV 079b(iii)	0.56%	1.58%	▼	TBC	#	0.32%	0.32%	
Environment and Planning Directorate									
Percentage of household waste sent for reuse, recycling and composting	NI 192	31.21%	30.65%	▼	32%	NA	NA	31.43%	Figures from WCC have not come through for September but estimates have been used
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	7.17%	24.33%	▼	10%	NA	NA	7.28%	Following training undertaken in February this year on surveying methods, higher detritus levels (includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs, glass, plastic and other finely divided materials and uncollected grass cuttings) have been reported due to the assessment and grading criteria that have to be used. This has identified a performance issue and we will now develop a prioritised improvement plan with achievable timescales to target areas to improve sweeping and associated operations like weed spraying.
Improved street and environmental cleanliness - graffiti	NI 195(c)	0.67%	2.17%	▼	1%	NA	NA	0.61%	Slightly higher levels than in previous surveys but still very low levels of graffiti found
The percentage of local authority employees from minority ethnic communities	BV 017(a)	2.97%	2.73%	▼	Contextual Measure (3.43%)	3.49%	3.15%	2.80%	Increase in staff from ethnic minority communities since previous quarter.
Housing, Leisure and Customer & IT Services Directorate									
None									

Key to Symbols

Improving performance compared to same quarter last year



No data available for the period



Corporate performance indicators showing a **decline**
in performance when compared to the same quarter last year

Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
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				*			