

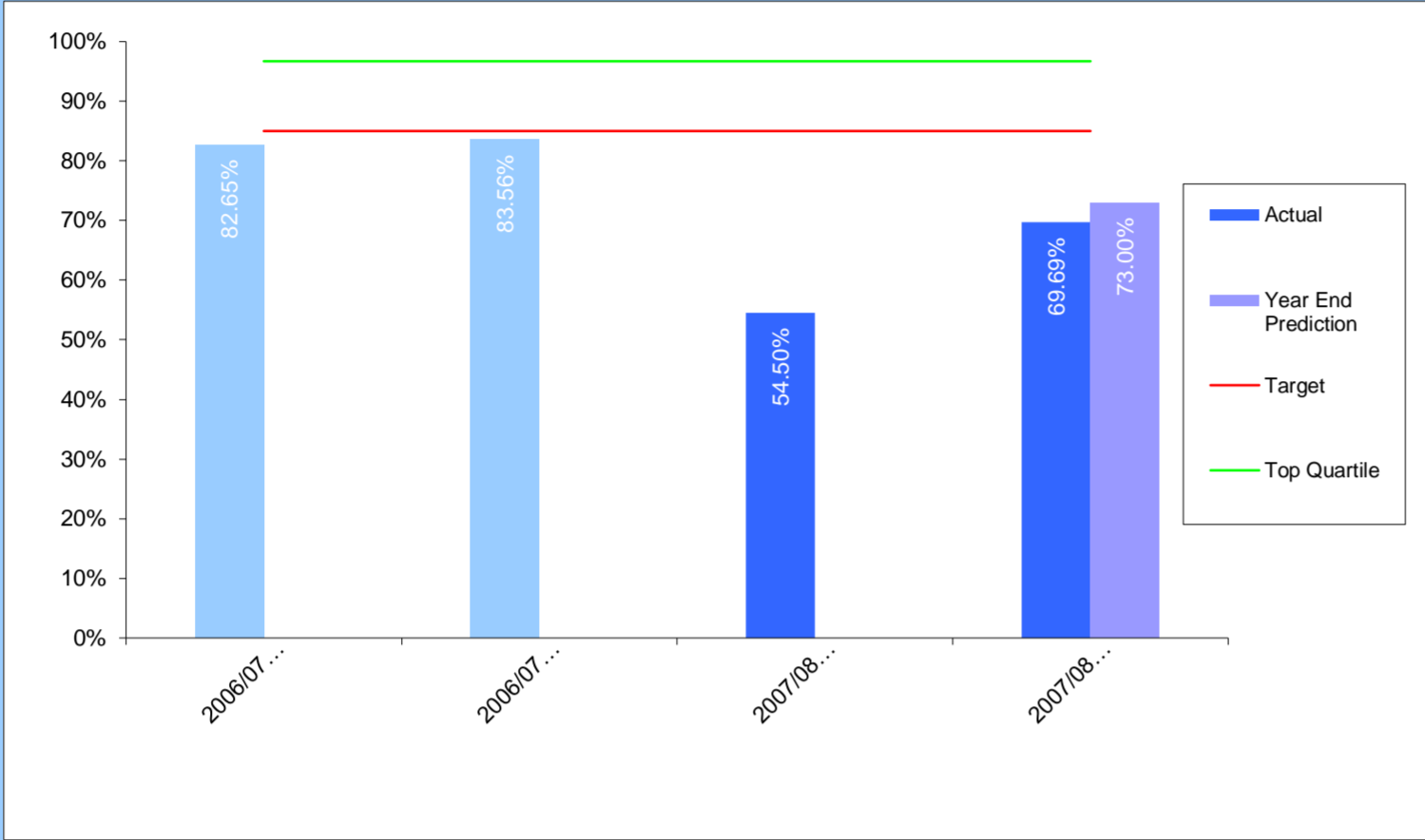
**Stockton-on-Tees**  
BOROUGH COUNCIL

### Corporate Health Key Performance Indicators

Quarter 2 2007/08

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

**CPH001 (BV8)**     The percentage of invoices for commercial goods and services that were paid by the Authority within 30 days of receipt or within the agreed payment terms



Period	Actual (%)	Year End Prediction (%)	Target (%)	Top Quartile (%)
2006/07 (Q1)	82.65%	-	85.00%	96.71%
2006/07 (Q2)	83.56%	-	85.00%	96.71%
2007/08 (Q1)	54.50%	-	85.00%	96.71%
2007/08 (Q2)	69.69%	73.00%	85.00%	96.71%

**Performance Comparisons**

↓

2005/6 Top Quartile 96.71%

2007/8 SBC Target 85.00%

2% Tolerance

Polarity ↑

Target

■

**Comments:** Service Group Performance is as follows - DNS 68.74%, CESC 71.93%, Resources 83.66%, PPC 78.13%, L&D 78.05%. Resources have been allocated to address problems relating to staffing, service and system issues

**Head of Service:** Paul Saunders (52)7010

**CPH003 (BV9)**     The percentage of Council Tax collected



Period	Actual (%)	Year End Prediction (%)	Target (%)	Top Quartile (%)
2006/07 (Q1)	27.57%	-	97.30%	98.40%
2006/07 (Q2)	56.91%	-	97.30%	98.40%
2007/08 (Q1)	27.60%	-	97.30%	98.40%
2007/08 (Q2)	56.82%	97.30%	97.30%	98.40%

**Performance Comparisons**

↑

2005/6 Top Quartile 98.40%

2007/8 SBC Target 97.30%

Improvement

Polarity ↑

Target

★

**Comments:** Performance is on track

**Head of Service:** Debbie Hurwood (52)7014



**Stockton-on-Tees**  
BOROUGH COUNCIL

**Corporate Health Key Performance Indicators**

Quarter 2 2007/08

 Achieved Target

 Missed Target

 Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**CPH004 (BV10)**      The percentage of non-domestic rates due for the financial year which were received by the Authority



Year	Actual (%)	Year End Prediction (%)	Target (%)	Top Quartile (%)
2006/07	30.13%		99.50%	99.50%
2006/07	62.36%		99.50%	99.50%
2007/08	30.88%		99.50%	99.50%
2007/08	61.87%	99.50%	99.50%	99.50%

**Performance Comparisons**

↑

2005/6 Top Quartile 99.26%

2007/8 SBC Target 99.50%

Improvement

Polarity ↑

Target

★

**Comments:** Performance is on track

**Head of Service:** Debbie Hurwood (52)7014

**CPH005 (BV12)**      Average number of days sickness absence per full time employee



Year	Actual	Year End Prediction	Target	Top Quartile
2006/07	2.29		11.0	8.34
2006/07	4.89		11.0	8.34
2007/08	2.72		11.0	8.34
2007/08	5.60	13.09	11.0	8.34

**Performance Comparisons**

↓

2005/6 Top Quartile 8.34

2007/8 SBC Target 10.94

Improvement


Polarity ↑

Target

■

**Comments:** Service Group Performance is as follows - DNS 5.53 (year end projection 12.95), CESC non-schools 7.38 (17.27), Resources 4.48 (12.66), PPC 2.36 (5.51), L&D 1.66 (3.88).

**Head of Service:** Julia Spittle (52)7016



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BOROUGH COUNCIL

### Corporate Health Key Performance Indicators

Quarter 2 2007/08

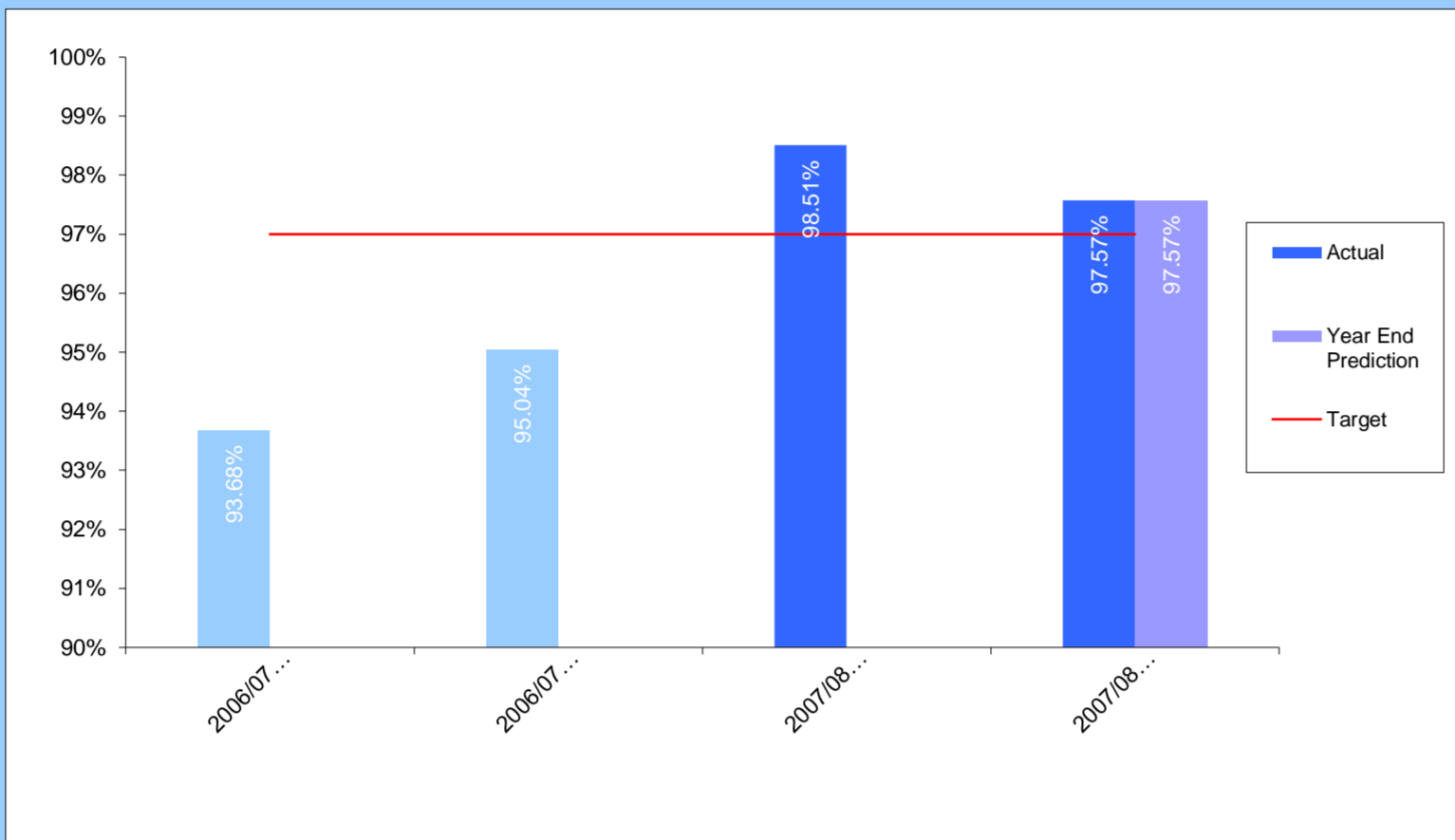
★ Achieved Target

■ Missed Target

○ Within Tolerance

Quartiles: 1st = Top; 4th = Bottom

**CPH008 (Pr001)**      Percentage of expenditure inside contracts, where contracts exist.



Year	Actual (%)	Year End Prediction (%)	Target (%)
2006/07	93.68%	-	97.00%
2007/08	98.51%	97.57%	97.00%

**Performance Comparisons**

↑

2007/8 SBC Target 97.00%

Improvement

Polarity ↑

Target

★

**Comments:** Service Group Performance to date is as follows - DNS 97.51%, CESC 97.37% Resources 100%, PPC 100%, L&D 100%. Contract Spend on track to meet target of 97%. Procurement Team continue to liaise with services and forecast that performance will improved as agreements for non-contract goods and services expire.

Head of Service: Paul Saunders (52)7010