




























## Appendix 10

### Cllr Willmott Portfolio October 2007

#### Key to symbols:

Targets:		Direction of Travel:	
Above target		Improving	
Within target		Neutral	
Below target		Declining	
Data not available			
No target			

Cllr Willmott - Finance				
Indicator Description	Performance alert	Performance (31/10/07)	Target (31/10/07)	Has it improved since last year?
BV008 % of invoices paid within 30 days		94.40	93.00	
BV009 Council Tax collected		63.45	56.00	
BV010 % of non-domestic rates collected		69.69	57.40	
BV012 Days / shifts lost to sickness		12.38	12.00	
BV014 Early retirements (%)		0.40	0.20	
BV015 Ill health retirements (%)		0.11	0.10	
<sup>+</sup> Status		97.52	100.00	
Cllr Willmott - Benefits				
Indicator Description	Performance alert	Performance (31/10/07)	Target (31/10/07)	Has it improved since last year?
BFI PM11 % of data matches resolved within 2 months		99.00	91.00	
BFI PM16 No: of succesful sanctions per 1,000 caseload		9.01	5.20	
BFI PM17 % of applications for reconsideration / revision actioned and notified within 4 weeks		75.79	55.00	
BFI PM18 % of appeals submitted to the Appeals Service in 4 weeks		50.00	65.00	

BFI PM19 % of appeals submitted to the Appeals Service in 3 months (including those in PM18)	●	92.00	96.00	✓
BFI PM2 % new claims outstanding over 50 days	★	12.80	15.00	✓
BFI PM3 % of new claims decided within 14 days of receiving all information	●	86.30	91.00	✓
BFI PM4 % of rent allowance claims paid on time or within 7 days of decision being made	●	89.60	85.00	✓
BV076a Number of benefit claimants visited	▲	58.70	87.50	✗
BV076b Number of benefit fraud investigators	●	0.23	0.23	✓
BV076c Number of fraud investigations	▲	10.62	12.00	✗
BV076d Number of benefit prosecutions & sanctions	★	9.01	5.20	✓
BV078a Speed of processing: Average time for new claims	●	34.70	36.00	✓
BV078b Speed of processing: Average time for changes	▲	16.30	9.00	✓
BV079a % Benefit calculations correct	●	92.00	96.00	→
BV079bi.05 % HB Recovered: Overpayment	▲	61.60	90.00	✗
BV079bii.05 % HB Recovered: Outstanding	▲	22.20	37.50	✗
BV079biii.05 % HB O'Pay: Written Off	▲	1.20	5.00	n/a
BV080a Benefit Service: % satisfied with contact with benefits office	●	70.00	72.00	→
BV080b Benefit Service: % Satisfied with standards of service in office	●	71.00	74.00	→
BV080c Benefit Service: % satisfied with telephone service	●	55.00	58.00	→
BV080d Benefit Service: % Satisfied with staff	●	74.00	76.00	→
BV080e Benefit Service: % Satisfied with forms	●	61.00	64.00	→
BV080f Benefit Service: % Satisfied with speed	●	67.00	70.00	→
BV080g Benefit Service: Overall satisfaction	●	74.00	78.00	→
<sup>+</sup> Status	▲	87.88	100.00	✓