

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Amount of housing benefit overpayments recovered as a % of all HB overpayments	77.93%	74.87%	☹	75.99%	67.15%	Amount of overpayments identified in quarter 2 (£185,820) were higher than in quarter 1 (£167,425), and any previous Quarter 2 period. Although compared to the same year to date period last year recovery is slightly lower.
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	12.30	9.20	☺	13.40	11.35	Processing times have continued to improve - a number of factors may have caused this, in the last quarter there was a substantial increase over the previous quarter in the number of change events actioned - these are usually more quickly actioned than new claims and so can reduce average processing times. Secondly transformation work has led to claims being processed while the customer is present which has reduced time taken and linked to this is an increase in the number of people directly processing claims which has enabled more claims to be decided.
% of invoices paid by the Council within 30 days of receipt	92.77%	91.52%	☹	93.55%	92.39%	Increase in processing time. As officers have been failing to sign invoices and return in a timely manner to accounts payable, a corporate message was recently been sent out in Oracle to encourage officers to return invoices within 4 days. Role out of automated ordering system still in progress; it is anticipated this will be complete by the end of March 2012.
Number of working days / shifts lost to the local authority due to sickness absence per FTE (full time equivalent) staff members (days)	4.91	*4.20	☺	9.02	10.16	Increase in sickness from last quarter (1.96 days in Q1, 2.12 days in Q2) and decrease in sickness from the same period last year. Decrease in full time equivalent staff due to the sharing of services. We are in the process of revising the sickness absence reporting procedures across both Councils, the out-turn figure should therefore be regarded as an estimate.
% of council tax collected by the authority in the year	58.38%	58.53%	☺	97.23%	97.69%	Collection rate is marginally better than for the same period last year.
% of customers satisfied with the service received (CSC)	NA	99.44%	NA	NA	NA	Fewer customers were surveyed in this period, partly because a high volume of customers are now being served by Revenues and Benefits specialists; however numbers of customers satisfied remains consistently high.
% of complaints handled within the agreed time frames	77.50%	70.30%	Contextual	NA	81.25%	This is a slight drop in the percentage of complaints dealt with within agreed timescales compared with the same period last year. The number of complaints has increased as expected as we encourage staff to record feedback. The number of complaints escalated for further review has decreased by 93%.

**Key to Terms and Symbols**

Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	☹	To be confirmed	<b>TBC</b>
No data available for the period	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	<b>NA</b>	Customer Service Centre	<b>CSC</b>
Data is provisional	*	West Midlands	<b>WM</b>