

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 31 March 2011	1 Apr 2011 - 31 March 2012	Direction of Travel (where applicable)	2009/10	2010/11	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	11.35	8.20	☺	13.40	11.35	More claims decided while the customer is in the Town Hall has resulted in faster claim processing. There is also an increase in the automation of external agency (Dept. of Works and Pensions and HM Revenues & Customs) data - data excludes end of year batch processing.
% of invoices paid by the Council within 30 days of receipt	92.39%	92.16%	☹	93.55%	92.39%	There has been an increase in processing time due to a delay in officers signing invoices and returning them in a timely manner to accounts payable. Officers are being asked to return invoices more promptly and work is being undertaken with Heads of Service to target areas where this is a particular issue so the matter can be addressed and support provided if necessary.
Number of working days / shifts lost to the local authority due to sickness absence per FTE (full time equivalent) staff members (days)	9.68	7.95	☺	9.02	9.68	There has been a decrease in sickness absence over the 12 months to March 2012 compared to the same period in 2010/11, falling from 9.68 days to 7.95 days. A review of the sickness absence policy is a priority for Human Resources in the coming months. The implementation of shared services has impacted on the comparative data.
% of complaints handled within the agreed time frames	81.25%	72.55%	Contextual	NA	81.25%	The number of complaints recorded has increased in comparison to the same time last year, and we are seeing a general upward trend. This does not necessarily reflect that customers are less happy with our service but that we are getting our message across about ensuring complaints are logged and making it easy for customer to make a complaint if they need to. There is a drop in the percentage of complaints dealt with within agreed timescales compared with the same period last year but these cases were complex and the customers were kept informed of the need to take a little longer to complete investigations.