

Annual Performance Report  
Policy Democratic Services  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
<b>Policy Unit</b>	% Sickness absence	Quarterly	N/A	0%	0.70%	2.24%	1.09%	1.01%	4%	N/A	N/A
	% PDR's undertaken	Yearly						100%	100%	N/A	N/A
	Number of funding enquiries dealt with	Quarterly	N/A	No data	No data	5	4	9	12	N/A	N/A
	Community Development Key Fund amount of funding awarded	Quarterly	N/A	No data	No data	£30,458	£169,936	£200,394	£150, 00	N/A	N/A
	% of Equality Impact Assessments completed	Yearly	N/A					53%	52%	N/A	N/A
	Number of SIPs including actions from EIAs	Yearly	N/A					No data	No data	N/A	N/A
	Savings achieved by Policy Unit using the current translation procedure compared with projected full external costs	Quarterly	£24,468.04	£4,719.65		No data	No data	No data	No Target	N/A	N/A
	Number of staff enrolled on BSL courses compared to the number of staff completing courses	Yearly	N/A					88.0%	81%	N/A	N/A
	The number of new consultations on the consultation and research database with a start date within this period	Quarterly	N/A	11	11	9	17	48	50	N/A	N/A
	% response rate for Viewpoint Panel Survey	Quarterly	N/A	33%	44%	No survey	54%	43.67%	40%	N/A	N/A
% response rate for the Household Survey	Biennial	N/A					Awaiting data	No Target	N/A	N/A	

Annual Performance Report  
Policy Democratic Services  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
<b>Policy Unit</b>	The number of staff enrolled on Welsh courses compared with the number of staff completing courses	Yearly	N/A					106	110	N/A	N/A
	Total annual income gained for residents who are aged 50+ as a result of proactive work to increase the take up of welfare benefits, council tax and pension credits.	Yearly	£318,170					£5,463,599	£500,000	N/A	
<b>Electoral Services</b>	% Sickness absence	Quarterly		0%	0%	0%	4%	1%	4%	N/A	N/A
	% PDRs Undertaken	Yearly						100%	100%	N/A	N/A
	% of electors that is registered in the annual canvass registration	Yearly						86%	90%	N/A	N/A
	The percentage turnout for elections	Yearly						38%	No target	N/A	N/A
<b>Emergency Planning</b>	% Sickness absence	Yearly	Partially populated	0%	0%	0%	0%	0%	4%	N/A	N/A
	Number of PDR's undertaken	Yearly						2	2	N/A	N/A
	Number of Emergency Planning red risks with control measures identified	Quarterly	Partially populated	0	0	0	3	3	3	N/A	N/A
	Number of Emergency Planning red risks with at least one control measure in place	Quarterly	Partially populated	0	0	0	3	3	3	N/A	N/A
	Number of new training modules written	Quarterly	Partially populated	1	2	1	1	5	3	N/A	N/A
	No of training sessions delivered in a quarter	Quarterly	Partially populated	5	10	0	1	16	3	N/A	N/A
	Satisfaction scores for Emergency Planning courses rated good to excellent	Quarterly	Partially populated	100%	97.80%	N/A	N/A	98.5%	85%	N/A	N/A

Annual Performance Report  
Policy Democratic Services  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
Scrutiny	% Sickness absence	Quarterly	20.5%	0%	2.3%	9.9%	3%	3.8%	4%	N/A	
	% PDR's undertaken	Yearly						100%	100%	N/A	N/A
	% reports considered by scrutiny committees on the dates published in the scrutiny committees forward work programmes	Quarterly	67.23%	16.00%	55.00%	39.00%	41.00%	25.25%	80.00%	N/A	
	Number of Scrutiny Reports requested by members	Quarterly	43	4	9	6	7	26	40	N/A	
	Number of recommendations made by scrutiny committees as a percentage of those accepted by cabinet	Quarterly	94%	100%	100%	100%	100%	100%	80%	N/A	
	Number of task and finish group recommendations accepted by Cabinet as a percentage of the total made	Quarterly	100%	None made	None made	94%	None made	94%	80%	N/A	
	Number of task and finish group recommendations implemented to the satisfaction of the Scrutiny Management Panel as a percentage of those accepted by Cabinet	Quarterly	40%	0	0	0	18	18%	80%	N/A	
	% Scrutiny reports received by members in up to 2 meeting cycles	Quarterly	74.43%	0	77.70%	50%	86%	53.42%	85%	N/A	
	% Scrutiny reports received by members in >3 meeting cycles	Quarterly	25.58%	100%	22.20%	50%	14%	46.55%	15%	N/A	

Annual Performance Report  
Policy Democratic Services  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
<b>Committee Services</b>	% Staff sickness absence	Quarterly	Partially populated	0.79%	0%	3.5%	0%	1.07%	4%	N/A	N/A
	% PDR's undertaken	Yearly						No data	No target	N/A	N/A
	% of reports promised for cabinet in each 8 week period that was included in the forward work programme that are received	Quarterly	85.75%	95%	95%	96%	97%	95.75%	90%	N/A	N/A
	% of committee reports on STELLANT 3 days before meeting	Quarterly	96.75%	97%	97%	98%	99%	97.75%	96%	N/A	N/A
	Agenda and reports despatched 3 clears days before meeting	Annual	100%					100%	100%	N/A	
<b>Registrars</b>	% Staff sickness	Quarterly	Partially populated	1.35%	–	1.11%	0.88%	1.11%	4%	N/A	N/A
	% PDR's undertaken	Yearly						80%	100%	N/A	N/A
	Number of Marriage Registrations undertaken	Quarterly	Partially populated	110	166	88	51	415	No target can be set	N/A	N/A
	Number of Civil Partnership Registrations Undertaken	Quarterly	Partially populated	2	2	2	2	8	No target can be set	N/A	N/A
	% of customers see within 10 minutes for births and deaths	Quarterly	Partially populated	96%	97%	96%	97%	96.5%	95%	N/A	N/A
	% of customers see within 10 minutes for notice of intent to marry or enter a civil partnership	Quarterly	Partially populated	98%	98%	99%	99%	98.5%	95%	N/A	N/A

Annual Performance Report  
Policy Democratic Services  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
<b>Registrars</b>	% of customers for British Citizenship ceremonies receiving a ceremony date within six weeks of contract	Quarterly	Partially populated	100%	100%	100%	100%	100%	100%	N/A	N/A
	Total Number of formal Complaints Received (actual and as a percentage of all registrations)	Quarterly	Partially populated	0	0	0	0	0	0.5	N/A	N/A
	% of certificate applications dealt with within 5 days of receipt	Yearly	Partially populated	100%	99.9%	100%	100%	99.98%	100%	N/A	N/A

RAG Key:			
On / above Target		On / above All Wales Average	Improved Performance
Below target		Below All Wales Average	Same level of Performance
Well below Target		Well below All Wales Average	Declining Performance