



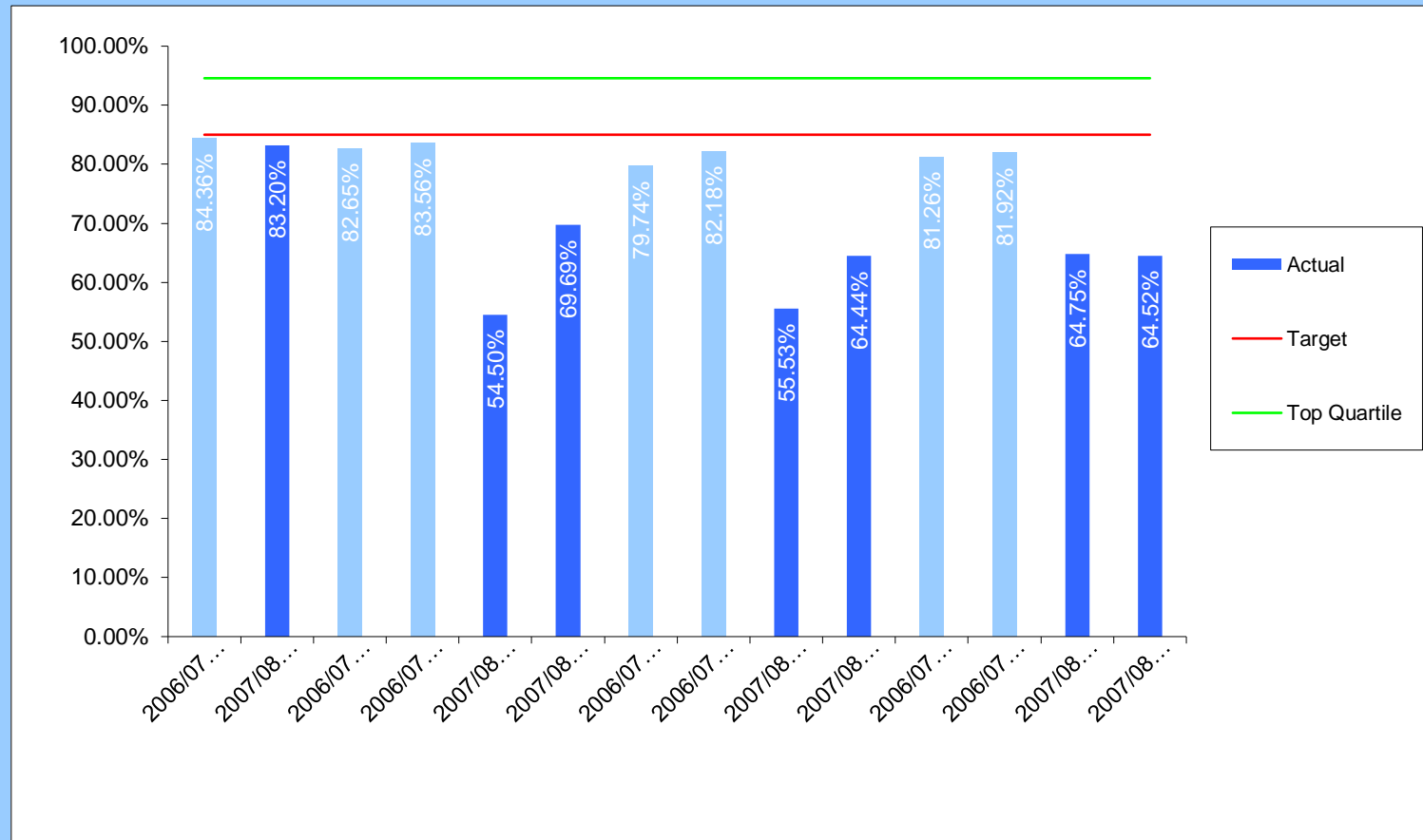
Corporate Health Key Performance Indicators

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

Quarter 4 2007/08

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

↓

2006/7 Top Quartile 94.57%

2007/8 SBC Target 85.00%

2% Tolerance

Polarity ↑

Target

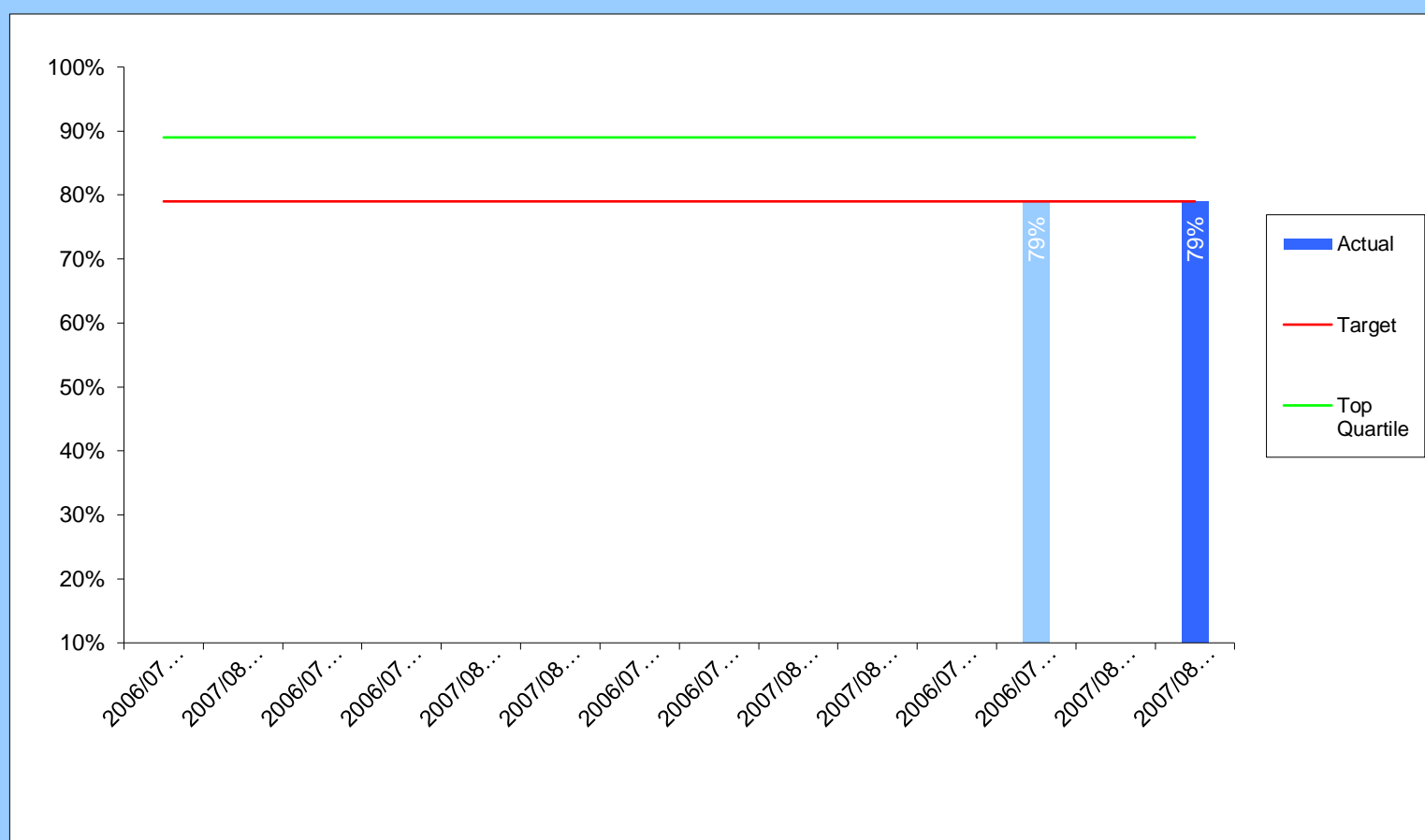
■

Comments: Service Group Performance as follows: CESC 69.40% for Q4 (65.03% cumulative), DNS 64.61% (64.47%), L&D 55.06% (71.79%), PPC 58.65% (71.14%), Res 62.38% (76.94%). Performance on this Indicator has been affected by a combination of staffing and system issues. A number of experienced staff from Payments have left or been absent for significant periods of time resulting in agency staff needing to be brought in. Issues around turnover of these agency staff and training requirements have impacted on performance. The need for car mileage claims to be paid through Agresso, from this year, has also required resources to be diverted from payment of invoices. However, the backlog of unpaid invoices, in the Payments section has now been addressed and performance levels should now improve significantly.

Head of Service: Paul Saunders (52)7010

CPH002
(BV2b)

The duty to promote race equality (percentage of action points within the Equality Standard that were achieved)



Performance Comparisons

↔

2006/7 Top Quartile 89%

2007/8 SBC Target 79%

Improvement

Polarity ↑

Target

★

Comments: The annual target has been achieved.

Head of Service: Helen Dean (52)7003



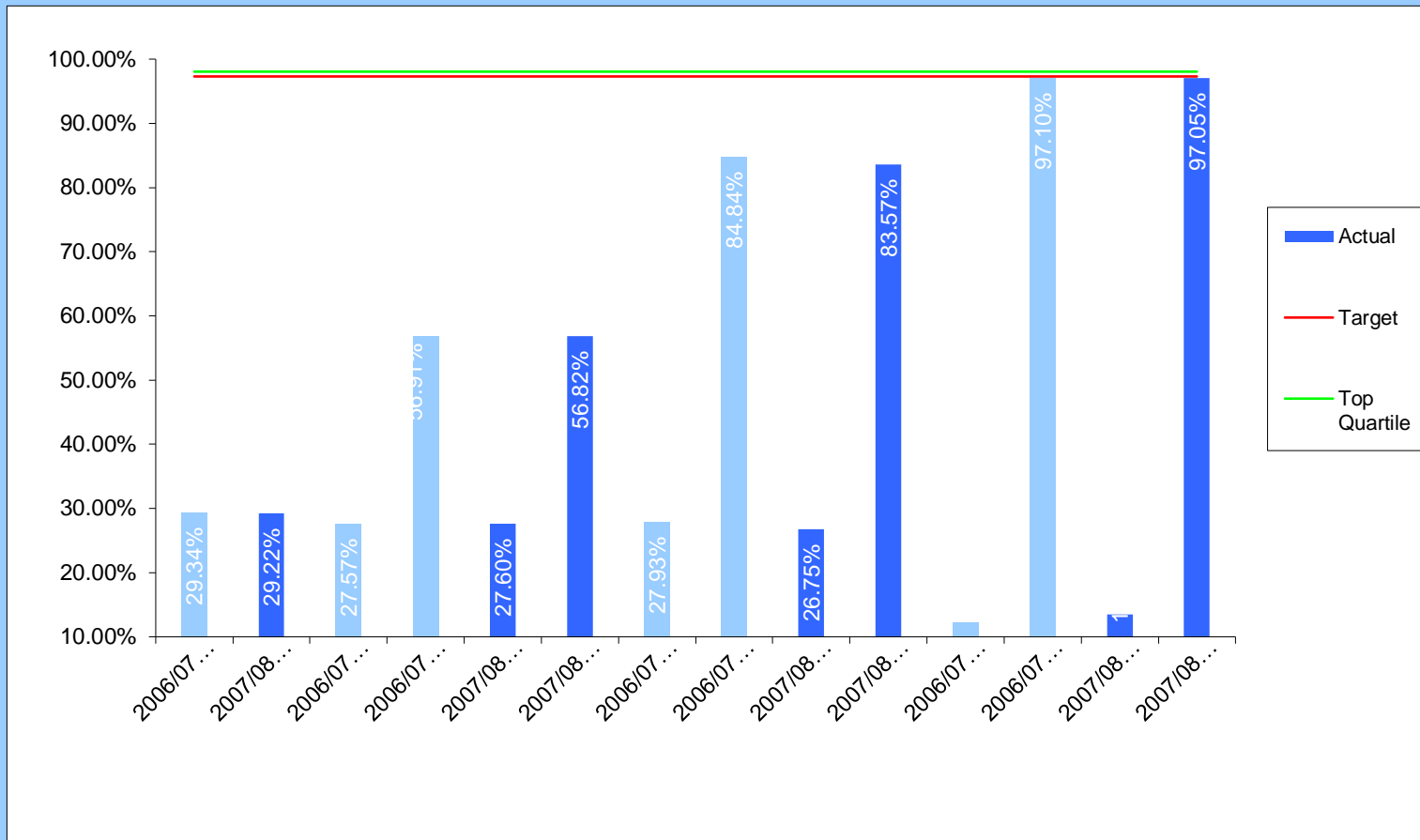
Corporate Health Key Performance Indicators

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

Quarter 4 2007/08

CPH003
(BV9)

The percentage of Council Tax collected



Performance Comparisons

↔

2006/7 Top Quartile 98.05%

2007/8 SBC Target 97.30%

Improvement

Polarity ↑

Target

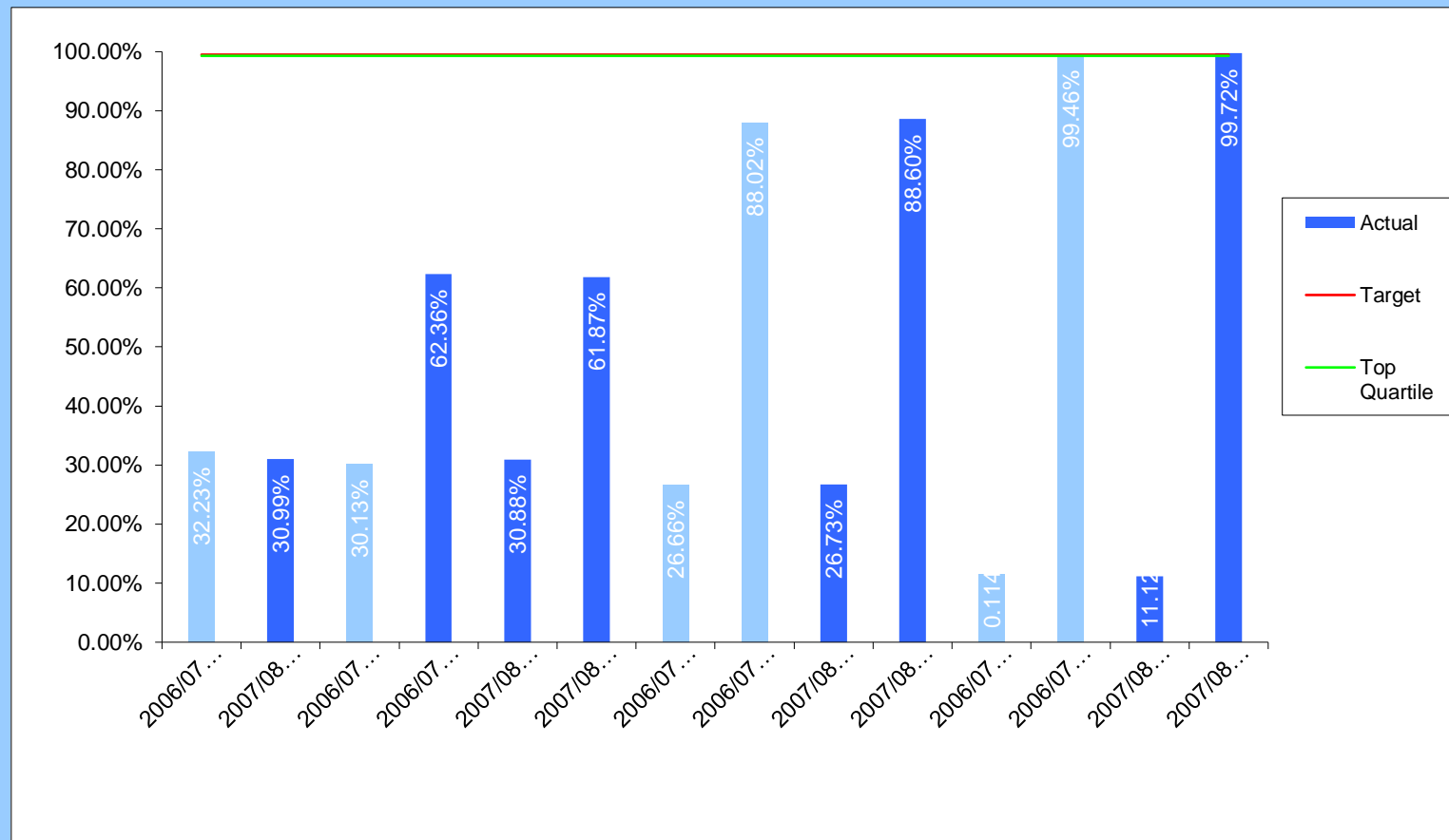
■

Comments: 2006/7 showed the highest ever collection rates for Council Tax and maintaining continuous improvement is difficult, given local circumstances. Quarter 4 did show improvement compared with the same period last year but, despite increased levels of recovery action, it is evident that more cases of taxpayers experiencing financial difficulties has led to a reduction in accounts being cleared within the financial year. There have been significant increases in the number of cases referred for recovery methods likely to carry arrears into 2008/9.

Head of Service: Debbie Hurwood (52)7014

CPH004
(BV10)

The percentage of non-domestic rates due for the financial year which were received by the Authority



Performance Comparisons

↑

2006/7 Top Quartile 99.30%

2007/8 SBC Target 99.50%

Improvement

Polarity ↑

Target

★

Comments: 2007/8 showed the highest ever collection rates for NNDR.

Head of Service: Debbie Hurwood (52)7014



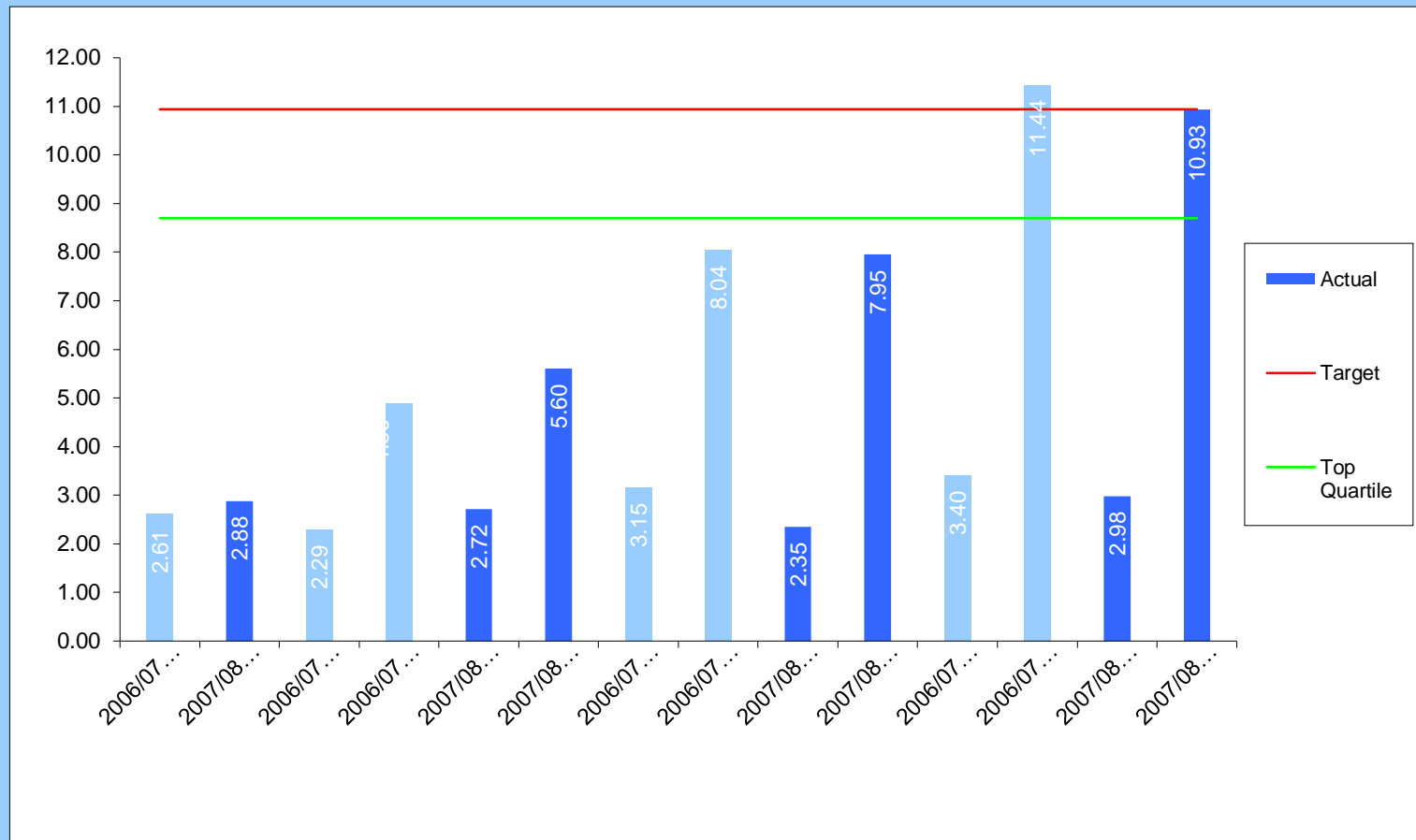
Corporate Health Key Performance Indicators

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

Quarter 4 2007/08

CPH005
(BV12)

Average number of days sickness absence per full time employee



Performance Comparisons

↑

2006/7 Top Quartile 8.70

2007/8 SBC Target 10.94

Improvement

Polarity ↓

Target

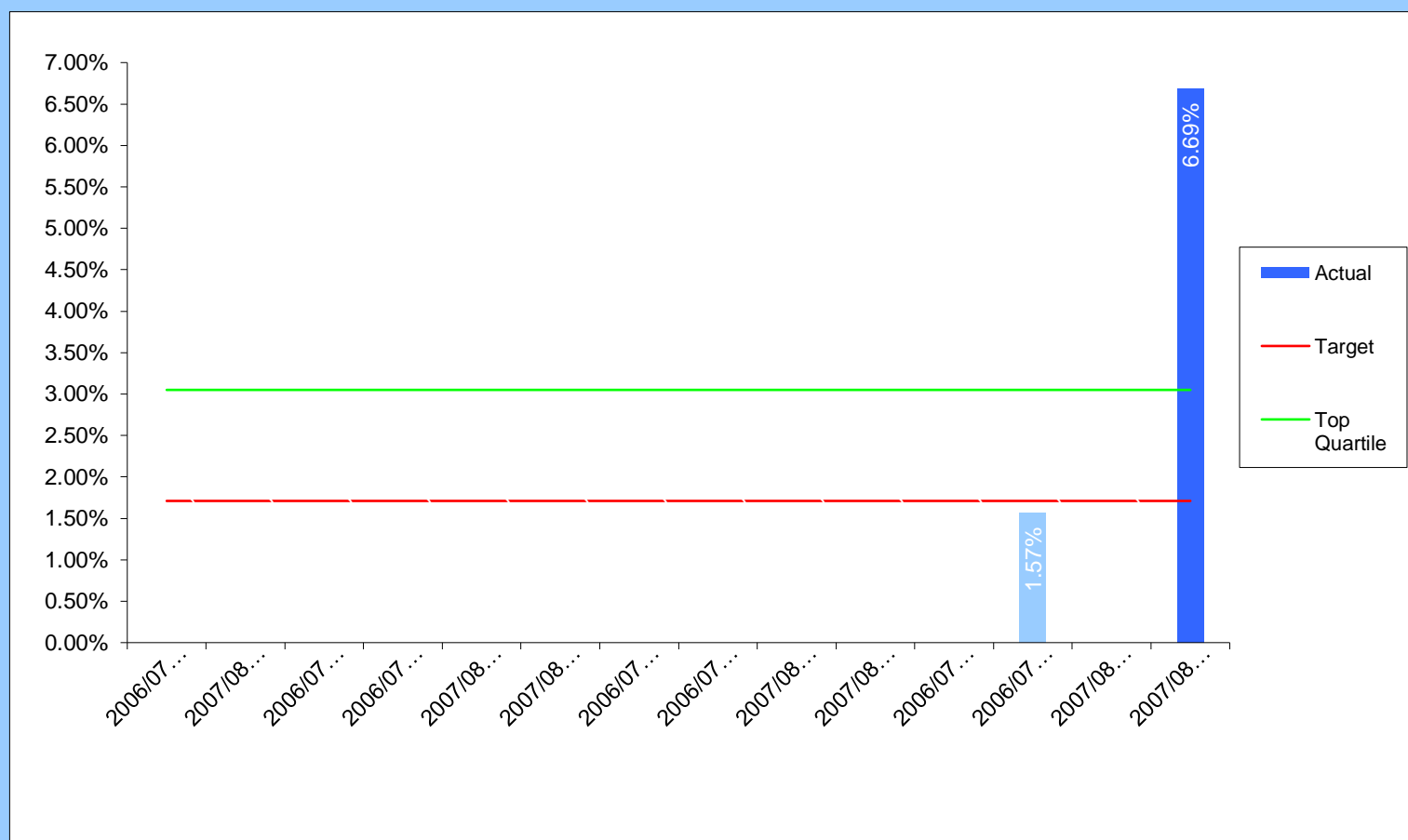
★

Comments: Service Group Performance is as follows: CESC 14.66, DNS 10.84, L&D 4.12, PPC 4.75, Res 10.30. This is the first time since local targets were set that we have achieved the half day per fte reduction in sickness absence. This follows the roll out of new electronic sickness absence reporting procedures which have improved the accuracy and quality of reporting and enabled improved management of sickness absence cases.

Head of Service: Julia Spittle (52)7016

CPH006
(BV16a)

The percentage of Local Authority employees declaring that they meet the Disability Discrimination Act 1995



Performance Comparisons

↑

2006/7 Top Quartile 3.05%

2007/8 SBC Target 1.71%

Improvement

Polarity ↑

Target

★

Comments: The Employee Census undertaken in May 2008 identified further employees who had not previously provided a declaration. Actions from the Single Equality Scheme include initiatives aimed at increasing representation within the workforce.

Head of Service: Julia Spittle (52)7016



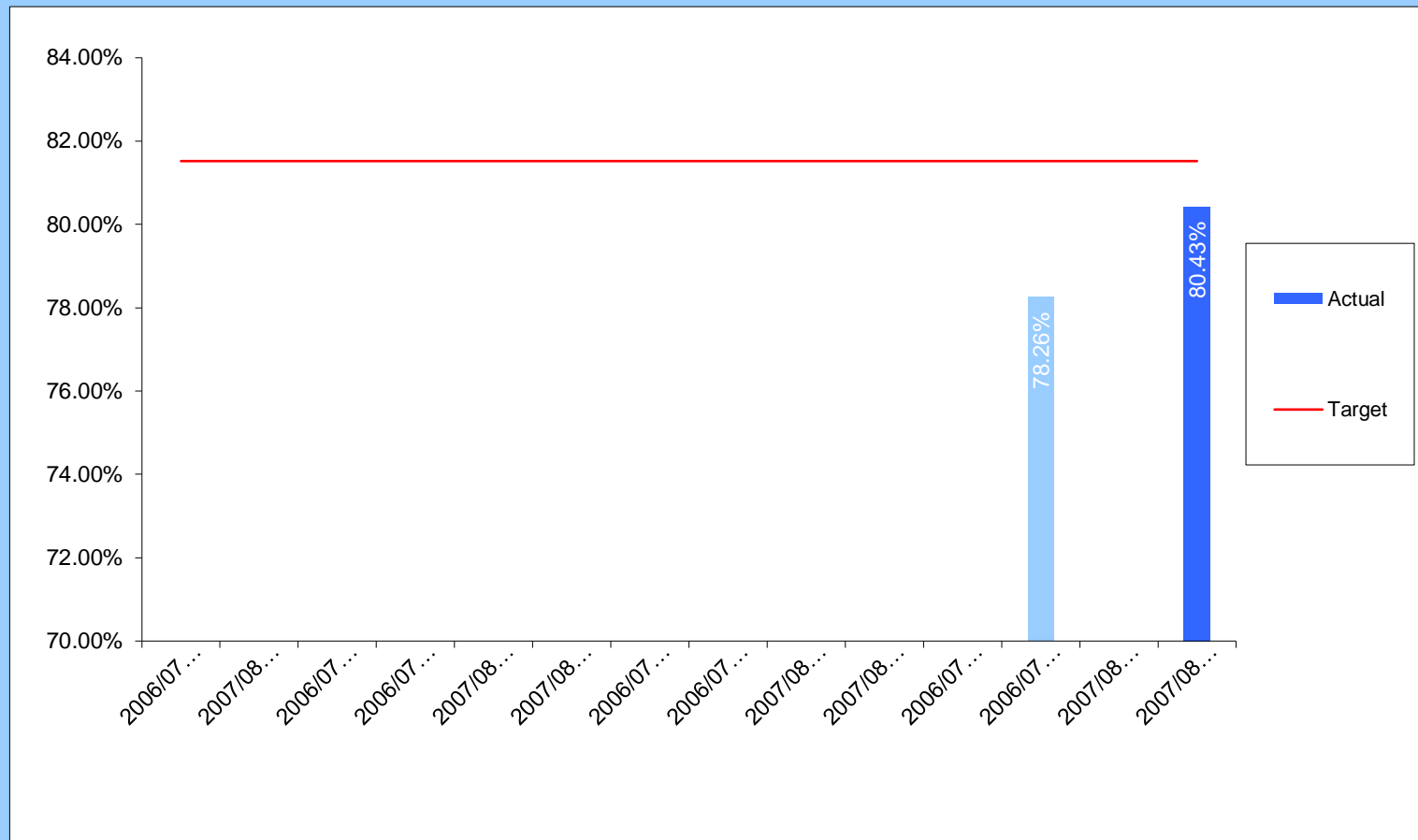
Corporate Health Key Performance Indicators

★ Achieved Target ■ Missed Target
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Quarter 4 2007/08

CPH007
(BV156)

The percentage of the Authority's buildings open to the public, in which all public areas are suitable for and accessible to disabled people



Performance Comparisons

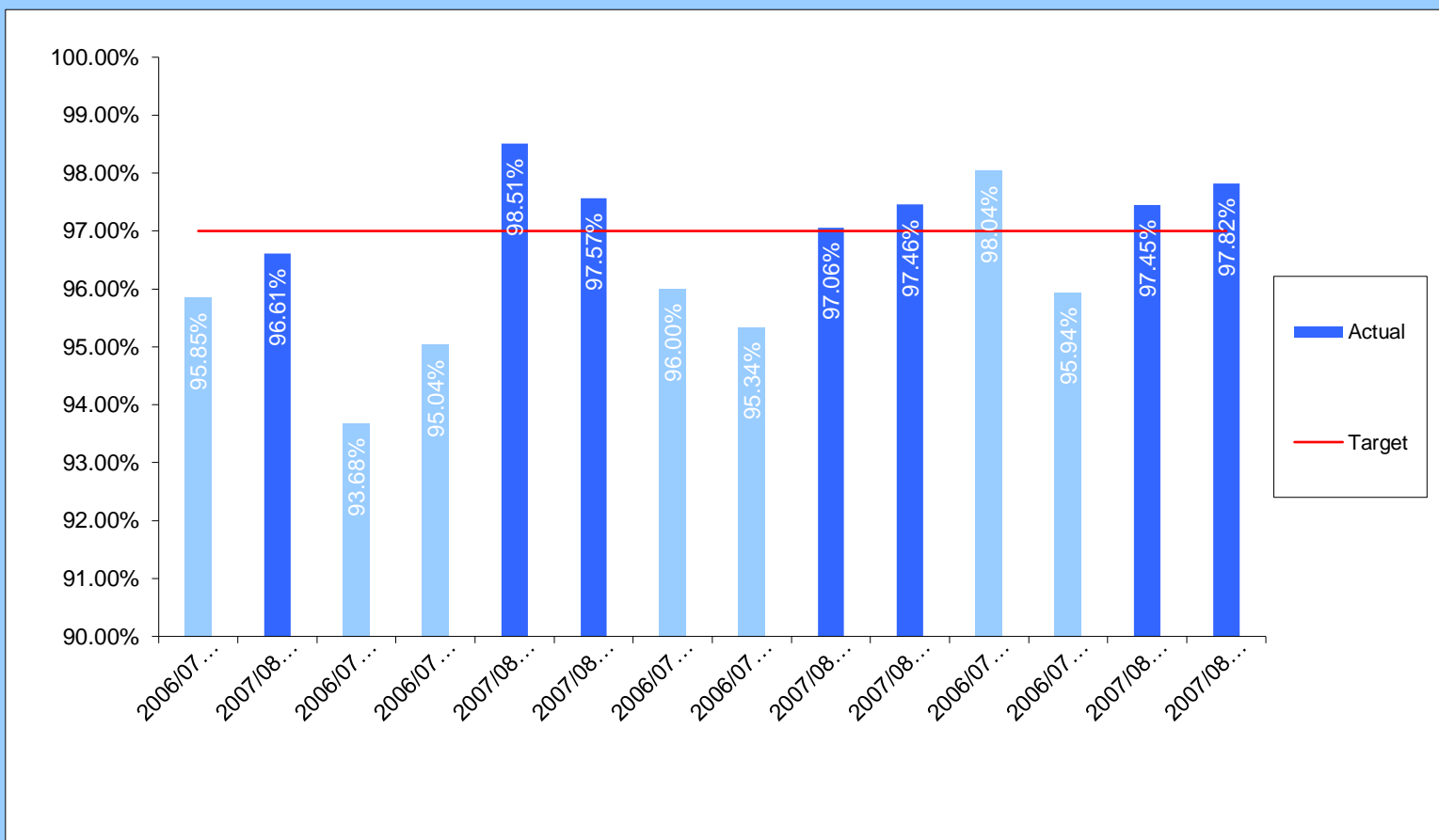
↑
 2007/8 SBC Target 81.52%
 Improvement
 Polarity ↑
 Target
○

Comments: It was planned that three buildings would be upgraded during 07-08. Unfortunately there are still some outstanding works to be completed on Cowpen Depot which are now scheduled for Q2 2008-9.

Head of Service: Mike Robinson (52)7028

CPH008
(Pr001)

Percentage of expenditure inside contracts, where contracts exist.



Performance Comparisons

↑
 2007/8 SBC Target 97.00%
 Improvement
 Polarity ↑
 Target
★

Comments: Service Group performance is as follows: CESC 97.92% Q4 (97.65% cumulative), DNS 94.68% (97.32%), L&D 100% (100%), PPC 100% (100%), Res 99.98% (99.82%). A data cleansing exercise was undertaken as part of the outturn calculation, which affected previously reported quarterly performance for Qs1&2 as follows: Q2 98.91% (97.75% Cumulative), Q3 98.56% (97.93%).

Head of Service: Paul Saunders (52)7010



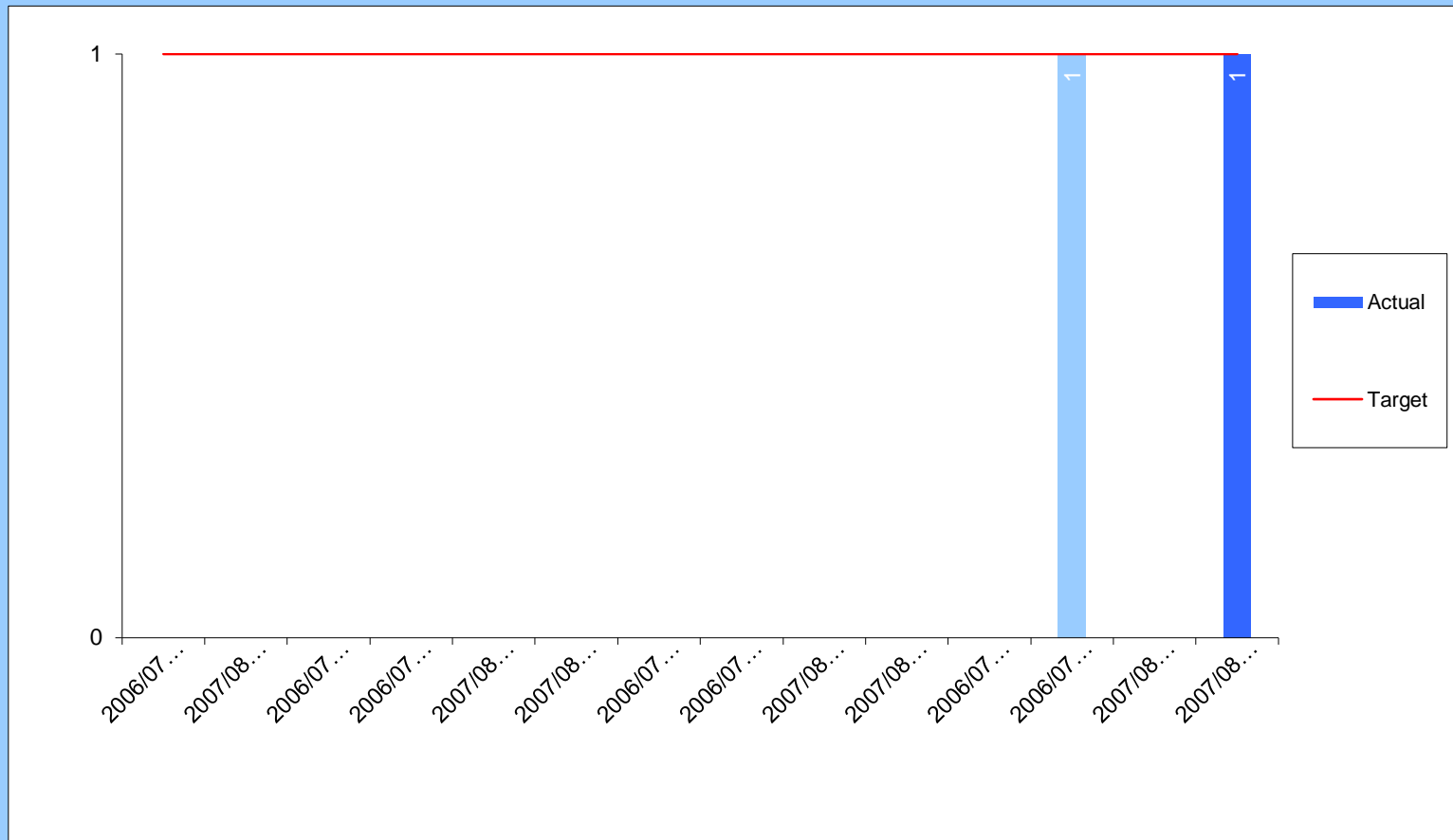
Corporate Health Key Performance Indicators

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Quarter 4 2007/08

CPH009
(BV2a)

The level (if any) of the Equality Standard for Local Government to which the Authority conforms



Performance Comparisons

2007/8 SBC Target 1

No Tolerance

Polarity ↑

Target

Comments: We are undergoing an external peer review to verify our position at level three.

Head of Service: Helen Dean (52)7003