

Appendix 1: Corporate Performance Report 2012/13 – Quarter 2

23rd January 2013

Key

| Direction of Travel (DoT) | | RAG Rating | |
|--------------------------------------|---------------------------------------|------------|--|
| ↑ | Performance is better than Q2 2011/12 | Red | More than of 5% off the Quarter Target |
| ↓ | Performance is worse than Q2 2011/12 | Amber | Up to 5% off the Quarter Target |
| → | Performance is the same as Q2 2011/12 | Green | On or within the Quarter Target |
| Corporate Plan Performance Indicator | | | |

Environment - to ensure a clean, safe and green borough

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|-----------------------------------|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|------------|
| SC18 | Total number of fly tip incidents | Smaller is Better | 2,704 | 1,554 | 1,645 | 1,568 | ↓ | <p>Performance is worse than target and also worse than Quarter 2 2011/12. This indicator fluctuates due to seasonal variance- in the Summer when the weather is brighter more people clear out homes and garages.</p> <p>Corrective Action</p> <p>Performance is expected to improve in Quarter 3. In addition, the Environment Agency has recently clarified the definition of what constitutes a fly tip and some of the incidents that we have been recording as fly tips may be reclassified. In light of the change in definition, officers are working to identify these incidents; we will then recalculate the numbers back to April 2012. Therefore, no further corrective action is required at this stage.</p> | Streetcare |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|-------------|--|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|--|-------------------|
| (ex) NI191 | Residual household waste (kg) per household (LAPS indicator) | Smaller is Better | 645kg | 336kg | 338.92kg | 336kg | ↓ | An increase in household waste in July and August has meant that performance is slightly worse than target this quarter | Streetcare |
| (ex) NI195d | % of fly posting (LAPS indicator) | Smaller is Better | 1% | 1% | 1% | 0% | ↓ | This is a bi-annual indicator and will be reported in Quarter 2 and Quarter 4 only. Performance is on target this quarter as a result of continuing enforcement action in key areas such as shopping centres around the borough. | Streetcare |
| (ex) NI192 | % of household waste sent for reuse, recycling and composting (LAPS indicator) | Bigger is Better | 36% | 36% | 36.21% | 37% | ↓ | Performance is better than target this quarter, although slightly worse than Quarter 2 2011/12. | Streetcare |
| SC11 | % of missed collections put right within target | Bigger is Better | 93% | 93% | 93% | 93% | → | Performance is on target this quarter, and is also the same as Quarter 2 2011/12. | Streetcare |
| CSP1 | The number of residential burglaries reported | Smaller is Better | 1,909 | 955 | 872 | 883 | ↑ | Poor weather over the summer months may have contributed towards the figure for this indicator, as good weather does tend to correlate with an increase in crimes reported. Performance is also better than Quarter 2 2011/12. The number of burglaries reported peaks over the Christmas period; the Community Safety Partnership have already begun to prepare for this through various initiatives and campaigns to increase awareness. | Customer Services |
| CSP2 | The number of anti-social behaviour crimes reported | Smaller is Better | 5,970 | 2,985 | 2,931 | 3,342 | ↑ | Poor weather over the summer months may have contributed towards the figure for this indicator, as good weather does tend to correlate with an increase in crimes reported. Similar to burglary, the number of anti-social behaviour crimes reported does | Customer Services |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|-----------|-------|-----------------------|-------------------|------------------------|------------------------|-----|---|---------|
| | | | | | | | | peak over the Christmas period, although to a lesser extent. The Community Safety Partnership are analysing this further to ascertain what extra interventions are necessary. | |

Learning - to champion education and learning for all

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------------|--|-------------------|-----------------------|---------------------|------------------------|------------------------|-----|--|--------------------------|
| LA5 | % of 3 and 4 year olds who have access to an early education entitlement place if their parents wish (<i>Whilst this refers to access to places, it is actually measured on take up of places. The wording has remained the same because this is how it is reported to the Department for Education</i>) | Bigger is Better | 90% | 90% | 86% (2011/12) | 83% (2010/11) | ↑ | This indicator is measured by academic year which runs from August to July. The figure provided is therefore the 2011/12 end of year outturn. Compared to the same time period last year, performance has improved by 3%. Autumn term data will be included in the Quarter 3 report. | Learning and Achievement |
| LA6 | % of Early Years providers, including those in schools, judged Good or Outstanding by OFSTED | Bigger is Better | 73% | 73% | 74.9% | 72% | ↑ | Performance is better than target this quarter. Of the 314 total providers, 235 are considered 'Good or above'. Performance has also improved when compared to Quarter 2 2011/12. | Learning and Achievement |
| LA1 | Number of apprentices recruited in the borough | Bigger is Better | 460 (AY 11/12) | 345 (Q3 AY 2011/12) | 461 (Q3 AY 2011/12) | 437 (Q3 AY 2010/11) | ↑ | This indicator is measured by academic year (AY) which runs from August to July. The Quarter 3 figure is therefore February-April 2011/12. The target of 460 was set by the 14-19 Partnership, as part of a three year programme to increase the number of apprenticeships in the borough. | Learning and Achievement |
| (ex) NI117 | % of 16 to 19 year olds (school years 12-14) who are not in education, employment or training | Smaller is Better | 5.1% | 5.3% | 18.1% | 5.2% | NA | The figure reported is the last month in each quarter for this indicator. The September increase was expected, and has occurred as a result of the | Learning and Achievement |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|--|-------------------|-----------------------|-------------------|---------------------------------|------------------------|-----|--|--------------------------|
| | (LAPS indicator) | | | | | | | <p>Department for Education's (DfE's) instructions to record all of the students rising from Year 12 to Year 13 over the summer as 'unknown' in the September Client Caseload Information System (CCIS) return. In previous years, when students were on a 2 year programme they were included in the in-learning figures when they entered Year 13 and followed up in line with the usual currency rules, and/or checked against the college/school lists of students. DfE have this year instructed the CCIS companies (15Billion in our case) to make them unknown. We are getting weekly updates from Prospects on their progress and they are busy entering the student lists from the colleges and the latest figures show NEET as 3.9%. In light of this change in guidance, the September figure is not an accurate reflection of performance, therefore no RAG rating or DoT has been provided.</p> | |
| LA10 | KS4 - number of schools below the floor standard where fewer than 35% of pupils achieve A*-C grades in both Maths and English and make less than average progress in Maths and English | Smaller is Better | 0 | Annual | 0 (2011/12) (provisional) | 0 (2010/11) | NA | This is an annual indicator, reported by academic year. A provisional figure has been included but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided. | Learning and Achievement |
| LA9 | KS2 - number of schools below the floor standard where fewer than 60% of pupils achieve Level 4 or above in both Maths and English and make less than | Smaller is Better | 0 | Annual | 1 (2011/12) (provisional) | 0 (2010/11) | NA | This is an annual indicator, reported by academic year. A provisional figure has been included but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided. | Learning and Achievement |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------------|---|------------------|-----------------------|-------------------|-------------------------------|------------------------|-----|--|--------------------------|
| | average progress in Maths and English | | | | | | | | |
| (ex) NI075 | KS4 - % of pupils who achieve 5 or more A*-C grades, including Maths and English (LAPS indicator) | Bigger is Better | 68% | Annual | 61.1% (2011/12) (provisional) | 64.2% (2010/11) | NA | This is an annual indicator, reported by academic year. A provisional figure has been included, but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided. | Learning and Achievement |
| LA8 | % of children with a good level of achievement in Early Years Foundation Stage (LAPS indicator) | Bigger is Better | Not yet set | Annual | 60% (2011/12) (provisional) | 58.6% (2010/11) | NA | This is an annual indicator, reported by academic year. No target has been set as the Service is awaiting the outcome of Government report because this measure is changing. A provisional figure has been included but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided. | Learning and Achievement |

Towns and Communities - to provide economic, social and cultural opportunities in thriving towns and villages

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|-------------|--|------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|----------------------------------|
| (ex) NI157a | Processing of major applications within 13 weeks (%)(LAPS indicator) | Bigger is Better | 60% | 60% | 50% | 50% | → | <p>Performance is worse than target this quarter. Of the 6 applications received, 3 were determined in the required time. However, performance has improved since Quarter 1 2012/13 when the outturn was 45%.</p> <p>Corrective Action</p> <p>The reason 3 applications were not determined within the 13 week period is because the proposals were still being negotiated with developers before a decision was made. No corrective action is required.</p> | Development and Building Control |



| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|-------------|--|------------------|-----------------------|-------------------|------------------------|------------------------|-----|--|----------------------------------|
| CS11 | % of NNDR collected (LAPS indicator) | Bigger is Better | 98% | 60.24% | 58.90% | 59.10% | ↓ | Performance is just worse than target this quarter and marginally worse than Quarter 2 2011/12. With the significance of NNDR collection changing for next year, the Council has decided to end the partnership arrangement with Barking and Dagenham, and bring NNDR collection back in-house. However there is a contract notice period of one year before this can take place. This quarter, performance has been impacted by the business rates deferral scheme, which gives business the option to spread the retail price index increase in the 2012-13 bill over three years. | Customer Services |
| R3 | Number of businesses accessing advice through regeneration initiatives | Bigger is Better | 600 | 300 | 318 | 338 | ↓ | Performance is better than target this quarter. The service continues to provide in-house support and advice for new and existing businesses. | Regeneration |
| (ex) NI157b | Processing of minor applications within 8 weeks (%) (LAPS indicator) | Bigger is Better | 65% | 65% | 66% | 72% | ↓ | Performance is better than target this quarter, although worse than performance in Quarter 2 2011/12 and Quarter 1 2012/13 (71%). This is partly due to the increase in legal agreements now applicable to minor applications needed to secure the Council's Planning Obligations tariff introduced in April 2012. | Development and Building Control |
| (ex) NI157c | Processing of other applications within 8 weeks (%) (LAPS indicator) | Bigger is Better | 80% | 80% | 86% | 87% | ↓ | Although slightly worse than performance in Quarter 2 2011/12 and Quarter 1 2012/13 (89%), performance is still better than target. | Development and Building Control |
| R2 | Net external funding (£) secured through regeneration initiatives | Bigger is Better | £1,000,000 | £500,000 | £925,000 | £1,135,215 | ↓ | This quarter, no additional external funding was secured. However, funding gained in Quarter 1 means that this | Regeneration |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------------|---|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|--|----------------------------------|
| | | | | | | | | indicator is still performing better than target. | |
| H5 | % of rent arrears against rent debit | Smaller is Better | 2% | 2.42% | 2.41% | 2.37% | ↓ | The quarterly targets for this indicator have been profiled throughout the year. Performance is better than target this quarter. | Housing and Public Protection |
| DC4 | % of appeals allowed against refusal of planning permission | Smaller is Better | 30% | 30% | 28.57% | 41% | ↑ | The service reviews all appeal decisions and keeps an eye out for trends so that any issues in our decision making can be addressed. | Development and Building Control |
| CL2 | Number of library visits (physical) | Bigger is Better | 1,520,000 | 425,600 | 491,698 | 456,380 | ↑ | Performance is significantly better than target this quarter and compared to Quarter 2 2011/12. | Culture and Leisure |
| (ex) NI158 | % of decent council homes (LAPS indicator) | Bigger is Better | 58.4% | 38% | 37.75% | 38.87% | NA | Performance fluctuates throughout the year for this indicator, however it is anticipated that the year-end target will be achieved; therefore no RAG or DoT have been provided. An additional 725 properties newly arising as non-decent have been incorporated into performance figures for 2012/13. In total, 315 properties were made decent in Quarter 2. It is anticipated that 1811 properties will be made decent by the end of the year. | Housing and Public Protection |

Individuals - to value and enhance the lives of our residents

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|-------------------|---|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|--|---|
| (ex) NI131/2C (i) | Overall number of delayed transfers of care from hospital per 100,000 population (LAPS indicator) | Smaller is Better | 7 | 7 | 15.1 | 11.9 | ↓ | This is a partnership indicator led by the Clinical Commissioning Group (CCG). Performance is worse than target for this indicator and also worse than Quarter 2 2011/12. Performance in this area is predominantly affected | Adult Social Care (shared with BHRUT/PCT/CCG) |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|---------------------|--|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|-------------------|
| | | | | | | | | <p>by Health; delays attributable to Adult Social Care (ASC) remain low at 1.6 per 100,000 compared to the overall figure.</p> <p>Corrective Action</p> <p>A challenging target has been set for this indicator to drive improvement, as this will assist in improving care for patients. Based on performance to date, it is unlikely that the annual multi-provider target will be met. However, we continue to work with the London Boroughs of Barking and Dagenham and Redbridge and all three Clinical Commissioning Groups (CCGs) as well as health providers (BHRUT & NELFT) to reduce delays and address systematic issues as changes to health are implemented. . A Performance Improvement Programme has recently been designed which will mean all providers will need to change the way discharges are managed.</p> | |
| (ex) NI131/ 2C (ii) | Number of delayed transfers of care from hospital attributable to Adult Social Care (ASC) and health per 100,000 | Smaller is Better | 3 | 3 | 4 | 6.2 | ↑ | <p>This is an indicator for ASC and Health. Performance is slightly worse than target for this indicator, but is improving and is better than Quarter 2 2011/12 and Quarter 1 2012/13 (4.5). ASC performance has improved. A detailed report on DTOCs will be available in early 2013.</p> <p>Corrective Action</p> <p>A challenging target has been set for this indicator to drive improvement. Based on performance to date, the service predicts that the annual target will be achieved. Although performance is improving it is expected</p> | Adult Social Care |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|--|-------------------|-----------------------|-------------------|------------------------|------------------------|---|--|---------------------------|
| | | | | | | | | that further improvement would also assist with 2C(i). A Performance Improvement Programme has recently been designed which will mean all providers will need to change the way discharges are managed. | |
| CY13 | % of Child Protection Plans lasting more than 24 months (LAPS indicator) | Smaller is Better | 5% | 5% | 8% | 2% |  | <p>Performance is worse than target this quarter, and also worse than Quarter 1 2011/12. However, performance has improved since Quarter 1 2012/13 when the outturn was 14% (last quarter's figure of 0% was amended following identification of a large sibling group which were de-registered and had been on a plan for two years or more). At the end of Quarter 2, 4 out of 51 (8%) children were de-registered from a child protection plan who had been on that plan for two or more years.</p> <p>Corrective Action</p> <p>A range of positive work is underway to minimise child protection plan duration, including use of 'Signs of Safety' to ensure that plans are understood and owned by the parents, and wider use of Family Group Conferences.</p> <p>Although current performance is worse than the target of 5%, the margins are small due to a relatively low number of children in child protection plans. By year-end, the difference between achieving 5% rather than 8% would be only three children.</p> | Children and Young People |
| CY2 | % of placements lasting at least 2 years (LAPS) | Bigger is Better | 75% | 75% | 66% | 65.40% |  | Whilst performance is worse than target this quarter, performance has | Children and Young People |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|--------------------|--|------------------|-----------------------|-------------------|------------------------|------------------------|-----|--|-------------------|
| | indicator) | | | | | | | <p>improved since Quarter 1 2012/13 (57.4%) and when compared to Quarter 2 2011/12.</p> <p>Corrective Action</p> <p>Through the implementation of the Looking After Children (LAC) Plan, additional foster carers have been recruited, increasing placement choice. The service also plans to lengthen emergency placements from 24 hours to 7 days, allowing more time for children to be appropriately matched to foster carers. In addition, processes for management oversight of casework have been improved. These changes should result in improved performance for this indicator throughout 2012/13.</p> | |
| (ex) NI130/1C (i) | % of people using social care who receive self-directed support and those receiving direct payments (LAPS indicator) | Bigger is Better | 60% | 49.3% | 47% | 36% | ↑ | Performance is slightly worse than target this quarter, but is improving overall and is better than Quarter 2 2011/12 and Quarter 1 2012/13 (44.7%). The number of people using social care who receive self-directed support has continued to rise and work continues to ensure that it becomes further embedded as the default way we work. | Adult Social Care |
| (ex) NI130/1C (ii) | Direct payments as a proportion of self-directed support (%)(LAPS indicator) | Bigger is Better | 15% | 15% | 11.4% | 10.4% | ↑ | Performance is worse than target this quarter, although better than Quarter 2 2011/12. In line with the national picture, we continue to face challenges in increasing the take up of direct payments for older people. The Service is working hard to help people make best use of the money they receive to purchase their own care services and to increase the proportion of people who | Adult Social Care |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------------|---|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|---------------------------|
| | | | | | | | | <p>use Personal Budgets.</p> <p>Corrective Action</p> <p>To improve performance, targets for direct payments have been set for service areas. In addition, a self-directed support staff forum attended by members from different teams along with a member from the performance team regularly meet to discuss how performance in the area can be improved.</p> | |
| L3 | % of people who, having undergone reablement, return to ASC 91 days after completing reablement and require an on-going service | Smaller is Better | 7% | 7% | 5.3% | 5.6% | ↑ | <p>Performance is better than target this quarter and also better than Quarter 1 2011/12 and Quarter 1 2012/13 (6%). This demonstrates that reablement services are achieving sustainable positive outcomes and helping people to live more independently in their own homes and reducing the longer-term level of care required. As the service matures, there is a greater focus on more vulnerable clients. It will be important to ensure this does not result in deterioration in performance in the future.</p> | Adult Social Care |
| (ex) NI065 | % of children becoming the subject of a Child Protection Plan for a second or subsequent time within 2 years (LAPS indicator) | Smaller is better | 8% | 8% | 0% | NA | NA | <p>Performance remains better than target for this indicator (performance in Quarter 1 2012/13 was also 0%). The wording of this indicator has been modified to include 'within 2 years' to echo the findings of the Munro report (before it had an open ended timescale). Therefore the outturn is not comparable with Quarter 2 2011/12.</p> | Children and Young People |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------------|---|-------------------|-----------------------|-------------------|------------------------|--------------------------|-----|--|-------------------------------|
| L5 | Total number of Careline and Telecare users in the borough | Bigger is Better | 3600 | 3465 | 3584 | 3233 | ↑ | Performance is better than target for this indicator and also better than the figure for Quarter 2 2011/12. The service is confident that the annual target of 3600 will be achieved. | Housing and Public Protection |
| (ex) NI112 | Teenage pregnancies per 1,000 population (< 18 year old girls) (LAPS indicator) | Smaller is Better | 35 | 35 | 35.1 (Q1 2011/12) | 30.1 (Quarter 1 2010/11) | ↓ | NB. The figures do not correspond to the 2011/12 annual target and a RAG cannot be stated. This is because the ONS release conception statistics around 14 months after the period to which they relate (as information on a birth may not be available until 11 months after the date of conception and the ONS then require 3 months to compile the conception statistics). There has been an overall downward trend for this indicator since early 2009. The Council and its partners aim to reach a target of 35.00 per 1000 population by 2013 and we remain on track to deliver this target. | Children and Young People |

Value - to deliver high customer satisfaction and a stable council tax

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|--|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|--------------------------|
| CI1 | Sickness absence rate per annum per employee (days) (LAPS indicator) | Smaller is Better | 7.6 days | 7.6 days | 8.1 days | 7.35 days | ↓ | In Quarter 2, Operational HR carried out a review of the sickness absence data which found that there were technical and managerial issues which may be impacting on the levels of reported sickness, particularly long term sickness. Following a review, some misreporting was identified and consequently managers were asked to | Internal Shared Services |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|--|-------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|-------------------|
| | | | | | | | | <p>rectify this. The reporting system has also now been updated to ensure that staff who have left the organisation are excluded from on-going sickness data.</p> <p>Corrective Action</p> <p>Now that the data has been cleansed, there is a need to focus analysis on why sickness absence has increased over the last year. It is important to identify what is causing this trend and the actions that need to be put into place to address this.</p> | |
| CS4 | Speed of processing changes in circumstances of HB/CTB claimants (days) (LAPS indicator) | Smaller is Better | 12 days | 12 days | 26.07 days | 14.22 days | ↓ | <p>The current economic climate and changes to the way the DWP notifies the Council of new HB/CTB claims and changing circumstances has resulted in increased volumes, which combined with a reduction in Government funding has made it difficult to achieve the target. In addition, the number of people applying for benefits has risen substantially with the introduction of a new electronic claim form.</p> <p>Corrective Action</p> <p>At the end of Quarter 2, additional resources were secured to clear the backlog of claims. Performance should therefore improve in Quarter 3. No additional corrective action is required.</p> | Customer Services |
| CS3 | Speed of processing new HB/CTB claims (days) (NEW) (LAPS indicator) | Smaller is Better | 19 days | 19 days | 32.74 days | 22.58 days | ↓ | <p>The current economic climate and changes to the way the DWP notifies the Council of new HB/CTB claims and changing circumstances has resulted in increased volumes, which combined with a reduction in Government funding has made it difficult to achieve the target. In addition, the number of</p> | Customer Services |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|------|--|------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|-------------------|
| | | | | | | | | <p>people applying for benefits has risen substantially with the introduction of a new electronic claim form.</p> <p>Corrective Action</p> <p>At the end of Quarter 2, additional resources were secured to clear the backlog of claims. Performance should therefore improve in Quarter 3. No additional corrective action is required.</p> | |
| CS10 | % of Member/MP enquiries completed within 10 days | Bigger is Better | 90% | 90% | 83.60% | 83.47% | ↑ | <p>Performance is worse than target this quarter. However, there has been a marginal improvement compared to Quarter 2 2011/12.</p> <p>Corrective Action</p> <p>The CRM system is being developed to record Member/MP correspondence and implementation is planned for October. The new system has the facility of email chasers to remind staff of the service level agreement target of 10 working days.</p> | Customer Services |
| CS7 | % of corporate complaints completed within 10 days | Bigger is Better | 90% | 90% | 78.7% | 65.35% | ↑ | <p>Performance is worse than target this quarter. However, performance has improved since Quarter 2 2011/12 and Quarter 1 2012/13.</p> <p>Corrective Action</p> <p>The CRM system is being developed to record corporate complaints and implementation is planned for October. The new system has the facility of email chasers to remind staff of the service level agreement target of 10 working days.</p> | Customer Services |
| CS1 | % of council tax collected (LAPS indicator) | Bigger is Better | 97% | 54.75% | 58.14% | 58.42% | ↓ | <p>Performance is better than target this quarter, although slightly worse than Quarter 1 2011/12.</p> | Customer Services |
| (ex) | % Avoidable Contact | Smaller | 8% | 8% | 4.75% | 6.20% | ↑ | <p>Avoidable contact is defined as contact</p> | Customer Services |

| Ref. | Indicator | Value | 2012/13 Annual Target | 2012/13 Q2 Target | 2012/13 Q2 Performance | 2011/12 Q2 Performance | DoT | Comments | Service |
|-------|--|------------------|-----------------------|-------------------|------------------------|------------------------|-----|---|--------------------------|
| NI014 | | is Better | | | | | | <p>that adds no value for the customer, is duplicative or is caused by failures in the Council's business processes, e.g. when we fail to provide our customers with the right and/or appropriate information first time around causing the customer to contact us again.</p> <p>Performance remains better than target this quarter and is also better than Quarter 2 2011/12.</p> | |
| Cs21 | % Customer Satisfaction with the call centre | Bigger is Better | 80% | 80% | 85.36% | New PI | NA | Ensuring customer satisfaction is a high priority for the Council. Performance is better than target in Quarter 2. This is a new indicator for 2012/13, therefore no DoT has been provided. | Customer Services |
| ISS10 | % of suppliers paid within 30 days of receipt, by Transactional Team, by invoice | Bigger is Better | 97% | 97% | 98% | NA | NA | The team consistently meet this target and are aware of its importance. To maintain this standard we are reliant on services promptly complying with corporate processes. | Internal Shared Services |