

Ref.	Description	Responsibility	Q1 2012/13	Q2 2012/13	2012/3 Target	Progress Indicator	Q1 Comments	Q2 Comments
<p><i>Ambitious, effective and proud to serve</i> This is a Council that prides itself on being open, honest and fair. On leading by example. On having big plans and the determination to see them through. On delivering genuine value for money. On setting the highest standards of public service. On communicating clearly and regularly with the community we serve. On being challenging, innovative and well organised.</p>								
OOE01	% of residents satisfied with the way the Council is running the borough	RES			To establish baseline	Data Not Yet Available		
OOE02	% of people who contacted the Council who found staff helpful	RES			To establish baseline	Data Not Yet Available		
OOE03	% satisfaction with contacting the Council	RES			To establish baseline	Data Not Yet Available		
OOE04	% who agree council treats people fairly.	RES			To establish baseline	Data Not Yet Available		
OOE05	% of people who contacted the Council where the enquiry was dealt with at the first point of contact	RES			To establish baseline	Data Not Yet Available		
OOE06	% of residents who agree that the Council provides Value for Money	RES			To establish baseline	Data Not Yet Available		
OOE07	Employee satisfaction with SBC as a place to work	RES			TBC	Data Not Yet Available		
OOE08	% of Council tax collected	RES	29.50%	57.49%	98.10%	Achieved / On Track to Achieve	This is very slightly off track to meet the year end target based upon the quarterly targets, which for Q1 was 29.54%, but is still within the tolerance. The percentage collected this quarter is slightly lower than the percentage collected in the same quarter last year (29.54%).	This is very slightly off track to meet the year end target based upon the quarterly targets, which for Q2 was 57.60% (the percentage collected this quarter last year), but is still within the tolerance.
OOE09	% of Business Rates collected	RES	30.41%	58.97%	99.10%	Achieved / On Track to Achieve	This is very slightly off track to meet the year end target based upon the quarterly targets, which for Q1 was 30.49%, but is still within the tolerance. The percentage collected this quarter is slightly lower than the percentage collected in the same quarter last year (30.49%).	This is slightly off track to meet the year end target based upon the quarterly targets, which for Q2 was 60.43%, but is still within the tolerance. There has been a dip in collection compared with last year due to £905,190.26 SBC direct payments are waiting to be put through whereas last year they had been put through.
OOE10	% of invoices paid by the authority within 30 working days of receiving	RES	97.14%	96.79%	95%	Achieved / On Track to Achieve	The target of paying invoices within 30 working days has been achieved this quarter. All service areas paid at least 85% of their invoices to this timescale. This is a higher percentage than was achieved in the same quarter last year (96.40).	The target of paying invoices within 30 working days has been achieved this quarter. All service areas paid at least 85% of their invoices to this timescale. This is a higher percentage than was achieved in the same quarter last year (96.40).
OOE11	Days sickness absence per FTE	RES	1.81	3.37	7.80	Achieved / On Track to Achieve	If a similar number of sickness absence is received in the next three quarters the year end target will be achieved.	The year end prediction is 6.74, which is below the target.