



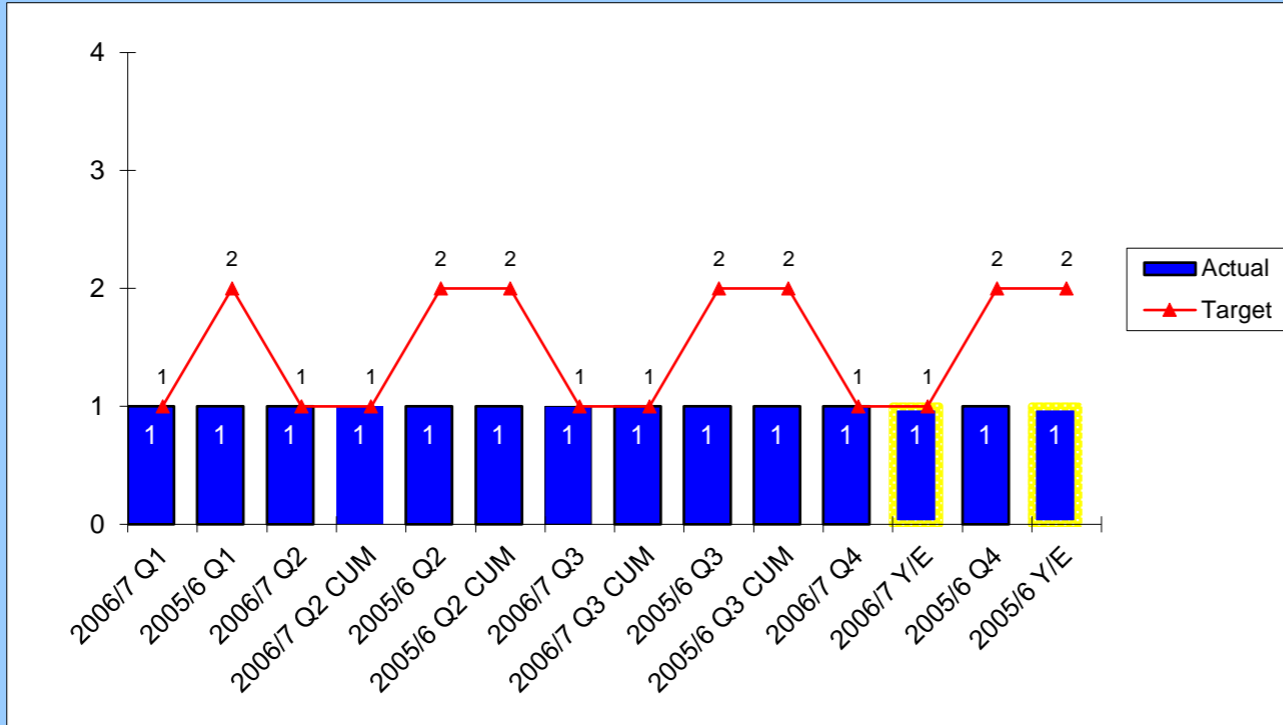
Corporate Health Key Performance Indicators

★ Target achieved ■ Target not achieved

Quarter 4 2006/7

○ Within 2% of target Quartile position: 1st = best (top); 4th = worst

CH001 (BV 2a) - Equality Standard for local government



Performance Comparisons



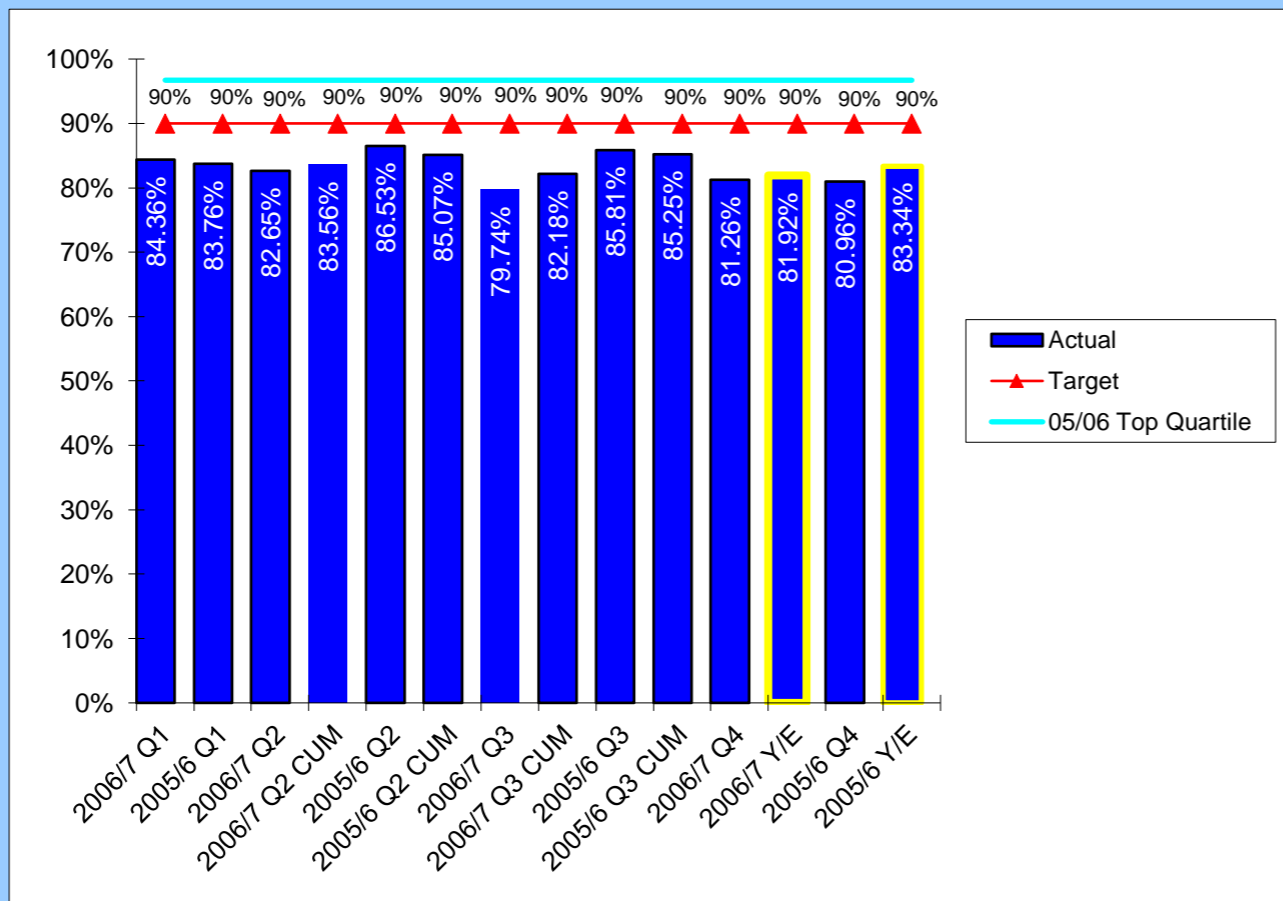
Target



Comments: Action plans to achieve level 3 of the local government equality standard by March 2009 are in place and good progress being made towards this target. Progress is being monitored by the Corporate Diversity Working Group.

Head of Service Contact Details: Helen Dean (52)7003

CH002 (BV 8) - Invoices paid within 30 days



Performance Comparisons



2005/6 Top Quartile 96.71%
SBC 4th Quartile

Target



Comments: Service Group Performance = DNS 86.41%, CESC 77.55%, Res 93.5%, PPC 94.9%, L&D 92.77%. Reasons for below target performance are: slow goods receipting, late receipt of invoices from services, large numbers of non-order invoices. Improvement plan in place.

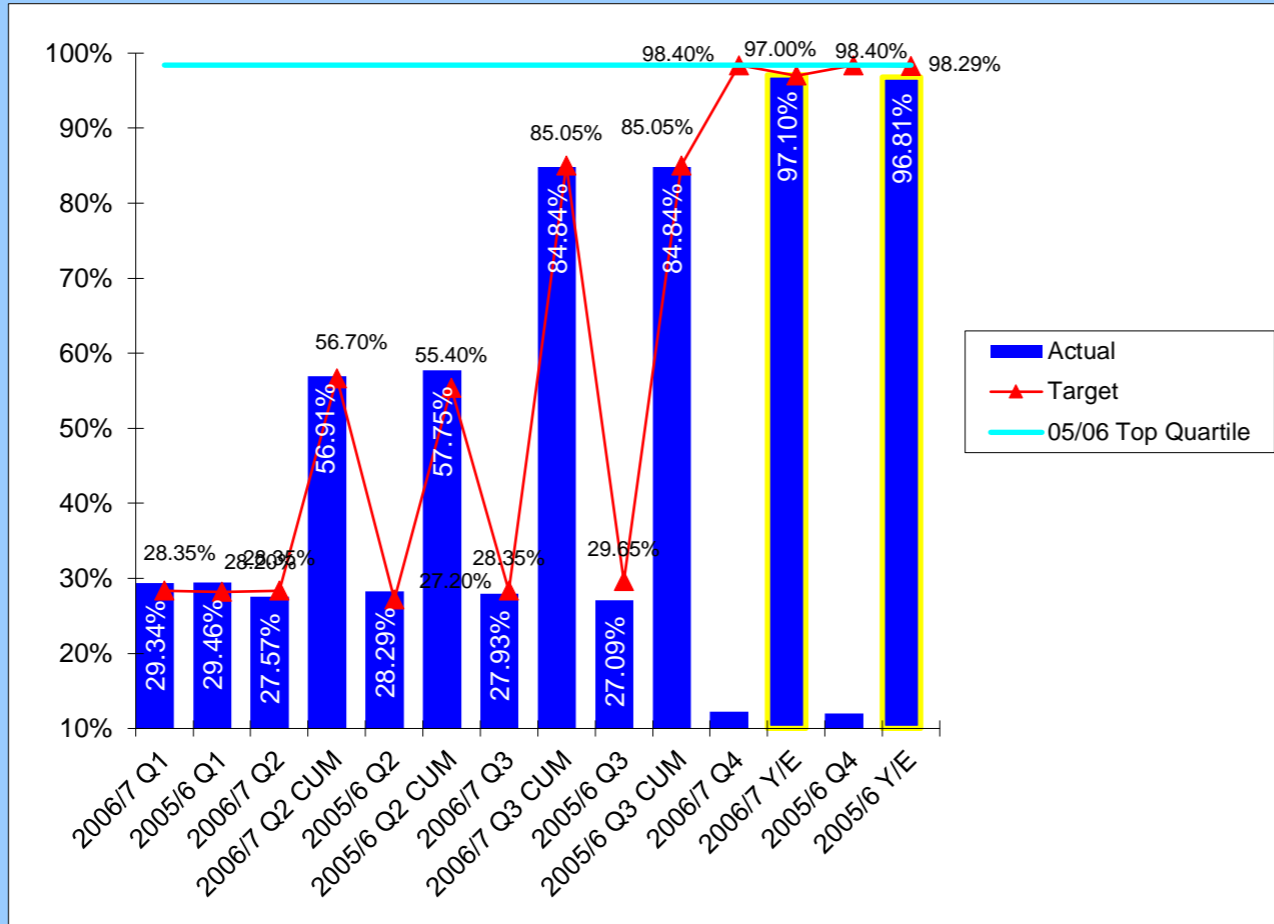
Head of Service Contact Details: Paul Saunders (52)7010



Corporate Health Key Performance Indicators

Quarter 4 2006/7

CH003 (BV 9) - Council Tax collected



Performance Comparisons



2005/6 Top Quartile 98.4%
SBC 3rd Quartile

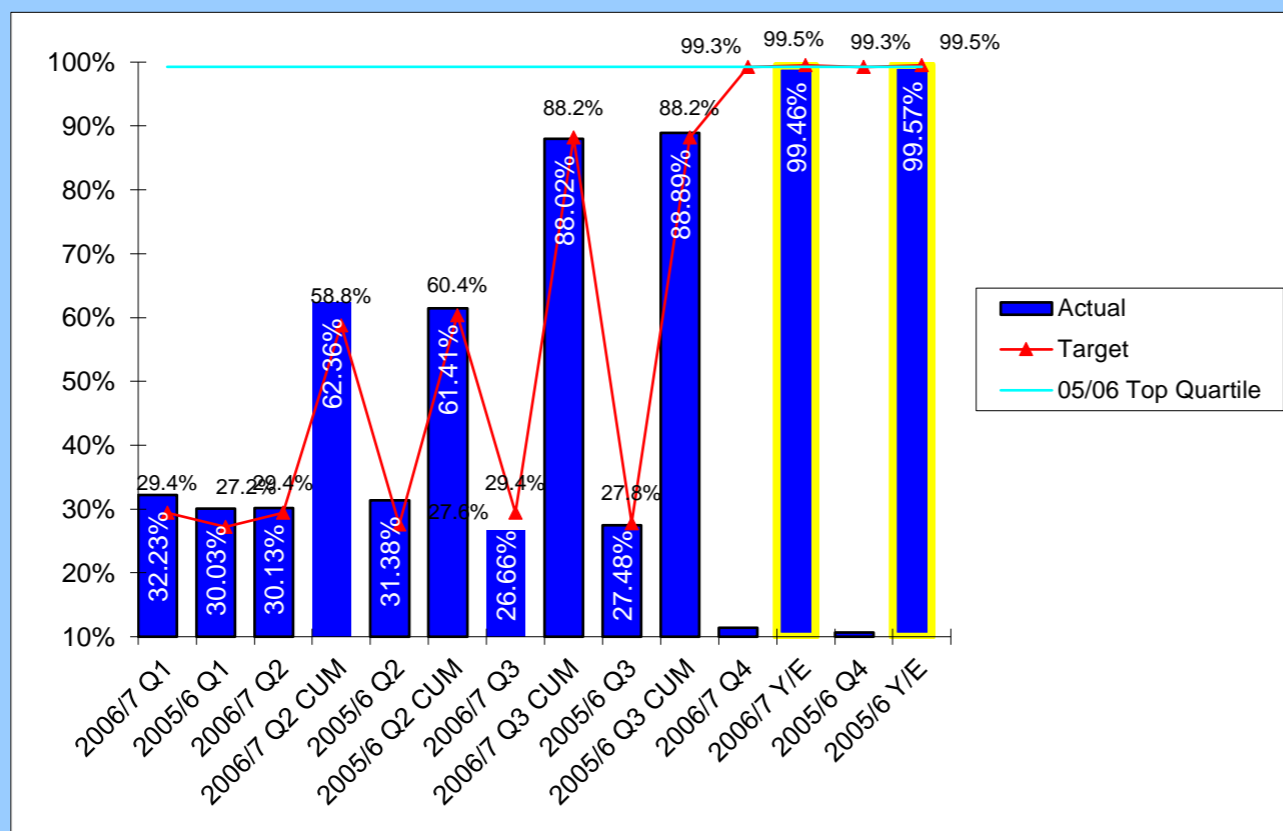
Target



Comments: Council Tax collection has increased for the second year in succession, following a slight decrease in the financial year 2003/2004, during which the IBS Open Revenues software was implemented. The software enables us to take a much more pro-active role in the recovery process, and improved collection is set to continue as a result of the revised recovery procedures we have been able to implement following its introduction. The fact that we have slightly exceeded our collection target this year is evidence that, although our target setting is challenging, it is also realistic. Our aim is to achieve upper quartile performance of all Unitary Authorities within the next 3 years.

Head of Service Contact Details: Debbie Hurwood (52)7014

CH004 (BV 10) - Non-domestic rates collected



Performance Comparisons



2005/6 Top Quartile 99.26%
SBC Top Quartile

Target



Comments: Although it will mean maintaining extremely high standards it is realistic to expect that collection levels at 99.5% can be maintained. It is unrealistic to expect to achieve higher levels as experience suggests that with the nature of the debt recovery work undertaken and the billing processes available to us there will always be a small percentage of debt we are unable to collect within the financial year that it becomes due.

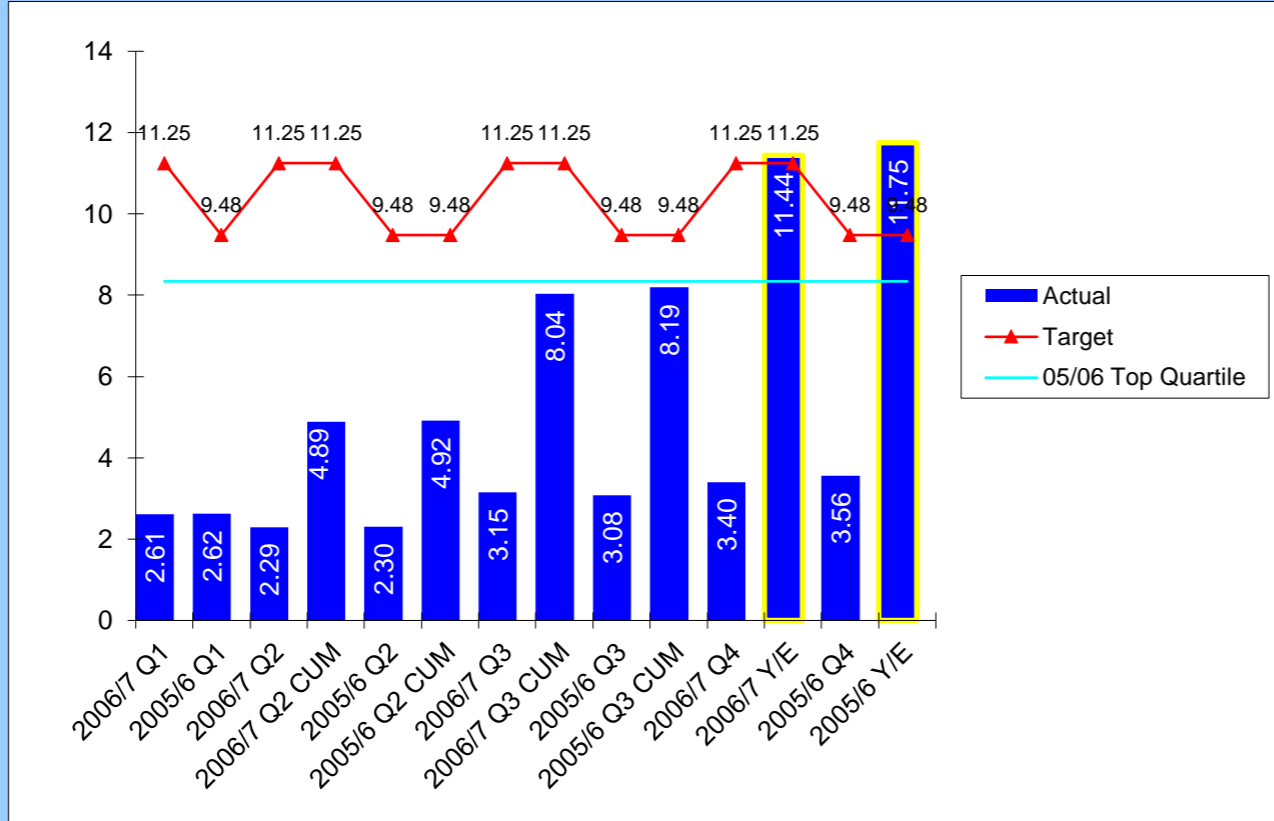
Head of Service Contact Details: Debbie Hurwood (52)7014



Corporate Health Key Performance Indicators

Quarter 4 2006/7

CH005 (BV 12) - Sickness absence (days per Full Time Employee)



Performance Comparisons



2005/6 Top Quartile 8.34
SBC 4th Quartile

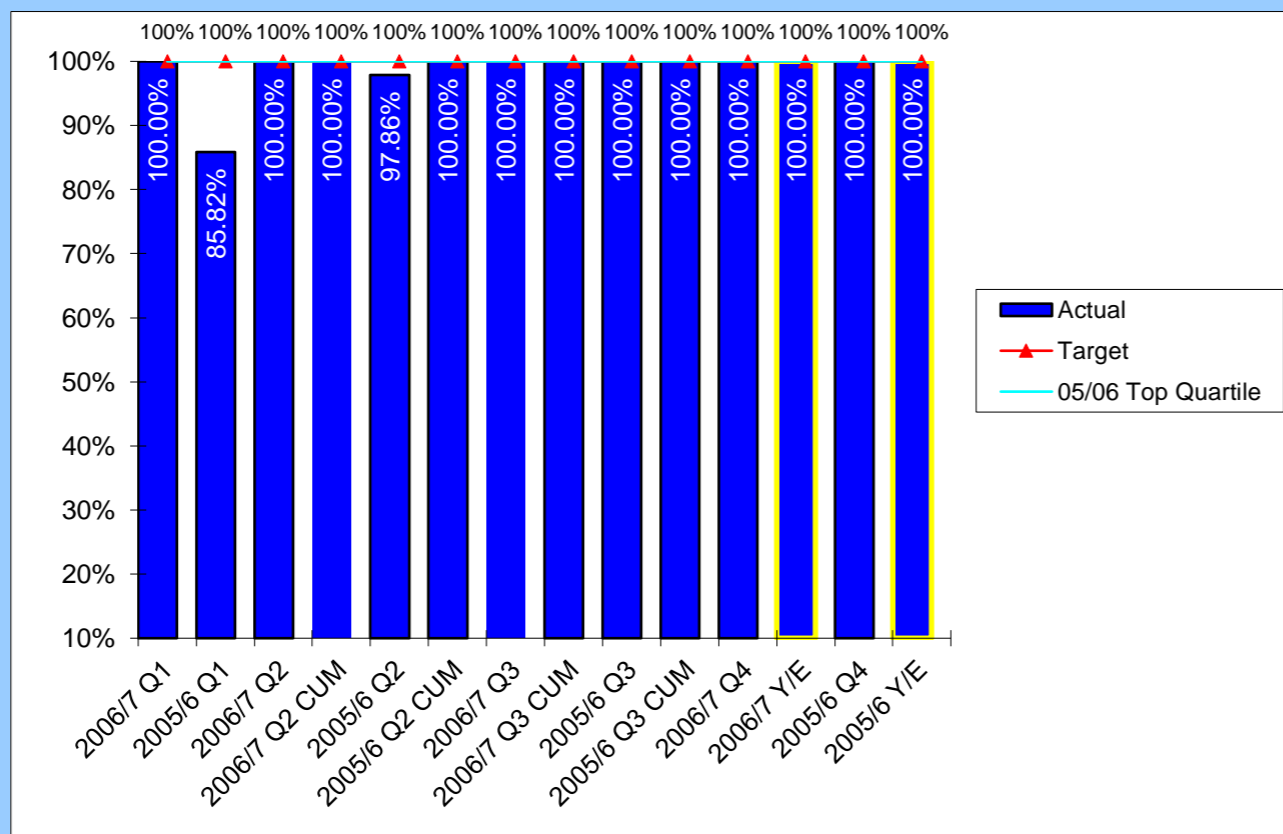
Target



Comments: Service Group Performance = DNS 12.96, CESC (non-schools) 14.51, Res 10.71, PPC 5.66, L&D 5.45. Roll out of new absence management process almost complete which should help improve performance in 2007/08.

Head of Service Contact Details: Paul Saunders (52)7010

CH006 (BV 157) - % of interactions e-enabled



Performance Comparisons



2004/5 Top Quartile 100%
SBC Top Quartile

Target



Comments: To maintain current electronic services and deliver new services where these are identified. To ensure we maintain the 100%, new services requiring ICT support are raised at monthly ICT liaison meetings. Also from April 2007 there will be a standing item on the web group agenda to consider whether all relevant services are continuing to be provided electronically and e-delivery of any new services is underway.

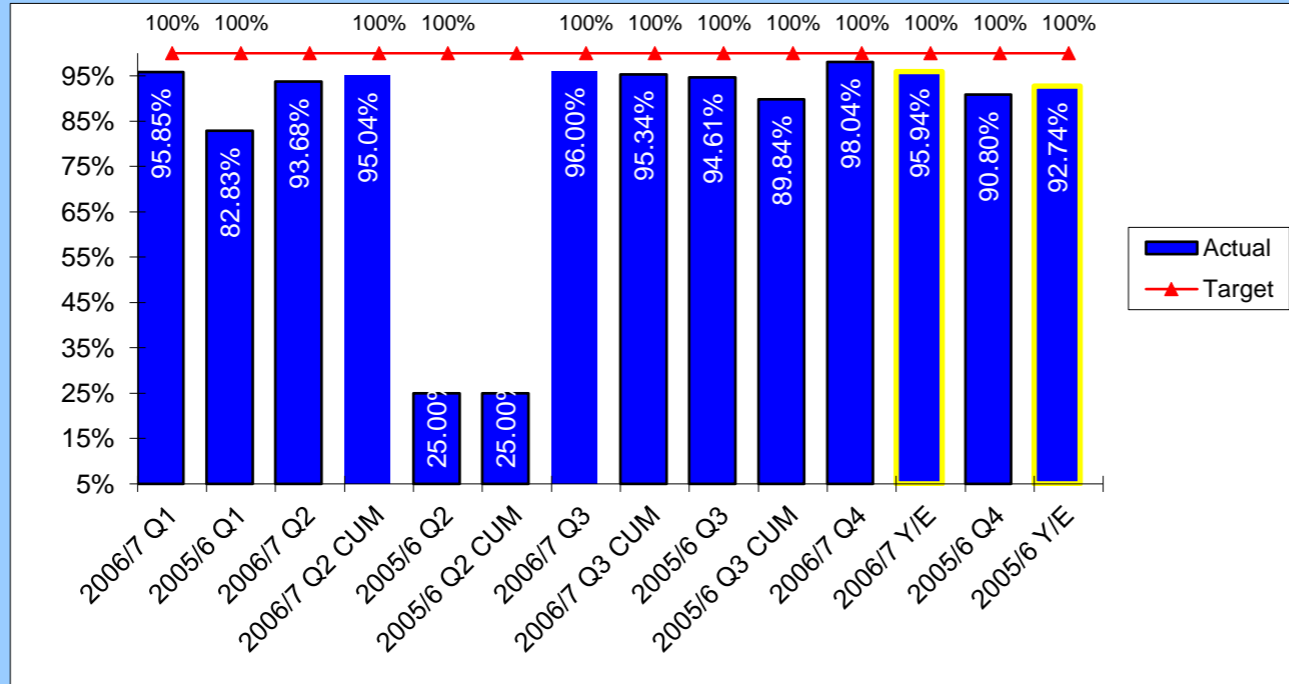
Head of Service Contact Details: Ian Miles (52)7012



Corporate Health Key Performance Indicators

Quarter 4 2006/7

CH007 (Pr001) - Percentage of spend inside contracts, where contracts exist



Performance Comparisons



Target



Comments: Service Group Performance = DNS 90.83%, CESC 97.93%, Res 98.15%, PPC 93.31%, L&D 100%. Performance is improving as old contracts are ended and spend comes on contract.

Head of Service Contact Details: Paul Saunders (52)7010