

Indicator Description	Current			History - Year End (where available)	
	1 Apr 2010 - 31 Dec 2010	1 Apr 2011 - 31 Dec 2011	Direction of Travel (where applicable)	2009/10	2010/11
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	12.30	8.60	☺	13.40	11.35
% of invoices paid by the Council within 30 days of receipt	92.52%	92.28%	☹	93.55%	92.39%
Number of working days / shifts lost to the local authority due to sickness absence per FTE (full time equivalent) staff members (days)	7.84	6.69	☺	9.02	10.16
% of complaints handled within the agreed time frames	82.76%	71.62%	Contextual	NA	81.25%

Key to Terms and Symbols

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

Data is provisional	*	West Midlands	WM
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Comments

Faster decision making on claims due to Officers deciding more claims while customer is present, also more automation of Department of Works and Pensions and Her Majesty's Revenues and Customs data. In addition fewer new claims have been made.

Slight increase in processing time (this does not include disputed invoices). As officers have been failing to sign invoices and return in a timely manner to accounts payable, a corporate message was recently sent out in Oracle to encourage officers to return invoices within 4 days. This matter will also be discussed at a forthcoming Managers Forum. A new automated ordering system which will reduce the length of time between receipt and payment of invoices is currently being rolled out. It is anticipated the roll out will be complete by the end of March 2012.

Whilst there has been an increase in sickness from the last quarter (2.70 days in Q3, 2.12 days in Q2), there has been a decrease in sickness compared with the same period last year. The review of the Sickness Absence policy is currently an HR priority and upon implementation we would expect to see an improvement in future figures.

2 complex cases still open. The number of complaints has increased in comparison to the same time last year as expected as we encourage staff to record feedback. However, this is a drop in the percentage of complaints dealt with within agreed timescales compared with the same period last year and Heads of Service are reminded to ensure timescales are met.

