

Corporate Performance Report
Quarter 4, 2010/11 - Period Ending 31 March 2011

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Mar 2010	1 April 2010 31 Mar 2011	Direction of Travel	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	13.40	11.35	☺	12 days	5	17.70	13.40	Average for the year is 11 days.
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	75.99%	67.15%	☹	80.00%	NA	65.24%	75.99%	The figures since quarter 1 (2010/2011) have had to be re-done as a software fault meant previously identified overpayments were under-reported. Due to the fluidity of the figures, they will include changes caused by other transactions since original report e.g. awards of underlying entitlement. The comparison on the year to date 2009/10 (75.99%) and 2010/11 (67.15%) does not mean performance has deteriorated as last year's recovery was inflated due to recovery of council tenants rent reduction in quarter 3. Ignoring quarter 3 (2009/10), the highest actual amount recovered was in Quarter 4 (2010/11). There has been an increase in number and amounts of overpayments identified due to fraud where recovery is more difficult.
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	93.55%	92.39%	☹	95%	98.24%	91.62%	93.55%	The Senior Payments Officer has been working on a project to progress a new self service system which has resulted in a reduction in resources within the service; however the new self service system will dramatically reduce officer time in raising orders and paying invoices.
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	9.02	10.16	☹	9.02	9.02	9.60	9.02	Decrease in sickness from last quarter and decrease in sickness from the same quarter in 09/10. Active sickness management taking place, and Sickness Absence policy still under review by HR.
Customer services - percentage of enquiries resolved at first point of contact	WMO 011	NA	99.00%	NA	90%	NA	NA	NA	The quarter 4 figure (98.52%) indicates a high level of service at the first point of contact and is borne out with satisfaction levels in the Customer Service Centres and One Stop Shops. The difference to last quarter figure (99.47%) is due to the telephone contact centre no longer logging enquiries on One Serve.
Customer services - percentage of calls answered (switchboard and contact centre)	WMO 012	NA	82.40%	NA	80%	NA	NA	NA	% of call answered much improved in this quarter as changes have been made within the service, which have resulted in an increase in the number of Customer Services Assistants available to work on the telephone.
Customer services - average speed of answer (seconds)	WMO 013	NA	15.5	NA	20 secs	NA	NA	NA	Much improved call answering in this quarter despite an increase in call numbers due to having changed the way we work to ensure best use of resources

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Number of complaints received	WMO 014	83	80	NA	Contextual measure	NA	NA	83	The number of complaints is more than the last quarter (18) and higher than the same quarter last year (12). The feedback we receive is very useful and in turn our understanding of service delivery and areas for improvement. However over the year the number of complaints has remained much the same.
Number of compliments received	WMO 015	287	231	☹	Contextual measure	NA	NA	287	We have received more compliments than last quarter (39) but fewer than the same quarter last year (84). Over the year the number of compliments has reduced but it is not possible to see if there is a trend behind this or just that we have become less likely to record them.

Key to Terms and Symbols

Improving performance compared to same quarter last year	☺	Data is provisional	*
Worsening performance compared to same quarter last year	☹	Recovery plan in place	(RP)
No change in performance compared to same quarter last year	☺	To be confirmed	TBC
No data available for the period	#	Proxy indicator	(P)
Not applicable for this indicator/period	NA	Lower Super Output Area	LSOA