

# Appendix 1 - Corporate Services Key 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	
Achieve a minimum response rate for all high priority Environmental Health Section complaints and service requests (within two working days).				95.1%	97%	95%	97.8%	98.4%	95.2%	95%	95%	95%	95%	95%	Finalised annual figures: 3353 complaints received. 3261 responded to within 2 days. 97% achievement.
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 %	
Corporate budgetary control - %'s of actuals against budget.				99.63 %		No data for this range				100%	100%	100%	100%	No data for this range	
Number of functioning Community Councils				10	10	No data for this range				10	10	10	10	10	

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				Value	Value	Value	Value	Value	Value	Target	Target	Target	Target	Target	
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.
Recovery of non-domestic rates.				97.81 %	98%	No data for this range				97.25 %	97.25 %	97.25 %	97.25 %	97.25 %	This is no longer a SPI. Performance is still monitored by reports to Corporate & Efficient Governance Committee
The average number of working days per employee lost through sickness absence for Corporate Services' employees.						2.99	2.75	3.61	3.43	10.6	13	12.5	12	11.5	This indicator is now showing a continuous improvement in performance due to a greater management focus and the early impact and benefits of an absence management pilot.

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.				

				Last Year	This Year	This Year				This Year	Next Year	Next Year + 1	Next Year + 2	Next Year + 3	Note
Short Name	Status	Long Term	Short Term	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	