



Overview & Scrutiny- Quarter 1- 2011-2012 Performance Report

| Indicator | Managed By | 2010/11 | April 2011 | May 2011 | June 2011 | Q1 2011/12 | 2011/12 | | Comments | |
|---|---------------|---------|-------------------------|----------|-----------|------------|---------|--------|---|---|
| | | Value | Value | Value | Value | Value | Value | Target | | |
| NI 157a Processing of planning applications: Major applications | Marion Playle | 63.64% | 20.00% | 50.00% | 0% | 28.57% | 28.57% | 60.00% | 2 delegated – under 13 weeks 5 – committee decisions | ● |
| BV204 Planning appeals allowed | Marion Playle | 31.3% | 66.7% | 50.0% | 57.1% | 60.0% | 56.3% | 35.0% | 1 appeal allowed - Planning and Licensing Committee 15 Appeals - 13 Delegated, 2 Committee 9 Upheld 7 Delegated and 2 Committee | ● |
| NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events | Darren Cole | 10.1 | 14.3 | 18.2 | 12.8 | 14.9 | 14.0 | 13.0 | | ● |
| BV12 Working Days Lost Due to Sickness Absence (average days per full-time equivalents) | Jan Montague | 4.38 | Not measured for Months | | | 2.38 | 2.38 | 1.62 | Average increased by 2 instances of long term sickness this continues to be managed through the application of strong policies, and the support of Occupational Health. Short term absence figures are considerably better than the national average for the Public Sector and across all major work sectors. | ● |
| CST 5 Percentage calls answered in 20 seconds | Darren Cole | 77.3% | 56% | 64% | 74% | 74% | 67% | 80% | Figures for Shared service. The issue of summonses at the beginning of the month has adversely affected the service level. Performance improving towards the end of the month means that our service level averaged in the mid 70's | ● |