






















Appendix 1a - Corporate Services Statutory Performance Indicators Report 2007/2008

Report Author: Linda Butler
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Corporate Services

Short Name	Status	Long Term	Short Term	Last Year	This Year	This Year				This Year	Next Year	Next Year + 1	Next Year + 2	Next Year + 3	Note
				2007/08	2008/09	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	2008/09	2009/10	2010/11	2011/12	2012/13	
				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
BA1: Gross administration cost per housing benefit case				£37.41	£45.81	No data for this range				£37.00	£36.50	£36.00	£35.50	£35.00	The gross cost per case of £45.81 was input using information available up to 20 May 2009. This is still an estimate as some cost allocations have yet to be completed.
BA2: The average number of days per case to process new HB/CTB claims and change events.				No data for this range	12.07	8	10	14	12.07	12	11.5	11	10.5	10	This is a new performance indicator for 2008/2009 and the annual target may need to be changed once a baseline has been established.
BA3a: The number of changes to customers' HB/CTB entitlement that are processed within the year compared to estimate established by DWP.				No data for this range	22,958	14,350	15,113	18,245	22,958	21,164	21,164	21,164	21,164	21.16	Three DWP targets were issued for this indicator - low, medium and high. Low was 9423, medium 13988 and high 21644. WDC has achieved at year end 2008/9 - 22954 which is above the

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				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
															highest target set by DWP.
BA3b: The percentage of changes to customers' HB/CTB entitlement that are processed within the year compared to estimate established by DWP.				No data for this range	100%	67.8%	71.4%	86.2%	100%	80%	95%	95%	95%	95%	Three DWP targets were issued for this indicator - low, medium and high. Low was 9423, medium 13988 and high 21644. WDC has achieved 22954 which is above the highest target set by DWP.
CM1a: Average number of working days per employee lost through sickness absence for local government employees and craft workers				14.08	13.61	3.52	2.96	3.79	3.38	10.6	13	12.5	12	11.5	
CM2a: Number of civil liability claims per 10,000 population incurred by the council in the year				34.5		No data for this range				39	38	37	36	35	These figures will be available on 30th June from policy
CM2b: The claims value as a percentage of revenue budget of civil liability claims incurred by the council in the year.				0.1%		No data for this range								No data for this range	
CM3a: Percentage of the highest paid 2% of earners among council employees that are women				40.9%	37.5%	No data for this range				40%	40%	40%	40%	40%	
CM3b: Percentage of the highest paid 5% of earners among council employees that are women				47.9%	45.5%	No data for this range				50%	50%	50%	50%	50%	
CM5: Cost of collecting Council Tax per dwelling				£16.59	£17.00	No data for this range				£16.00	£16.00	£16.00	£16.00	£16.00	The year end value of £17.00 has been inserted as an estimate on 21 May as all

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				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
															year end costs have yet to be allocated
CM6b: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year				92.81%	93%	31.97%	58.56%	82.98%	93%	93%	93%	93.25%	93.5%	93.75%	
CM7: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid				82.6%	83.12%	No data for this range				82%	85%	85%	86%	86%	
HS5a: Current tenant arrears as a percentage of the net amount of rent due in the year				11.9%	10.59%	12.08%	11.98%	11.1%	10.59%	10%	9%	7.5%	7%	6.8%	
HS5b: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250				5.4%	4.5%	8.29%	8.02%	5.1%	4.5%	5%	4.5%	4%	3.5%	3.4%	
HS5c: Proportion of those tenants giving up their tenancy during the year that were in rent arrears				55%	55.8%	56.8%	52.2%	54.9%	55.8%	46%	50%	48%	46%	45%	
HS5d: Average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent				£11.60	£11.29	£9.59	£11.78	£11.98	£11.29	£11.50	£11.00	£10.50	£10.40	£10.30	
HS5e: Proportion of arrears owed by former tenants that was either written off or collected during the year				3.71%	23.03%	0%	4.3%	15.5%	23.03%	18.5%	20%	22%	24%	25%	
HS6a: The percentage of house sales completed within 26 weeks				79%	73.3%	58%	81%	84%	70%	70%					

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				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
HS6b: The average time for council house sales.				22.6	23.7	24.7	22.8	24.8	22.5	25	25	25	25	25	
PS1a: The percentage of inspections in the 'Approved establishments' category that were undertaken within time.				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Q4 : 2 inspections due and completed on time.
PS1b: The percentage of inspections in the '6 months' category that were undertaken within time.				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	6 inspections due and carried out on time for 3 high risk premises
PS1c: The percentage of inspections in the '12 months' category that were undertaken within time.				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	106 inspections due and inspected on time in the year in this category.
PS1d: The percentage of inspections in the 'more than 12 months' category that were undertaken within time.				97.8%	99%	100%	100%	97%	100%	85%	100%	100%	100%	100%	324 inspections due in the year in this category and 322 inspected on time.
PS2b-a)ii: Average time (hours) between the time of domestic noise complaint requiring attendance on site and attendance on site for those complaints not dealt with under Part V the Antisocial Behaviour etc (Scotland) Act 2004				0.58	0.49	0.55	0.52	0.41	0.48	2	2	2	2	2	2 hour target achieved
PS2b-a)iii: Average time (hours) between the time of domestic noise complaint dealt with under Part V of the Anti-social Behaviour etc (Scotland) Act 2004 and attendance on site for those				0.68	0.54	0.46	0.66	0.51	0.51	2	2	2	2	2	2 hour target achieved.

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				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
complaints not dealt with under Part V the Antisocial Behaviour															
PS3b: Average time (calendar days) to institute formal action for those non-domestic noise complaints received during the year requiring formal action.				0		0	0	0	0						
PS4a: Percentage of trading standards consumer complaints that were dealt with within 14 days				64.4%	65.2%	63.7%	65.3%	71.7%	62.7%	70%	70%	72%	74%	76%	This is the best annual outturn since 2005/06 which was the last full year before we diverted all the simple consumer advice work to Consumer Direct in June 2006. Since that date we are handling a greater proportion of time-consuming complex complaint investigations so comparisons with years up to and including 2005/06 are not comparing like with like.
PS4b: Percentage of trading standards business advice requests that were dealt with within 14 days				97.6%	100%	100%	100%	100%	100%	97%	97%	97%	97%	97%	For the first time we completed 100% of advice requests within 14 days throughout the full year (49 requests). However the target should remain at 97% because it is foreseeable that we may still occasionally get complex advice requests which take longer to research and complete if we wish to provide the best quality advice service to the business community. A single advice request accounts for about 2% of the

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				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
															total outturn.
PS5a: The percentage of premises inspections undertaken within time in the 12 months (high risk) inspection category.				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	34 high risk inspections completed within time. The outturn of 100% continues the excellent performance of the last few years.
PS5b: The percentage of premises inspections undertaken within time in the 2 years (medium risk) inspection category.				97.7%	99.4%	100%	100%	100%	100%	100%	100%	100%	100%	100%	196 medium risk premises inspected within time. Only one premises not inspected within time due to an unfortunate error (which was not spotted at the time so the outturn reported for Q2 was incorrect). The outturn of 99.4% represents the best outturn we have achieved for this indicator.

PI Status		Long Term Trends		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.				
	This PI is a data-only PI.				

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