

Corporate Services Half Year PI Results 2011/12

SO4: Maximise the potential of all our citizens by tackling social disadvantage and deprivation										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
BV011a Percentage of top 5% earners who are women	Human Resources	26	24.49	24.49	24.49	29			29	Overall average employment numbers have reduced, with little turnover.
BV011b Percentage of top 5% Earners from black or minority ethnic background	Human Resources	6	6.12	6.12	6.12	4			4	
BV011c Percentage of top 5% Earners with a disability	Human Resources	2	2.04	2.04	2.04	2			2	
BV016a % Employees with a disability	Human Resources	2.66	2.57	2.3	2.3	5		n/a	5	As is the case for all PI's relating to staff numbers there has been a small decline in total establishment which has affected the overall proportion. Working with Living Options and Mindful Employers has supported our commitment to securing employment for people with disability.
BV017a % Employees from ethnic minorities	Human Resources	1.83	1.8	1.81	1.81	2		n/a	2	
SO7: Use resources effectively & provide high performing, value for money services that focus on customers										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
NI181 Time taken to process new claims & change of circumstance for housing & council tax benefit	Treasury	8.85	8.33	8.79	8.59	10.5			10.5	
BV008 % Invoices paid within 30 days	Treasury	94.36	96.97	96.62	96.8	97			97	
BV009 % Council Tax collected	Treasury	97.5	29.63	56.65	56.65	56.93			97.7	
BV010 % National Non Domestic Rates collected	Treasury	98.54	34.59	61.63	61.63	61.95			99	
BV076d No. of housing benefit prosecutions & sanctions, per yr, per 1000	Treasury	6.79	2.02	1.58	3.6	3			9	
BV079bi % Housing Benefit Recovered: Overpayment	Treasury	89.98	102.9	85.73	85.73	85			85	

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SO7: Use resources effectively & provide high performing, value for money services that focus on customers										
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BV012 Days / shifts lost to sickness	Human Resources	8.63	1.75	1.48	3.23	4.5	★	✓	9	
BV015 % Employees retiring on grounds of ill health	Human Resources	0.14	0.14	0.15	0.15	0.2	★	✗	0.2	
LPI IT2 % Helpdesk calls responded to within agreed timescale	IT	95.99	96.56	81.55	89.43	100	▲	✗	100	Impact of reduced staffing numbers from 26/8/11 and of annual leave.
LPI IT3 Percentage availability of ICT service	IT	99.79	99.96	99.93	99.94	99.9	★	✓	99.9	
SO8: Promote an extremely positive image & reputation & ensure high levels of customer satisfaction										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
LPI CC2 % Customers who were seen within 10 minutes	Corporate Customer Services	54.84	63.57	65.57	64.49	85	▲	✓	85	An increase on the percentage seen within the timescale from last quarter, but didn't reach target.
LPI CC3 % External phone calls answered in 6 rings	Corporate Customer Services	90.6	93.25	93.7	93.44	90	★	✓	90	
LPI CC6 % Customers who received prompt service and did not have to wait long	Corporate Customer Services	83	77	80	80	80	●	✓	80	