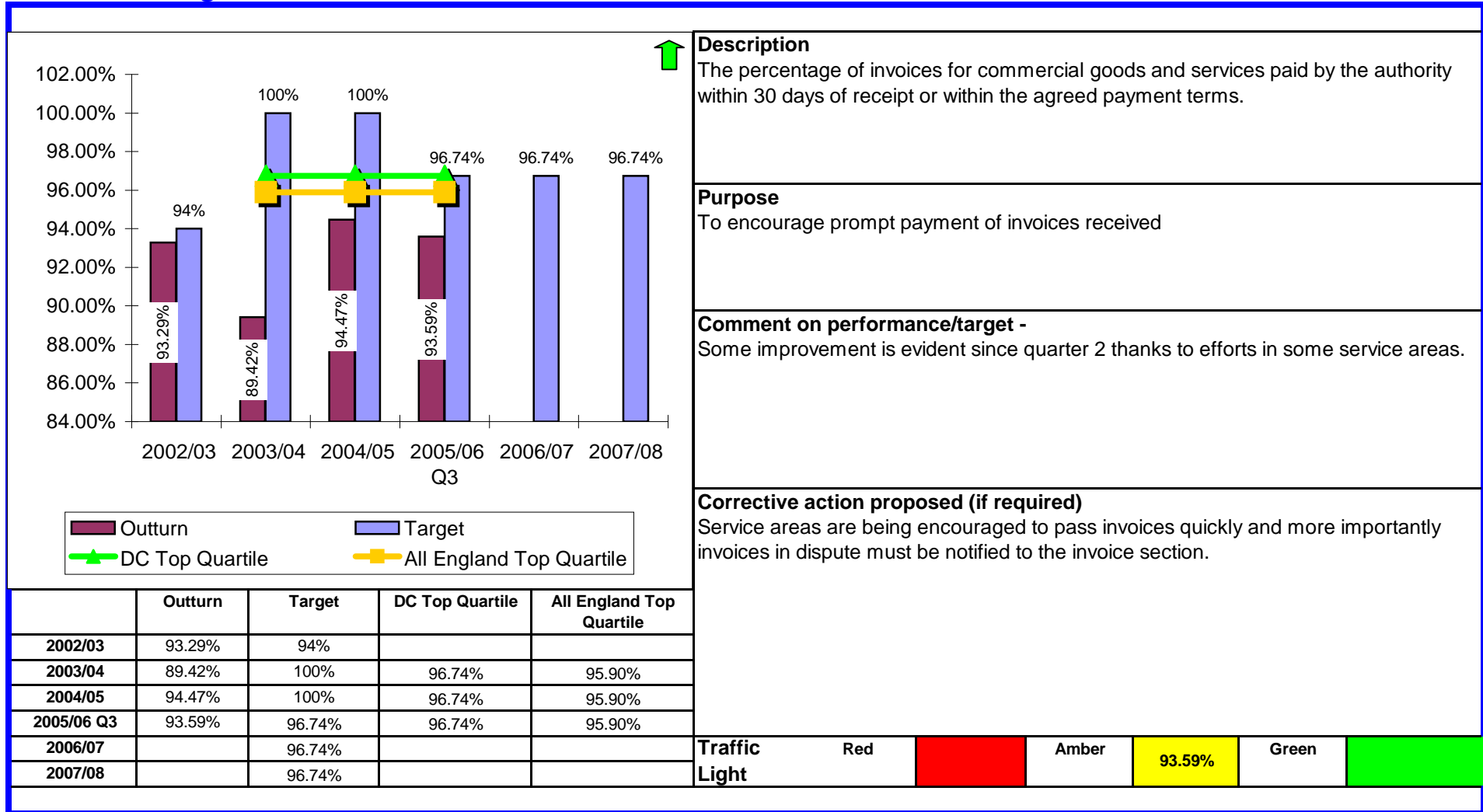


KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
FINANCE AND PERFORMANCE MANAGEMENT

BV8 Percentage of Invoices Paid on Time



Description
 The percentage of invoices for commercial goods and services paid by the authority within 30 days of receipt or within the agreed payment terms.

Purpose
 To encourage prompt payment of invoices received

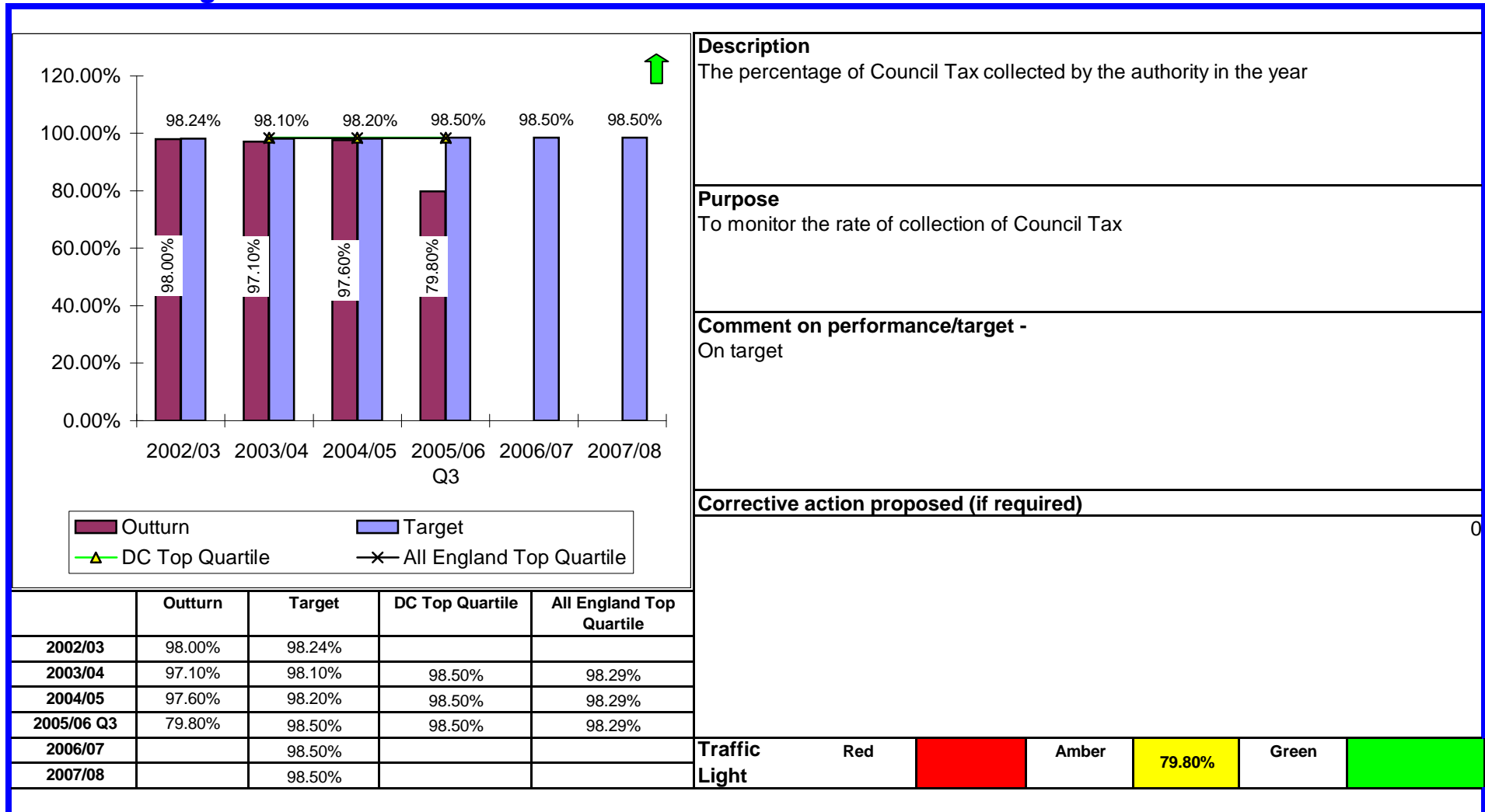
Comment on performance/target -
 Some improvement is evident since quarter 2 thanks to efforts in some service areas.

Corrective action proposed (if required)
 Service areas are being encouraged to pass invoices quickly and more importantly invoices in dispute must be notified to the invoice section.

Traffic Light	Red		Amber	93.59%	Green	
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KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
FINANCE AND PERFORMANCE MANAGEMENT

BV9 Percentage of Council Tax Collected



Description
 The percentage of Council Tax collected by the authority in the year

Purpose
 To monitor the rate of collection of Council Tax

Comment on performance/target -
 On target

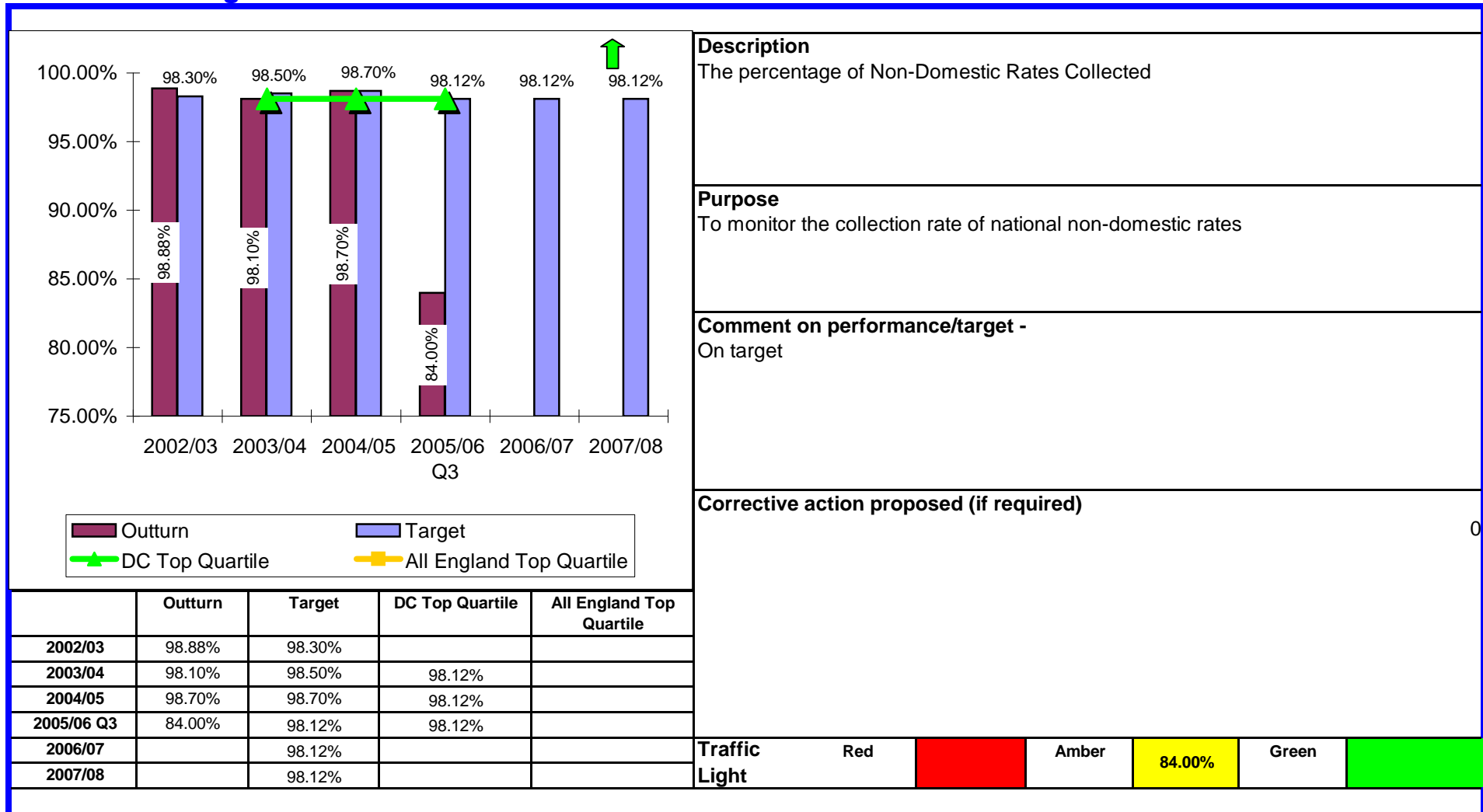
Corrective action proposed (if required)

							0
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Traffic Light Red Amber 79.80% Green

KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
FINANCE AND PERFORMANCE MANAGEMENT

BV10 Percentage of Non-Domestic Rates Collected



Description
 The percentage of Non-Domestic Rates Collected

Purpose
 To monitor the collection rate of national non-domestic rates

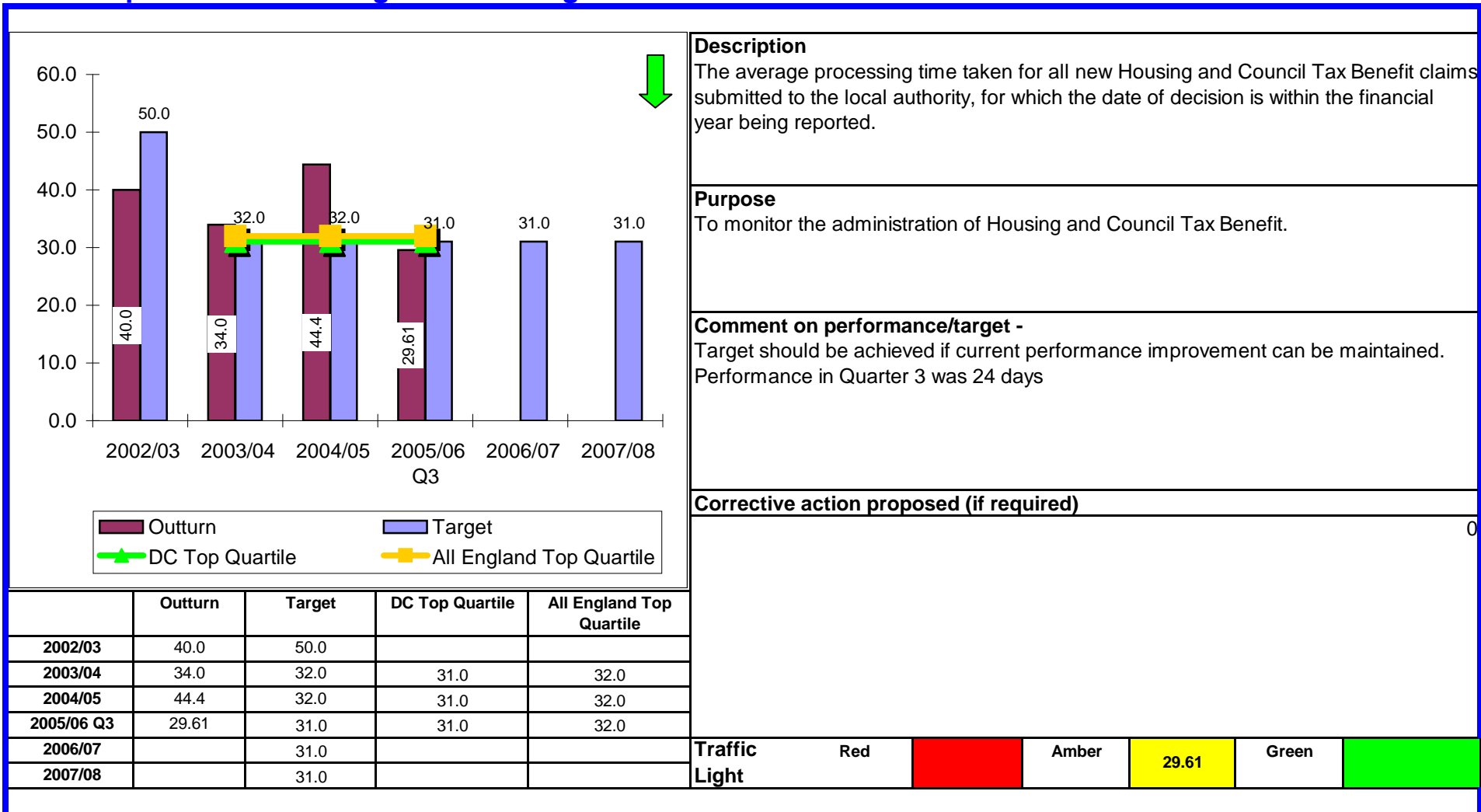
Comment on performance/target -
 On target

Corrective action proposed (if required)

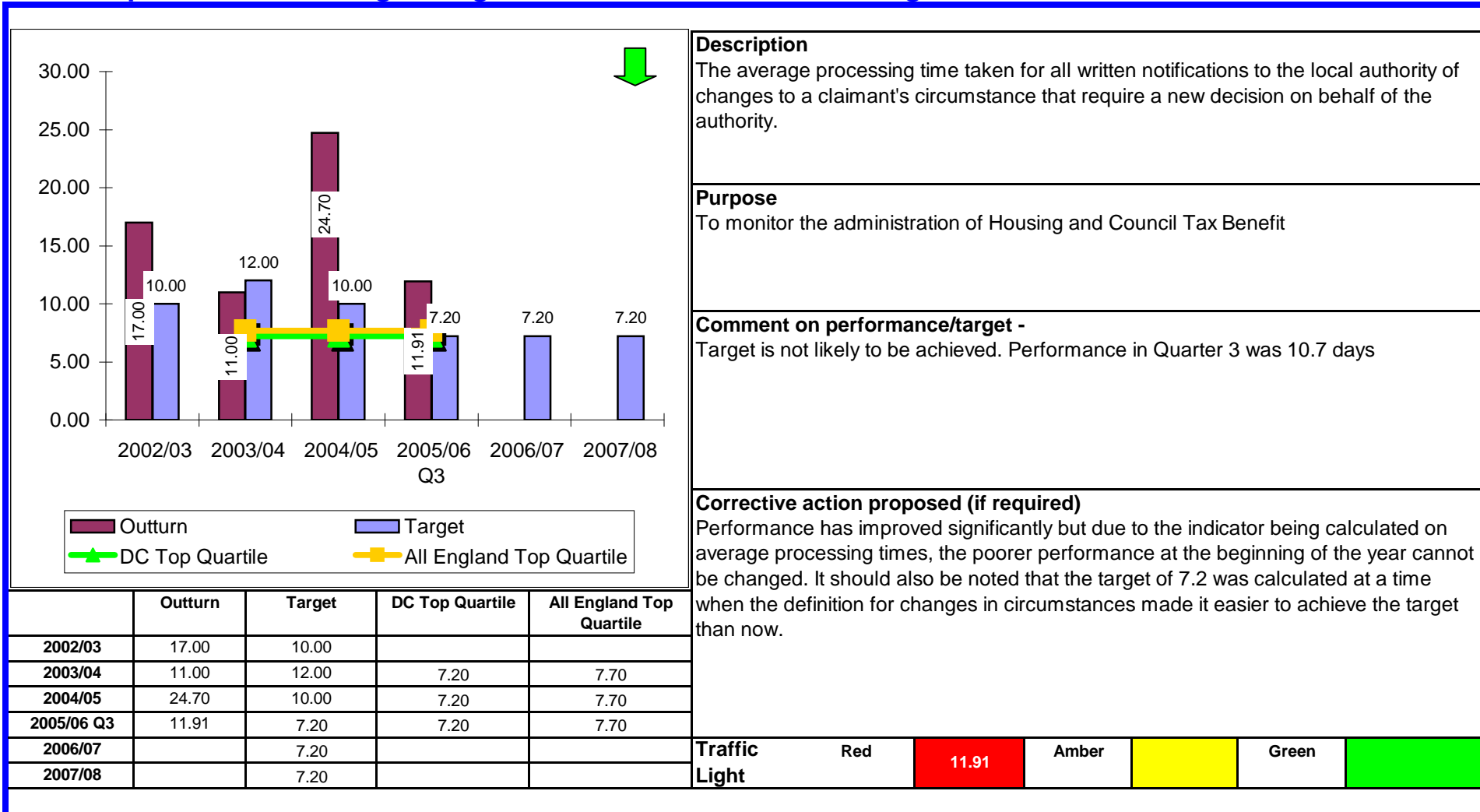
Traffic Light	Red		Amber	84.00%	Green	
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KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
FINANCE AND PERFORMANCE MANAGEMENT

BV78a Speed of Processing New Housing Benefit/Council Tax Benefit Claims



BV78b Speed of Processing Change in Circumstances for Housing Benefit/Council Tax Benefit Claims



Description
 The average processing time taken for all written notifications to the local authority of changes to a claimant's circumstance that require a new decision on behalf of the authority.

Purpose
 To monitor the administration of Housing and Council Tax Benefit

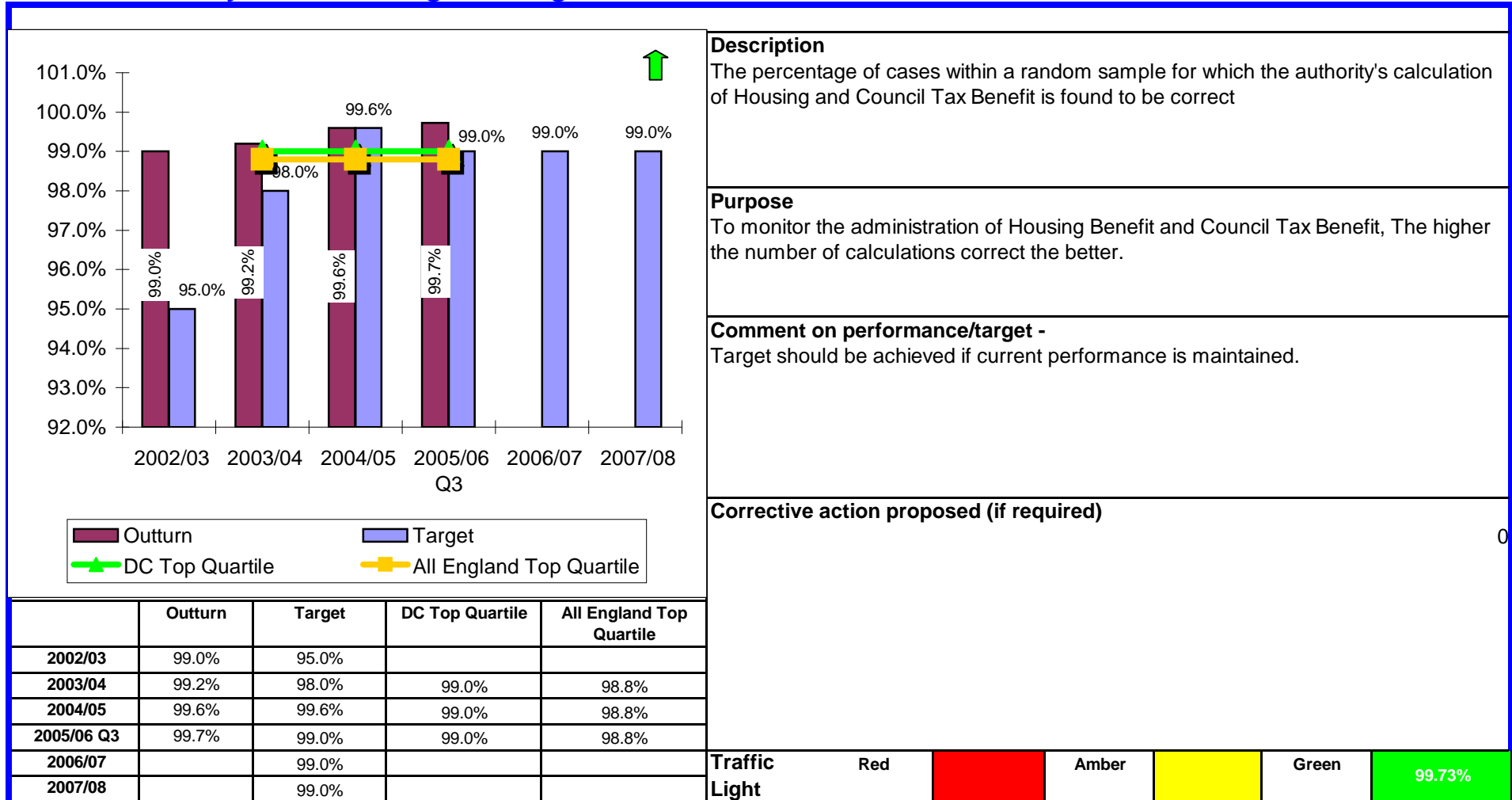
Comment on performance/target -
 Target is not likely to be achieved. Performance in Quarter 3 was 10.7 days

Corrective action proposed (if required)
 Performance has improved significantly but due to the indicator being calculated on average processing times, the poorer performance at the beginning of the year cannot be changed. It should also be noted that the target of 7.2 was calculated at a time when the definition for changes in circumstances made it easier to achieve the target than now.

Traffic Light	Red	11.91	Amber		Green	
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KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
FINANCE AND PERFORMANCE MANAGEMENT

BV79a Accuracy of Processing Housing Benefit/Council Tax Benefit Claims



Description

The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct

Purpose

To monitor the administration of Housing Benefit and Council Tax Benefit, The higher the number of calculations correct the better.

Comment on performance/target -

Target should be achieved if current performance is maintained.

Corrective action proposed (if required)

0

Traffic Light	Red		Amber		Green	99.73%
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