

Quarter 2 2009/10 Performance Report – Corporate Overview and Scrutiny Committee

This report contains indicators which are possible to report on a quarterly basis. Waverley's Performance Management Framework also includes indicators which will only be reported at the end of the year.

Corporate Plan Priority - Improving Lives

☺ on target 😐 up to 5% off target ☹ more than 5% off target ? data not available ■ data only / no target / not due

| | Ref | Description | Service | What is good performance? | Q1 2008/09 | Q2 2008/09 | Q3 2008/09 | Q4 2008/09 | Full Year 2008/09 | Q1 2009/10 | Q2 2009/10 | Comment | Quarterly Target 09/10 |
|---|--------|---|---------------------|---------------------------|------------|------------|------------|------------|-------------------|------------|------------|--|--------------------------|
| ■ | LI 12 | Housing Benefits Security - number of prosecutions & sanctions (Number not per 1,000 caseload) | Revenues & Benefits | Higher is better | 10 | 1 | 3 | 10 | 24 | 8 | 8 | 3 prosecutions (100% success rate), 4 cautions and 1 administrative penalties. | No target |
| ☺ | LI 13a | Take-up of Benefits in target groups - Number of pensioners receiving Housing or Council Tax Benefit | Revenues & Benefits | Higher is better | 5,206 | 5,244 | 5,368 | 5,289 | 5,289 | 5,404 | 5,431 | See additional information at Annexe 2. | 2% year on year increase |
| ☹ | LI 13b | Take-up of Benefits in target groups - Number of low-income families receiving Housing or Council Tax Benefit | Revenues & Benefits | Higher is better | 821 | 840 | 1,274 | 1,221 | 1,221 | 1,081 | 1,069 | This take up group does not include those not working. The caseload | 5% year on year increase |

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|--|--------|---|---------------------|---------------------------|------------|------------|------------|------------|-------------------|------------|-------------------|--|------------------------|
| | | | | | | | | | | | | growth is currently in the working age category but in respect of those not working. See additional information at Annexe 2. | |
| | NI 181 | Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days) | Revenues & Benefits | Lower is better | 15.4 | 15.2 | 15.4 | 16.03 | 15.4 | 12 (17) | 9 (18) | This includes the on-off batch processed council tax capping claims. Excluding batch cases the total is 18, which gives a better indication of on-going performance. See additional information at Annexe 2. | 14 |

Corporate Plan Priority - Value for money

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|---|------|--|---------------------|---------------------------|------------|------------|------------|------------|-------------------|------------|------------|---|------------------------|
| 😊 | LI1c | Percentage of complaints responded to within WBC target times. | Democratic Services | Higher is better | 68% | 80% | 94% | 94% | 83% | 93% | 94% | 4 complaints late out of 66. First quarter of new 10 day target for planning. | 95% |

Additional Management Indicators

☺ on target ☹ up to 5% off target ☹ more than 5% off target ? data not available ▬ data only / no target / not due

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|---|------|---|-----------------------|---------------------------|-------------------------|------------|------------|------------|-------------------|----------|---------------|--|------------------------|
| ☹ | LI6a | % of Council Tax collected (cumulative) | Revenues & Benefits | Higher is better | 31.4% | 60.5% | 88.7% | 99.1% | 99.1% | 31.0 % | 59.9% | | 99% (Annual target) |
| ☹ | LI6b | Percentage of Non-domestic Rates Collected (cumulative) | Revenues & Benefits | Higher is better | 32.8% | 60.6% | 88.2% | 99.0% | 99.0% | 32.9% | 60.0% | 0.6% behind this point last year. Deferment scheme applications have been processed & payments due 01/11/09 will reflect lower amounts. Q2 figure does not include deferments. | 99.3% (annual target) |
| ☹ | LI5 | % of invoices paid within 30 days | Finance & Performance | Higher is better | 98.18% | 97.94% | 97.89% | 95.73% | 97.66% | 98.79% | 99.80% | 3033 invoices paid within 30 days out of 3039. | 100% |
| ☹ | LI5b | % of invoices from local/small businesses paid on within 10 (calendar) days | Finance & Performance | Higher is better | New policy for 2009/10. | | | | | 62.34% | 82.49% | 1611 invoices to small and/or local businesses paid within 10 days out of 1953. | 100% |
| ☺ | LI8 | Average annual rate of return on Council Investments above market rates | Finance & Performance | Higher is better | 0.82% | 0.76% | 1.20% | 0.96% | 0.96% | 2.30% | 1.86% | | 0.5% |

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|---|------|---|-----------------|--|----------------------------|------------|------------|------------|-------------------|----------|--------------|---|------------------------|
| 😊 | LI2a | Working Days Lost Due to Sickness Absence per employee (FTEs) – Long term | Human Resources | Lower is better | 1.73 | 1.26 | 3.14 | 1.92 | 7.93 | 0.55 | 0.53 | Breakdown of short-term sickness by service, and number of actual days is attached at Appendix A. | 1.5 days |
| | LI2b | Working Days Lost Due to Sickness Absence per employee (FTEs) – short term | Human Resources | Lower is better | | | | | | 0.95 | 0.87 | | |
| 😊 | LI2c | Staff Turnover – All leavers as a % of the average number of staff in a period | Human Resources | “Goldilocks” (Not too high, not too low) | New indicator for 2009/10. | | | | | 2.69% | 3.42% | This equates to 15 (headcount). | 8% - 12% (annual) |

Activity Indicators – for information only

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|---|---------|--|---------------------|---------------------------|------------|------------|------------|------------|---|-------------|-------------|---|------------------------|
| - | NI 180a | The number of changes of circumstances which affect customers' HB/CTB entitlement within the year. | Revenues & Benefits | Higher is better | 510 | 1031 | 1571 | 4673 | 7785 changes = 1357.50 changes per 1000 claimants | 3216 | 3538 | Propose that this indicator is only reported at year end in future. | No target. |
| - | LI 1a | Number of Level 3 (CEX) and Ombudsman | Democratic Services | Lower is better | 5 | 12 | 14 | 15 | 46 | 17 | 8 | | No target |

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|---|-------|-------------------------------------|---------------------|---------------------------|---------------|---------------|---------------|---------------|----------------------|-------------|-------------|---------|------------------------------|
| | | Complaints received | | | | | | | | | | | |
| - | LI 1b | Total number of complaints received | Democratic Services | | 94 | 90 | 66 | 84 | 334 | 72 | 67 | | No target |

Number of working days lost due to short-term sickness absence for the period 2009/10

(NB – FTE = Full Time Equivalent. One day's work pattern could equate to one hour.)

| Quarter | Month | Type | Audit | Building Control | Communications | Corporate Management | Customer and Office Services | Democratic Services | Economic Development and Partnerships | Environmental Health and Community Safety | Environmental Services | Finance and Performance | Housing | HR | Leisure | Planning | Revenues and Benefits | Totals | Number of Days per FTE Employee |
|---------|-----------|--------|-------|------------------|----------------|----------------------|------------------------------|---------------------|---------------------------------------|---|------------------------|-------------------------|---------|-------|---------|----------|-----------------------|--------|---------------------------------|
| Q1 | April | Actual | | 17.00 | 3.00 | 10.00 | 12.00 | 7.00 | 10.00 | 9.00 | 4.00 | 1.00 | 59.50 | 1.00 | 2.50 | 9.00 | 5.00 | 150.00 | |
| | | FTE | | 16.00 | 1.78 | 10.00 | 7.18 | 5.78 | 6.68 | 9.00 | 2.81 | 1.00 | 56.17 | 1.00 | 2.50 | 9.00 | 4.41 | 133.31 | 0.34 |
| | May | Actual | | 13.50 | 2.00 | 13.00 | 25.00 | 2.00 | 6.00 | 14.00 | 4.00 | 6.00 | 61.00 | 1.00 | 11.00 | 11.00 | 8.00 | 177.50 | |
| | | FTE | | 13.50 | 1.19 | 13.00 | 17.31 | 2.00 | 5.22 | 12.22 | 3.08 | 6.00 | 58.59 | 1.00 | 11.00 | 8.91 | 8.00 | 161.02 | 0.41 |
| | June | Actual | | | 2.00 | | 6.00 | | 4.00 | 4.00 | 16.00 | 4.50 | 36.50 | 2.00 | 7.00 | 7.00 | 6.00 | 95.00 | |
| | | FTE | | | 1.43 | | 5.30 | | 2.43 | 4.00 | 9.46 | 4.50 | 30.30 | 2.00 | 7.00 | 5.22 | 6.00 | 77.64 | 0.20 |
| Q1 | Totals | Actual | | 30.50 | 7.00 | 23.00 | 43.00 | 9.00 | 20.00 | 27.00 | 24.00 | 11.50 | 157.00 | 4.00 | 20.50 | 27.00 | 19.00 | 422.50 | |
| | | FTE | | 29.50 | 4.40 | 23.00 | 29.79 | 7.78 | 14.33 | 25.22 | 15.35 | 11.50 | 145.06 | 4.00 | 20.50 | 23.13 | 18.41 | 371.97 | 0.96 |
| Q2 | July | Actual | | 12.00 | | 5.00 | 22.00 | | 12.00 | 16.00 | | | 45.00 | 5.00 | 9.50 | 13.00 | 10.00 | 149.50 | |
| | | FTE | | 12.00 | | 5.00 | 9.66 | | 8.82 | 11.41 | | | 43.29 | 3.09 | 8.47 | 13.00 | 8.62 | 123.36 | 0.32 |
| | August | Actual | | | 1.00 | | 47.50 | 3.00 | 4.00 | 4.00 | 4.00 | 6.00 | 31.50 | 3.00 | | 16.00 | 6.00 | 126.00 | |
| | | FTE | | | 0.59 | | 33.89 | 3.00 | 2.62 | 3.24 | 2.81 | 6.00 | 24.28 | 2.23 | | 11.38 | 4.94 | 94.98 | 0.24 |
| | September | Actual | 3.00 | 3.50 | | 4.00 | 10.50 | 10.00 | 7.00 | 5.50 | 2.00 | 1.00 | 57.00 | 8.00 | 6.00 | 19.50 | 7.00 | 144.00 | |
| | | FTE | 3.00 | 3.50 | | 4.00 | 4.83 | 10.00 | 4.55 | 5.11 | 2.00 | 1.00 | 45.18 | 6.74 | 5.49 | 18.32 | 6.08 | 119.80 | 0.31 |
| Q2 | Totals | Actual | 3.00 | 15.50 | 1.00 | 9.00 | 80.00 | 13.00 | 23.00 | 25.50 | 6.00 | 7.00 | 133.50 | 16.00 | 15.50 | 48.50 | 23.00 | 419.50 | |
| | | FTE | 3.00 | 15.50 | 0.59 | 9.00 | 48.38 | 13.00 | 15.99 | 19.76 | 4.81 | 7.00 | 112.75 | 12.06 | 13.96 | 42.70 | 19.64 | 338.14 | 0.87 |

Number of working days lost due to long-term sickness absence for the period 2009/10

(NB – FTE = Full Time Equivalent. One day’s work pattern could equate to one hour.)

| Quarter | Month | Type | Totals | Number of Days per FTE Employee |
|---------|-----------|--------|--------|---------------------------------|
| Q1 | April | Actual | 119.00 | |
| | | FTE | 80.76 | 0.21 |
| | May | Actual | 113.00 | |
| | | FTE | 76.93 | 0.20 |
| | June | Actual | 69.00 | |
| | | FTE | 56.26 | 0.14 |
| Q1 | Totals | Actual | 301.00 | |
| | | FTE | 213.95 | 0.55 |
| Q2 | July | Actual | 50.00 | |
| | | FTE | 38.01 | 0.10 |
| | August | Actual | 69.00 | |
| | | FTE | 62.50 | 0.16 |
| | September | Actual | 119.00 | |
| | | FTE | 104.27 | 0.27 |
| Q2 | Totals | Actual | 238.00 | |
| | | FTE | 204.78 | 0.53 |