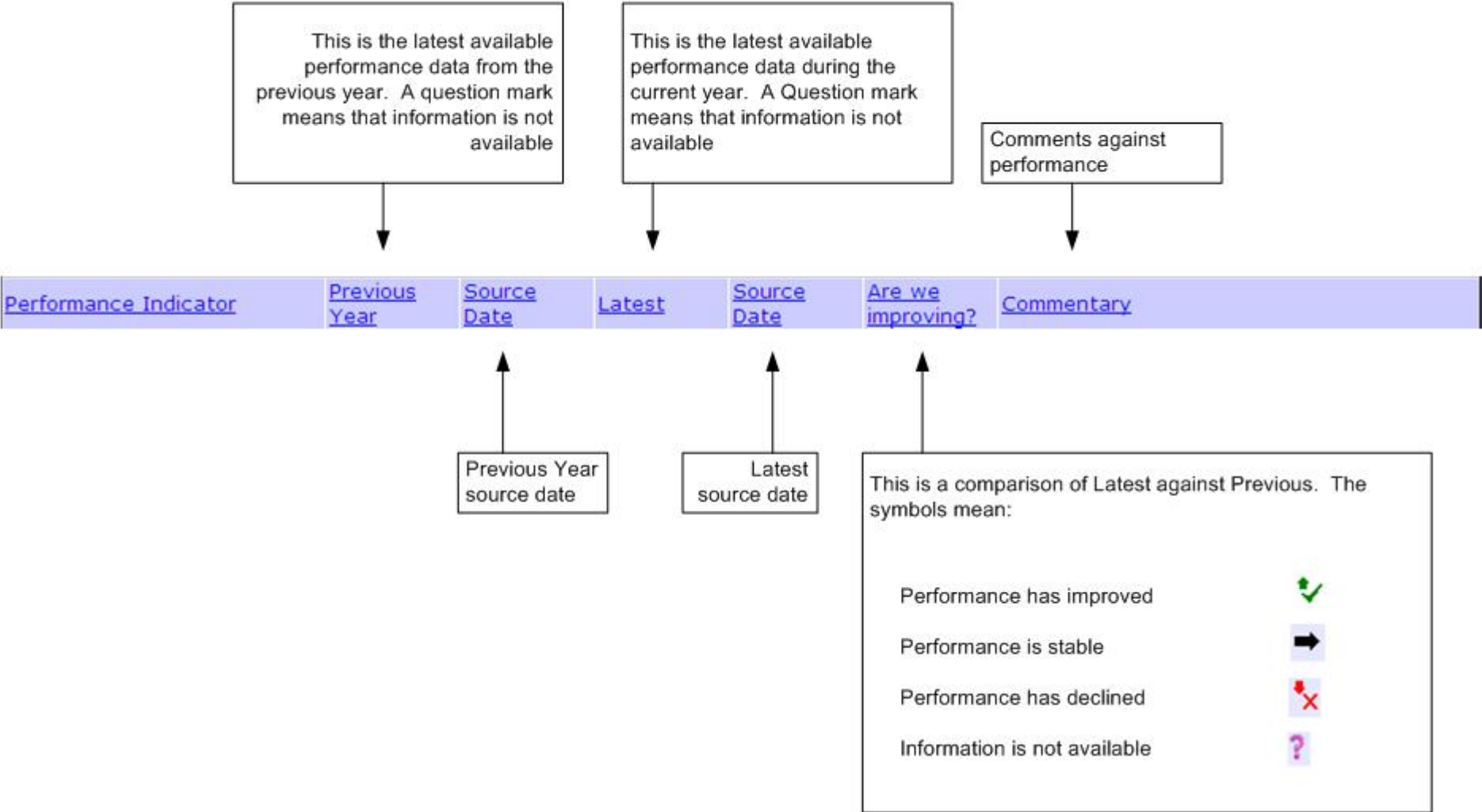
















Report Key



## Management - Performance Overview

Performance Indicator	Previous Year	Source Date	Latest	Source Date	Are we improving?	Commentary
The percentage of invoices for commercial goods and services which were paid by the authority within 30 days (BV008)	97.11 %	30/09/2010	96.05 %	30/09/2011		Transactional Finance went live on the 30th June which included a change in the P2P (procure to pay) process, which is now done centrally. Changes throughout the Council have had an impact on performance due to staff movement/transition and interim actions have been implemented to resolve in particular those areas with a high volume of blocked invoices.
Percentage of Council Tax collected (BV009)	54.44 %	30/09/2010	56.48 %	30/09/2011		Receipt of council taxes includes arrears payments. 12 monthly direct debit payers have increased from last year affecting current cash flow by approximately 0.3%.
The percentage of non-domestic rates that were collected by the authority (BV010)	59.76 %	30/09/2010	58.98 %	30/09/2011		Reorganisation of section and changes in legislation has resulted in backlogs of work. The increase in rates on empty properties and avoidance tactics of ratepayers has affected collection rates. April and May collection figures exclude internal payments which were made in June.
The percentage of top 5% of earners that are women (BV011a)	46.67 %	30/09/2010	45.60 %	30/09/2011		A decline in comparison to the same period last year. This figure relies upon staff turnover which is affected by the councils current policy on internal recruitment.
The percentage of top 5% of earners from black and minority ethnic communities (BV011b)	2.39 %	30/09/2010	2.11 %	30/09/2011		A slight decline on the previous year. This indicator relies upon staff turnover, a small comparative sample and also people declaring themselves as having a disability. The review of monitoring information for employees self-declaring a disability will ensure that figures remain up-to-date.
% of the top paid 5% of staff who have a disability. (excluding those in maintained schools.) (BV011c)	1.36 %	30/09/2010	1.42 %	30/09/2011		A slight improvement year on year. This indicator is affected by staff turnover and also people declaring themselves as having a disability. Overall, staff turnover has declined due to the economic climate and the internal jobs market has influenced a slow change in council demographics. As part of the next employee survey, staff will be encouraged to declare any disabilities not previously declared.
The number of working days/shifts lost due to sickness absence (BV012)	4.64	30/09/2010	4.17	30/09/2011		A slight improvement year on year. If this performance continues throughout the year it is predicted that the overall sickness levels for the Council will show a significant improvement on last year. The Council is committed to improving the overall health of our communities and the wellbeing of our employees. As many of our employees live in Sunderland, doing all we can to have a healthy workforce will not only improve attendance at work but will also contribute to a healthy city. The Council continues to closely monitor sickness absence levels and to focus on managing this appropriately in a climate of organisational change.

Performance Indicator	Previous Year	Source Date	Latest	Source Date	Are we improving?	Commentary
The percentage of employees retiring early (excluding ill-health retirements) (BV014)	0.57 %	30/09/2010	0.86 %	30/09/2011		The council is now proactively supporting the management of early retirements, as part of a raft of human resource interventions designed to support and enable the Sunderland way of Working and the implementation of the Transformation Programme. The current reduced figures (0.68% down from 0.85% in Quarter 2 last year) are surprising, and the number of early retirements is expected to increase significantly in the future.
The percentage of employees retiring on grounds of ill health (BV015)	0.13 %	30/09/2010	0.09 %	30/09/2011		A slight reduction year on year. There is strict criteria under the pension regulations that need to be met for someone to qualify for ill health retirement which includes an assessment by an Independent Occupational Health Physician. The numbers of ill health retirements will be entirely dependent upon an employee's health condition and whether they have been independently assessed as meeting the criteria for ill health retirement.
The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition (BV016a)	2.01 %	30/09/2010	1.90 %	30/09/2011	n/a	The indicator relies upon staff turnover and people declaring themselves as having a disability. Staff turnover has declined due to the economic climate. As part of the next employee survey staff will be encouraged to declare any disability they may have that they are currently not declaring. A year on year analysis is unavailable as preferred performance is neither high or low.
The percentage of local authority employees from minority ethnic communities (BV017a)	1.27 %	30/09/2010	1.41 %	30/09/2011	n/a	This indicator relies upon staff turnover and people declaring themselves as being from an ethnic minority. Staff turnover has declined due to the economic climate and the internal jobs market has influenced a slow change in the council demographics. As part of the next employee survey, staff will be encouraged to declare their ethnicity if they previously have not done so. A year on year analysis is unavailable as preferred performance is neither high or low.
Level of Equality on a scale of 1 to 3 \n \n1= Developing \n2=Achieving \n3=Excellent (LPI017)	Achieving	30/09/2010	Achieving	30/09/2011		The Equality Framework for Local Government is an assessment against five performance elements to arrive at an overall rating of either 'Developing', 'Achieving' or 'Excellent'. A self assessment against the Equality Framework was undertaken in 2010/11 from which the evidence supported the council remaining at a level 2 'Achieving'. Since then the action plan has been advanced and actions continue to be progressed. It should be noted, however, that a new Equality Framework is expected against which the council will have to consider the new criteria.

Performance Indicator	Previous Year	Source Date	Latest	Source Date	Are we improving?	Commentary
The average number of days taken for processing new housing benefit claims (BV078a)	17.79	30/09/2010	18.57	30/09/2011		Caseload has increased by 237 in the first 6 months of this year. This along with a reduction in resource, as a result of wave 1 efficiencies, has had an impact on the year on year performance. However, Q2 performance has improved against Q1 and as at the end of September performance is 18.57 and is therefore on target against 19 days. Staff are aware of current performance, the target set - and are motivated to achieve it. We will continue to closely monitor performance; streamline processing functions with new technology; improve efficiencies through closer working with partners to maximise the use of 'e' enabled claims.
Average number of days taken to process notifications of changes of circumstance to housing benefit claims (BV078b)	5.79	30/09/2010	6.14	30/09/2011		Caseload has increased by 237 in the first 6 months of this year. This along with a reduction in resource, as a result of wave 1 efficiencies, has had an impact on the year on year performance. Q2 performance has improved against Q1 and as at the end of September, performance is 6.14, only 2.3% off target against 6 days. The close monitoring of performance continues. Staff are aware of current performance and of the target set - and are motivated to achieve it. We also intend to maximise the use of new technology to streamline processing functions and introduce 'e' enabled reported changes to allow customers to report changes on-line. Focus will remain on processing changes quickly in order to achieve the target.
The percentage of cases for which the calculation of the amount of housing benefit due was correct (BV079a)	100.00 %	30/09/2010	100.00 %	30/09/2011		High standards will be maintained through the quality assurance checks in place which feedback to staff. Although paying people on time remains important, this must not compromise the quality of work.
The percentage of housing benefit overpayments recovered as a % of HB deemed recoverable overpayments (BV079bi)	75.16 %	30/09/2010	80.94 %	30/09/2011		Legislation in relation to the Local Housing Allowance has influenced a higher proportion of benefit being paid directly to the tenant rather than to the landlord, making it more difficult to recover overpayments. Overpayments can only be recovered from Gentoo when the amount is below £2,598.53 per client. Improved recovery methods has resulted in recovering an additional 5.78% of the outstanding money back as compared to the same period last year. Focus will remain on processing changes quickly to minimise overpayments occurring.

Performance Indicator	Previous Year	Source Date	Latest	Source Date	Are we improving?	Commentary
Value of overpayments identified during housing benefit investigations (LPI067)	?	30/09/2010	£432,555.00	30/09/2011	?	New measure from 2011/12, therefore no data available for 2010/11. The target set for the identification of housing and council tax benefit fraud for 2011/12 is £600,000. The expected profile to the end of September was £300,000 therefore current performance is on track to achieve target. New case management arrangements have been put in place for the current year which is helping to prioritise the workload more effectively and ensure that cases are progressed in a more timely manner. There has also been some successful cases identified through the Audit Commission's data matching exercise.
The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit (NI181)	6.78	30/09/2010	7.16	30/09/2011	✗	Caseload has increased by 237 in the first 6 months of this year. This along with a reduction in resource, as a result of wave 1 efficiencies, has had an impact on the year on year performance. Q2 performance has improved against Q1 and as at the end of September, performance is 7.16 and is therefore on target against 8 days. Staff are aware of current performance and are motivated to maintain current performance. Focus remains on processing new claims and change events quickly. Close monitoring of performance continues and we will maximise the use of new technology to streamline processing functions.