



Corporate Services

Legal Services

Performance Against Target



Title	Actual	Target	Intervention	RAG	Comment
Local Land Charges standard search completed and returned within 8 working days	97.00	93.00	87.00	↑	
% Summons Issued within 15 working days for the whole of the department	100.00	93.00	90.00	↑	
% Statutory notices drafted in 10 working days for the whole of the department	100.00	94.00	90.00	-	
% Completions where the client is informed within 5 days for the whole of the department	87.00	93.00	85.00	↓	
% Agreements drafted in 15 working days for the whole of the department	100.00	93.00	70.00	-	Intervention level is low
% Acknowledgements to new cases made within 5 working days for the whole of the department	90.00	96.00	85.00	↓	



Corporate Services

Performance & Policy

Performance Against Target



Performance Management

Title	Actual	Target	Intervention	RAG	Comment
% of Nat PIs disqualified by Wales Audit Office	0.00	5.00	10.00	-	There are 32 National PIs in total
% of SIPS rated as good or better	72.00	95.00	90.00	-	

Policy and Democratic Services

Title	Actual	Target	Intervention	RAG	Comment
Number of Service Areas visited in a quarter for Equalities advice	103.00	44.00	33.00	-	
Of those attending the Viewpoint Panel meeting, the percentage who find the discussion/workshop fairly or very interesting	98.00	90.00	80.00	+	
The percentage of reports considered by scrutiny committees on the dates published in the scrutiny committees forward work programmes	74.00	80.00	40.00	+	28 reports out of 38 reports Intervention level is low



Corporate Services

Corporate Finance

Performance Against Target



Title	Actual	Target	Intervention	RAG	Previous Year	Welsh Average 2009/10	Wales Ranking 2009/10	Comment
% Overall Spend within budget - CCBC	37.26	40.00	50.00	↑				40% is the mid year target for quarter 2. The target for quarter 3 is 60%.
% undisputed invoices paid within 30 days - CCBC (CFH/006)	94.20	93.00	85.00	↓	90.80	89.60	10/22	Core Strategic Indicator
Speed up payment of undisputed invoices to small & medium enterprises - number of days (Improvement Agreement)	13.83	15.00	17.00	↓				
The percentage of council tax due for the financial year which was received by the authority (CFH/008)	56.00	50.00	45.00	↑	93.95	96.66	21/22	Core Strategic Indicator. 50% is the mid year target for quarter 2. The target for quarter 3 is 75%
Time taken to process Housing Benefit (HB) and Council Tax (CT) new claims and change events (BNF004) - Number of Days	12.90	16.00	18.00	−	10.60	10.10	11/22	Core Strategic Indicator



Corporate Services

Procurement Services

Performance Against Target



Title	Actual	Target	Intervention	RAG	Comment
5% Savings on Total procurement spend (YTD)	6.82	5.00	1.40	-	% annual savings to date.
Number of products or specifications changed due to environmental alternatives being available (YTD)	1.00	5.00	4.00	-	Number of changes made to specifications to date
Number of suppliers awarded contracts (YTD)	177.00	60.00	40.00	-	
Professionally qualified Procurement employees (FTE's) as a percentage of total procurement	72.00	70.00	48.00	+	Intervention level is low

YTD: Year to Date



Corporate Services

HR & Organisational Development

Performance Against Target



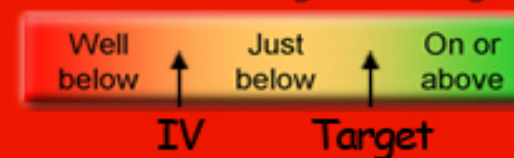
Title	Actual	Target	Intervention	RAG	Comment
% of Authority employees who leave both voluntary and involuntary basis (Quarterly)	3.97				The annual target is 8%
Number of employment Tribunal Claims received	2.00				Metric - A record of the number in order to give an indication of workload
Number of investigations undertaken (under all policies including grievance and managing attendance)	39.00				Metric - A record of the number in order to give an indication of workload
Number of major injury accidents per 1000 employees	0.10	0.26	0.40	↑	
Number of warnings issued	21.00				Metric - A record of the number in order to give an indication of workload
Percentage of employees disabled under the DDA	1.06	1.15	0.77	↓	
Percentage of employees from ethnic minority groups	0.66	0.85	0.57	↓	
Percentage of women in Leadership posts	32.00	25.00	14.00	↑	This measure does not include teachers. Intervention level is low.



Corporate Services

ICT & Property

Performance Against Target



Title	Actual	Target	Intervention	RAG	Comment
Value of Design Jobs	24671.81	30000.00	25000.00	↓	
Value of Discounts Received on advertisements placed	9937.70	8000.00	10000.00	↓	
Percentage of Data Protection Act Subject Access Requests answered within 40 calendar days	75.00	80.00	70.00	↑	
Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days	76.00	80.00	70.00	↑	
Ave % of customers seen within 10 mins at Customer First Centres YTD	75.89	80.00	60.00	↑	Intervention value is low
Number Of Media Releases	87.00	88.00	60.00	↑	
% of Contact Centre Calls answered within 20 seconds YTD	86.34	80.00	60.00	↑	Intervention level is low
Value of advertisements placed	48515.30	50000.00	60000.00	↓	
Number of appearance linked to release	304.00	263.00	175.00	↑	
Call Response (IT Helpdesk) YTD	93.49	92.00	85.00	↑	
Call Resolution (IT Helpdesk) YTD	95.45	92.00	85.00	↑	
Average Speed of Answer in the Contact Centre (Seconds) YTD	18.73	60.00	90.00	-	
% IT Availability YTD	99.99	99.70	99.30	↑	
Unmet Demand at (Abandonment Rate) Contact Centre YTD	3.29	5.00	8.00	↑	
Average Waiting time at Customer First Centres (minutes) YTD	7.21	10.00	15.00	↑	

YTD: Year to Date



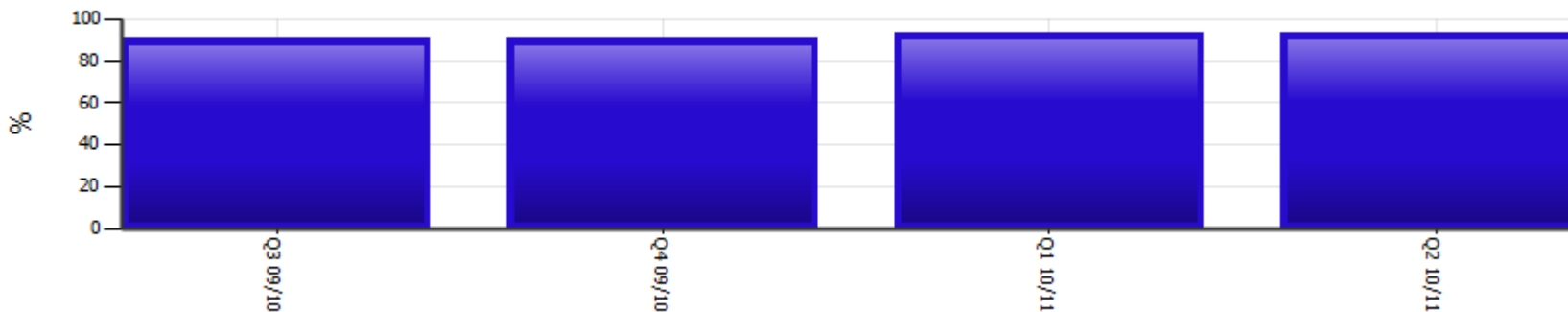
Corporate Services

Undisputed Invoices

Performance Against Target



% of undisputed invoices paid within 30 days in Corporate Services



Breakdown

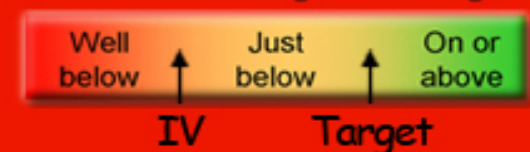
Period	Title	Actual	Target	Intervention	RAG
Q2 10/11	% of undisputed Invoices paid in 30 days - Procurement Services	88.89	91.00	85.00	↓
Q2 10/11	% of undisputed Invoices paid in 30 days - Performance Management Unit	66.60	91.00	85.00	↓
Q2 10/11	% of undisputed Invoices paid in 30 days - Legal Services	93.93	91.00	85.00	↑
Q2 10/11	% of undisputed Invoices paid in 30 days - ICT & Property	93.14	91.00	85.00	↑
Q2 10/11	% of undisputed Invoices paid in 30 days - HR & Organisational Development	94.56	91.00	85.00	↓
Q2 10/11	% of undisputed Invoices paid in 30 days - Corporate Finance	95.59	91.00	85.00	↑



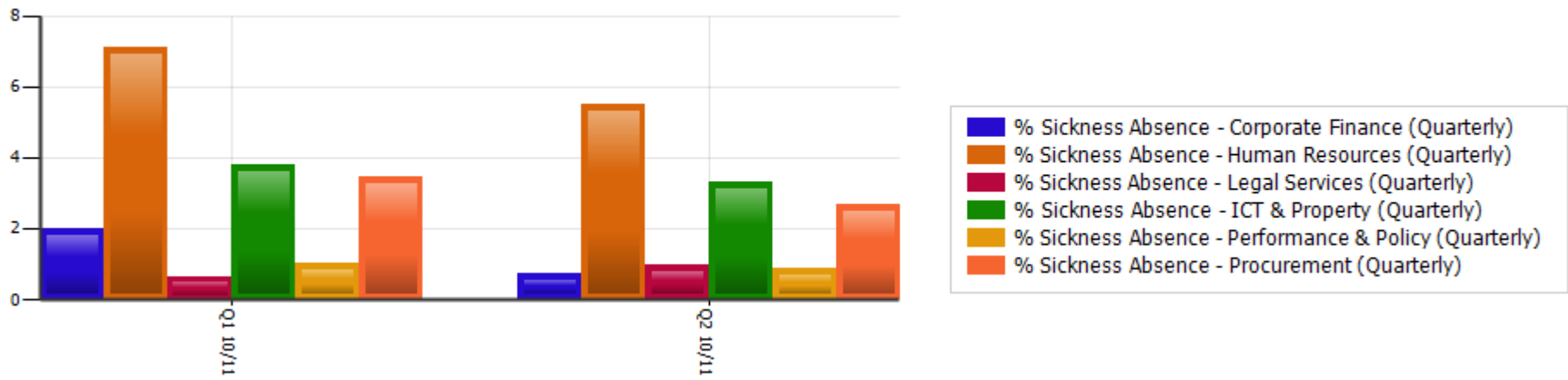
Corporate Services

Sickness Absence

Performance Against Target



% Sickness Absence



Quarter 2 breakdown by service

Title	Actual	Target	Intervention	RAG
% Sickness Absence - Procurement (Quarterly)	2.68	4.00	6.00	↑
% Sickness Absence - Performance & Policy (Quarterly)	0.87	4.00	6.00	↓
% Sickness Absence - Legal Services (Quarterly)	0.98	4.00	6.00	↓
% Sickness Absence - ICT & Property (Quarterly)	3.31	4.00	6.00	↑
% Sickness Absence - Human Resources (Quarterly)	5.52	4.00	6.00	↑
% Sickness Absence - Corporate Finance (Quarterly)	0.73	4.00	6.00	↓



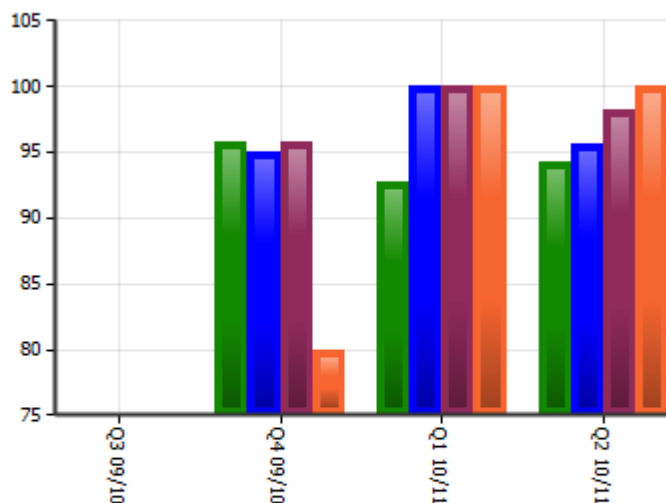
Corporate Services

Complaints

Performance Against Target



% complaints responded to and resolved within 28 days



Title	Actual	Target	Intervention	RAG	Comment
% of Complaints in Education responded to and resolved within target timescales	98.20	80.00	70.00	-	163 Complaints received 14 LE&E 26 P&S 17 LL&L 106 Schools 1 Other
% of Complaints in Environment responded to and resolved within target timescales	94.30	80.00	70.00	-	231 Complaints 1 Planning 2 Public Services 228 Housing
% of Complaints in Corporate Services & Chief Executive responded to and resolved within target timescales	100.00	80.00	70.00	-	4 Complaints 2 Corporate Finance 2 Customer Services
% of Complaints in Social Services responded to and resolved within target timescales	95.70	80.00	70.00	-	47 Complaints 26 Childrens Services 18 Adult Services 3 Resourcing and Performance