

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	16.16	12.6	☺	12 days	5	17.70	13.40	Target not met - some staff shortages due to illness and bereavement - some changes planned to improve how work distributed
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	76.38%	69.93%	☹	80.00%	NA	65.24%	75.99%	Slight improvement on Quarter 4 last year, where Housing Benefit overpayments identified increased 2.30% and recovery increased by 2.39%. The Housing Benefit Overpayment Officer has been sorting out and making efforts to recover some of the older debts.
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	93.60%	93.32%	☹	95.00%	98.24%	91.62%	93.55%	No change from previous quarters, maintaining - will improve with roll out of automated system
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	1.83	2.41	☹	9.02	9.02	9.60	9.02	Increase in sickness from previous quarter, and when compared to the same quarter in 2009/10.
Customer services - percentage of enquiries resolved at first point of contact	WMO 011	NA	94.98%	NA	90%	NA	NA	NA	Not all enquiries were logged on the CRM but we are moving towards getting all enquiries logged from August 2010.
Customer services - percentage of calls answered (switchboard and contact centre)	WMO 012	NA	77.74%	NA	80%	NA	NA	NA	These figures are total number of calls to switchboard and contact centre, as this is a new indicator no comparative data is available, and we will see improvement against this target during the year.
Customer services - average speed of answer (seconds)	WMO 013	NA	15.0	NA	20 secs	NA	NA	NA	These are calls which are answered by operator and does not include calls a customer pins in the extension for themselves
Number of complaints received	WMO 014	21	17	☺	Contextual measure	NA	NA	83	There have been 5 more complaints since the last quarter, but 4 less complaints when compared to the same quarter for 2009/10.
Number of compliments received	WMO 015	56	75	☺	Contextual measure	NA	NA	287	There have been fewer compliments when compared to the last quarter, but more compliments received this quarter when compared to the same quarter last year 2009/10.

Key to Terms and Symbols

Improving performance compared to same period last year	☺	Positive Trend	+ve	Place Survey	(P)
Worsening performance compared to same period last year	☹	Negative Trend	-ve	Recovery plan in place	(RP)
No change in performance compared to same period last year	☹	Data is provisional	*	Lower Super Output Area	LSOA
No data available for the period	#	To be confirmed	TBC	West Midlands	WM
Not applicable for this indicator/period	NA				