

Appendix A: Value For Money - Performance Indicators –Period: 1 April 2010 – 31 March 2011

PI Description	Polarity	Actual 2008/09	Actual 2009/10	Target 2010/11	Actual 2010/11	Actual Compared to target	Direction of Travel (09/10 to 10/11)
BV 12 Number of working days lost due to sickness absence (per person)	Low	9.11	8.73	8.6	8.6	G	↑
BV 66a – Collection of HRA rent	High	99.50%	99.14%	99.00%	99.65%	G	↑
BV 66b - Percentage of gross housing rent arrears (more than 7 weeks)	Low	2.52%	2.14%	2.40%	1.90%	G	↑
CS 01 Abandoned telephone calls	Low	3.50%	10.40%	10.00%	2.50%	G	↑
CS 02 Percentage of telephone calls answered within 20 seconds	High	84%	75%	83%	84%	G	↑
CS 03 Percentage of customers satisfied (Telephone)	High	n/a	89%	85%	96%	G	↑
CT 01 - Council Tax – in year collection	High	96.70%	97.40%	97.30%	97.76%	G	↑
CT 02 - NNDR – in year collection	High	95.50%	96.20%	96.10%	97.37%	G	↑
CT 03 Council Tax Arrears collection	High	28.6%	26.70%	26.70%	22.65%	R	↓
ES 01 - Proportion of Environmental Health service requests dealt with on time	High	99.00%	98.10%	95.00%	97.20%	G	↓
ES 09 - Household waste and compost collections missed per 100,000 due	Low	25	19.6	22	17.7	G	↑
ES 10 - Kerbside recycling collections missed per 100,000 due	Low	4	2.2	4	3.78	G	↓
ES 11 - Complaints about household waste and composting service per 100,000 collections due	Low	30	24.5	27	22	G	↑
ES 12 - Complaints about kerbside recycling service per 100,000 collections due	Low	6	4	8	6.33	G	↓
FM 06 – Number of electronic creditor payments as a proportion of the total creditor payments made including revenues and benefits payments	High	87.00%	86.76%	84.60%	90.57%	G	↑
FM 07 The number of undisputed invoices paid within 30 days as a proportion of the total payments made	High	93.88%	97.31%	97.00%	96.88%	R	↓
HB 06 Local Authority error in processing benefit entitlement	Low	0.34%	0.15%	0.48% (threshold)	0.11%	G	↑
HS 12 - Tenants satisfaction with responsive maintenance	High	96.75%	96.50%	95.00%	96.53%	G	↑
HS 13 - Tenants satisfaction with planned maintenance	High	99.00%	97.00%	95.00%	97.25%	G	↑
HS 19 - Rent arrears of current housing tenants	Low	£125,100	£118,140	£112,590	£112,880	R	↑
HS 20 - Rent arrears of former housing tenants	Low	£137,160	£87,100	£130,000	£119,250	G	↓

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HS 21 - Percentage of Former Tenant Arrears collected	High	13.55%	20.82%	15.00%	14.43%	R	↓
SA 01 Maintain Stable IT Network - System availability	High	99.78%	98.28%	98.00%	99.99%	G	↑
T 01 Maintain Stable Telecom System availability	High	n/a	n/a	95.00%	99.99%	G	n/a