

Management Scrutiny Committee							
Ref	Description	2008/2009 Outturn	Latest Update	Trend	2009/2010 Target	On Target	Comments
Corporate Improvement Objectives							
Delivering customer focused services							
National Indicators							
NI 14	Avoidable contact: the proportion of customer contact that is of low/no value to the customer	26.6%	annual collection	n/a	baseline year	n/a	
Efficient and Effective Council							
National Indicators							
NI 179	Value for money- total net value of on-going cash-releasing gains since start of 2008-9	£13,196,050	annual collection	n/a	£21,171,018 forecast	n/a	
Local Indicators							
BVPI 2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Level 3	Level 3	◀▶	Level 3	✓	
BVPI 8	The percentage of undisputed invoices paid on time	97.19%	96.95%	▼	97.20%	✓	
BVPI 9	Percentage of Council Tax collected by the Authority in the year.	96.54%	54.28%	▲	97%	✓	
BVPI 10	The percentage of non-domestic rates due for the financial year which were received by the authority.	98.7%	59.14%	▲	99.55%	✓	
BVPI 11a	The percentage of top 5% of earners that are women.	39.41%	41.71%	▲	42.50%	✗	
BVPI 11b	The percentage of top 5% of earners from black and minority ethnic communities.	1.6%	2.40%	▲	1.90%	✓	
BVPI 11c	% of the top paid 5% of staff who have a disability. (excluding those in maintained schools.)	1.87%	2.01%	▲	3%	✗	
BVPI 12	The number of working days/shifts lost due to sickness absence.	11.31	5.22	▲	10.2	✗	
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.49%	0.32%	▼	0.10%	✗	
BVPI 15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.18%	0.06%	▲	0.14%	✓	
BVPI 16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	2.46%	2.31%	▲	3.20%	✓	
BVPI 17a	The percentage of local authority employees from minority ethnic communities.	1.16%	1.24%	▼	1.80%	✓	
Improving partnership working to deliver one city							
National Indicators							
NI 5	Overall/general satisfaction with local area	76.8	n/a	n/a	n/a	n/a	
Creating Inclusive Communities							
We will address the barriers to creating active citizenship and increase the number of people formally volunteering to five percentage points above the national average by 2025							
National Indicators							
NI 7	Environment for a thriving third sector	13.7	n/a	n/a	n/a	n/a	
Prosperous City							
By 2021 we aim to provide 15000 new homes in the right place at the right price that people can afford through an affordable housing policy enabling everyone to access the housing market							
National Indicators							
NI 180	The number of changes of circumstances affecting HB/CTB entitlement processed within the year	713.4	1201.2	▲	945.2	✓	
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	6.5	8.52	▼	10	✓	performance is on schedule to meet the 2009/10 target
Local Indicators							
BVPI 76b	Number of fraud investigators	0.25	0.24	◀▶	0.24	✓	
BVPI 76c	Number of fraud investigations	22.15	17.65	▲	32.5	✓	
BVPI 76d	Number prosecutions & sanctions	4.43	3.09	▲	4.43	✓	
BVPI 78a	Average time for new claims	18.31	20.29	▼	20.5	✓	
BVPI 78b	Average time for changes	6.06	6.64	▼	8.5	✓	
BVPI 79a	Accuracy of processing Housing Benefit and Council Tax Benefit claims	99.8	99.6	▼	99.8	✓	performance is on schedule to meet the 2009/10 target
BVPI 79b(i)	Percentage of recoverable overpayments recovered (deemed recoverable) (HB)	99.78%	84%	▼	90%	✓	
BVPI 79b(ii)	Percentage of recoverable overpayments recovered (debt outstanding) (HB)	44.92%	28.70%	▲	40%	✓	
BVPI 79b(iii)	Percentage of recoverable overpayments recovered (overpayment debt) (HB)	6.14%	2.33%	▲	6%	✓	