



Stockton-on-Tees
BOROUGH COUNCIL

Corporate Health Key Performance Indicators

Quarter 3 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

Performance Comparisons

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2006/7 Top Quartile 94.57%

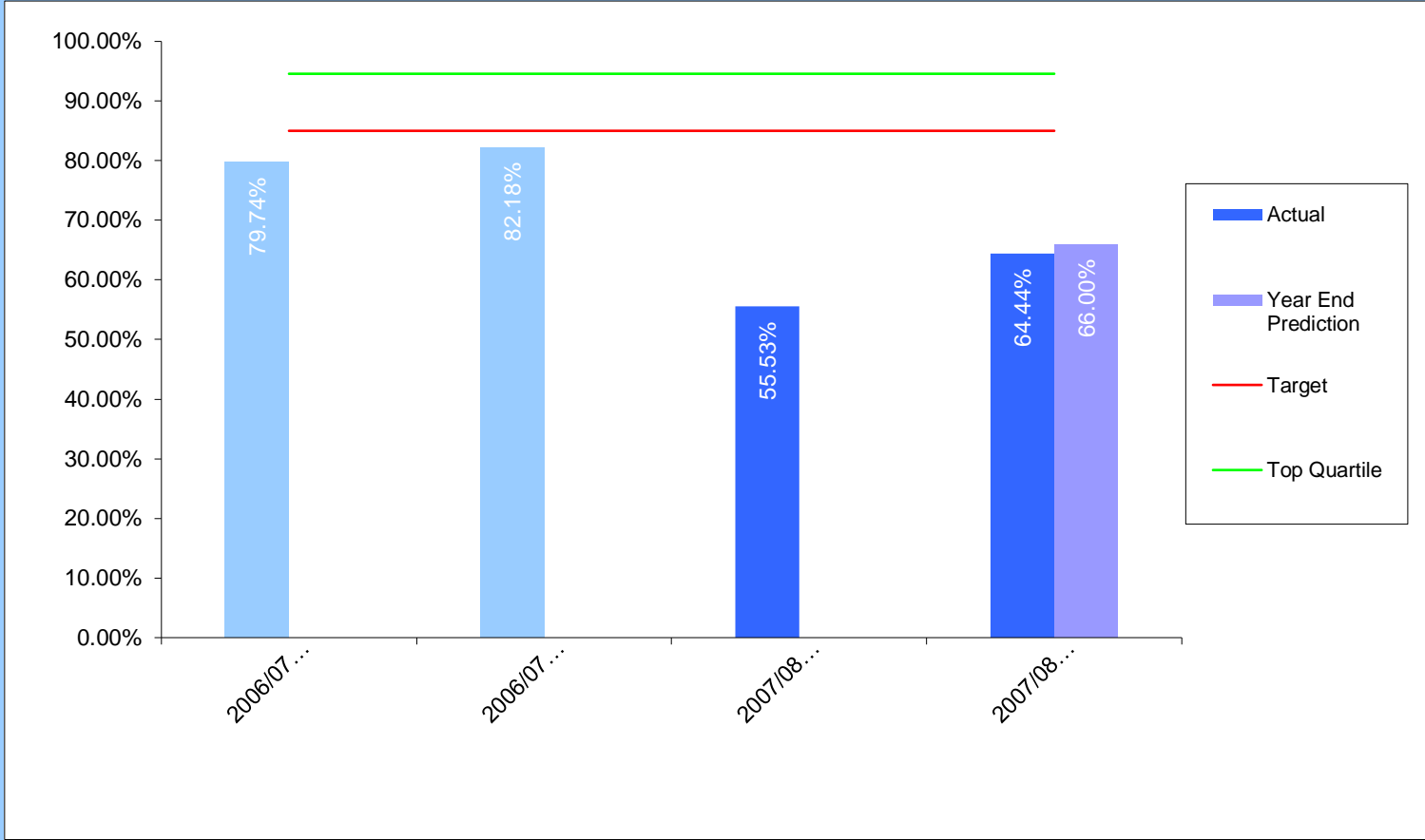
2007/8 SBC Target 85.00%

2% Tolerance

Polarity ↑

Target

■



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07 Q3	79.74%	-	85.00%	94.57%
2006/07 Q4	82.18%	-	85.00%	94.57%
2007/08 Q3	55.53%	-	85.00%	94.57%
2007/08 Q4	64.44%	66.00%	85.00%	94.57%

Comments: A number of measures were put in place, following the dip in Q2 performance however, processing the backlog of unpaid invoices has inevitably impacted on overall performance. Performance for the past 3 months has steadily improved and it is anticipated that performance levels of 85% will be achievable in the next financial year. Service Grouping performance for Q3 is as follows: DNS = 64.42%, CESC = 54.11%, Res = 73.08%, PPC = 65.29%, L&D = 75.13%

Head of Service: Paul Saunders (52)7010

CPH003
(BV9)

The percentage of Council Tax collected

Performance Comparisons

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2006/7 Top Quartile 98.05%

2007/8 SBC Target 97.30%

Improvement

Polarity ↑

Target

★



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07 Q3	27.93%	-	97.30%	98.05%
2006/07 Q4	84.84%	-	97.30%	98.05%
2007/08 Q3	26.75%	-	97.30%	98.05%
2007/08 Q4	83.57%	97.30%	97.30%	98.05%

Comments: Collection levels are likely to have been affected by the postal strikes that occurred in this quarter, delaying the issue of bills and recovery notices. Resources will be targeted at increased recovery action during Q4 to address the shortfall from Q3.

Head of Service: Debbie Hurwood (52)7014



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Corporate Health Key Performance Indicators

Quarter 3 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



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07 Q1	26.66%	-	99.30%	99.30%
2006/07 Q2	88.02%	-	99.30%	99.30%
2007/08 Q1	26.73%	-	99.30%	99.30%
2007/08 Q2	88.60%	99.50%	99.30%	99.30%

Performance Comparisons

↑

2006/7 Top Quartile 99.30%

2007/8 SBC Target 99.50%

Improvement

Polarity ↑

Target

★

Comments: Performance is on track to meet target.

Head of Service: Debbie Hurwood (52)7014

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



Period	Actual	Year End Prediction	Target	Top Quartile
2006/07 Q1	3.15	-	10.94	8.70
2006/07 Q2	8.04	-	10.94	8.70
2007/08 Q1	2.35	-	10.94	8.70
2007/08 Q2	7.95	11.31	10.94	8.70

Performance Comparisons

↑

2006/7 Top Quartile 8.70

2007/8 SBC Target 10.94

Improvement

Polarity ↓

Target

○

Comments: Service Group Performance is as follows - DNS 8.15 (year end projection 11.60), CESC non-schools 11.18 (15.91), Resources 7.72 (10.98), PPC 3.33 (4.74), L&D 3.70 (5.27). Q3 projection is a significant improvement on Q2 performance and is the lowest quarters sickness absence in a period which traditionally sees the highest levels.

Head of Service: Paul Saunders (52)7010

Corporate Health

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