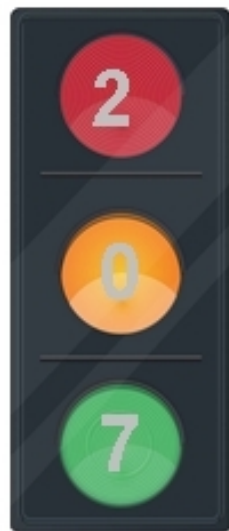


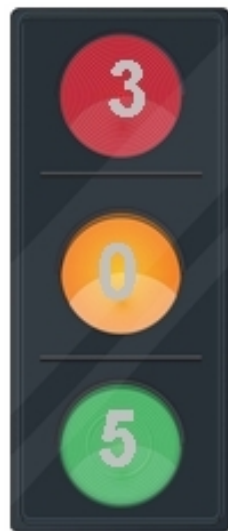
Overall summary of KPIs achieving target



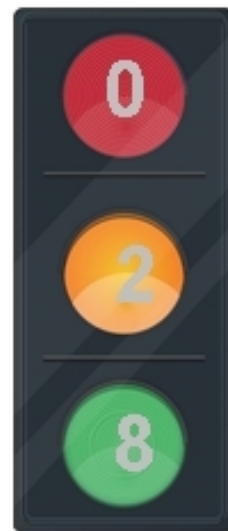
Communities Directorate



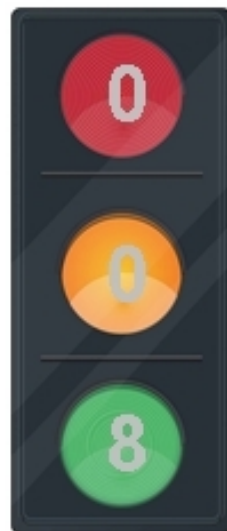
Governance Directorate



Neighbourhoods Directorate



Resources Directorate



Headlines - Reflecting on our performance

Headlines - Reflecting on our performance

Q4 End of Year 2013/14 KPI Performance Summary

A total of 28 out of 35 KPIs have achieved their target representing a 80% success rate.

Of the 7 indicators which have been reported as missing their target, 2 were marginal fails and performed within the agreed 'amber' tolerance. Both of these indicators have moved into an 'Amber' position from a 'failing' position in the last quarter of the year.

Two 'Failing' indicators have moved into that position in the last quarter from a previous position of 'Achieving' at Q3. One indicator has moved the other way to an 'Achieving' position from a previous position of 'Failing' in Q3.

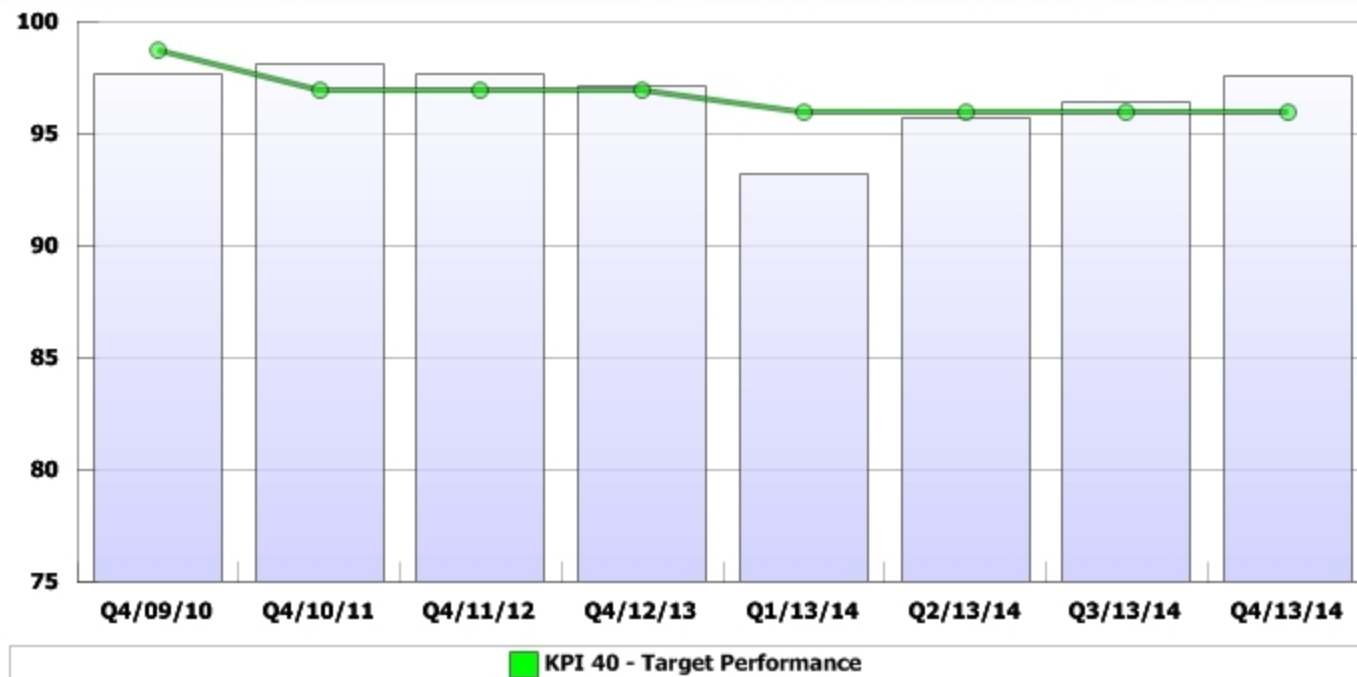
Indicators		Quarter 1			Quarter 2			Quarter 3			Quarter 4		
		Tgt	Actual		Tgt	Actual		Tgt	Actual		Tgt	Actual	
Communities Quarterly KPIs													
KPI 40	(Housing rent) (%)	96.00%	93.27%	🔴	96.00%	95.77%	🟡	96.00%	96.45%	🟢	96.00%	97.60%	🟢
KPI 41	(Void re-lets) (days)	33	40	🔴	33	44	🔴	33	41	🔴	33	37	🔴
KPI 45	(Tenant satisfaction) (%)	98.00%	99.00%	🟢	98.00%	99.61%	🟢	98.00%	100.00%	🟢	98.00%	99.00%	🟢
KPI 47	(Temp. accommodation) (no.)	70	57	🟢	70	60	🟢	70	51	🟢	70	53	🟢
KPI 48	(Non-decent homes) (%)	0.00%	0.00%	🟢	0.00%	0.00%	🟢	0.00%	0.00%	🟢	0.00%	0.00%	🟢
KPI 49	(Modern Homes Std) (%)	825	905	🟢	1,650	1,898	🟢	2,475	2,689	🟢	3,300	4,076	🟢
KPI 60	(Emergency repairs) (%)	99%	99%	🟢	99%	99%	🟢	99%	99%	🟢	99%	99%	🟢
KPI 61	(Responsive repairs) (days)	7.0	6.0	🟢	7.0	6.4	🟢	7.0	6.4	🟢	7.0	7.8	🔴
KPI 62	(Repair Appointments) (%)	98%	99%	🟢	98%	98%	🟢	98%	98%	🟢	98%	98%	🟢
Governance Quarterly KPIs													
KPI 04	(Website Satisfaction)	77.0%	75.0%	🟡	77.0%	78.0%	🟢	77.0%	78.0%	🟢	77.0%	69.0%	🔴
KPI 11	(Commercial rent arrears) (%)	3.00%	4.60%	🔴	3.00%	4.60%	🔴	3.00%	3.90%	🔴	3.00%	3.80%	🔴
KPI 12	(Commercial premises let) (%)	98.00%	98.31%	🟢	98.00%	97.97%	🟡	98.00%	97.97%	🟡	98.00%	98.31%	🟢
KPI 51	(Major planning) (%)	70.00%	85.71%	🟢	70.00%	82.35%	🟢	70.00%	82.61%	🟢	70.00%	70.97%	🟢
KPI 52	(Minor planning) (%)	89.00%	85.51%	🔴	89.00%	89.66%	🟢	89.00%	91.04%	🟢	89.00%	91.97%	🟢
KPI 53	(Other planning) (%)	94.00%	91.74%	🔴	94.00%	94.12%	🟢	94.00%	95.44%	🟢	94.00%	95.84%	🟢
KPI 54	(Appeals - officers) (%)	19.00%	25.00%	🔴	19.00%	19.05%	🟡	19.00%	18.75%	🟢	19.00%	18.18%	🟢
KPI 55	(Appeals - members) (%)	50.00%	66.67%	🔴	50.00%	66.67%	🔴	50.00%	75.00%	🔴	50.00%	62.20%	🔴
Neighbourhoods Quarterly KPIs													
KPI 20	(Non-recycled waste) (kg)	94	100	🔴	190	197	🟡	249	295	🔴	380	396	🟡
KPI 21	(Household recycling) (%)	59.01%	59.93%	🟢	62.90%	61.00%	🟡	64.80%	60.00%	🔴	60.00%	59.00%	🟡
KPI 22	(Litter) (%)	8%	8%	🟢	8%	6%	🟢	8%	7%	🟢	8%	6%	🟢
KPI 23	(Detritus) (%)	12%	5%	🟢	12%	7%	🟢	12%	8%	🟢	12%	9%	🟢
KPI 25	(Neighbourhood issues) (%)	95.00%	96.76%	🟢	95.00%	97.23%	🟢	95.00%	96.66%	🟢	95.00%	98.00%	🟢
KPI 26	(Fly-tip investigations) (%)	90%	92%	🟢	90%	93%	🟢	90%	94%	🟢	90%	95%	🟢
KPI 27a	(Fly-tip: contract) (%)	90%	85%	🟡	90%	93%	🟢	90%	93%	🟢	90%	93%	🟢
KPI 27b	(Fly-tip: non-contract) (%)	90%	92%	🟢	90%	95%	🟢	90%	96%	🟢	90%	96%	🟢
KPI 28	(Noise investigations) (%)	90%	95%	🟢	90%	95%	🟢	90%	96%	🟢	90%	96%	🟢
KPI 50	(Increase in homes) (no.)	42	88	🟢	83	243	🟢	121	284	🟢	180	299	🟢
Resources Quarterly KPIs													
KPI 10	(Sickness absence) (days)	1.66	1.69	🟡	3.51	3.05	🟢	5.40	4.83	🟢	7.25	7.01	🟢
KPI 30	(Invoice payments) (%)	97%	97%	🟢	97%	97%	🟢	97%	97%	🟢	97%	97%	🟢
KPI 31	(Council Tax collection) (%)	27.06%	27.20%	🟢	51.87%	52.27%	🟢	76.90%	77.55%	🟢	96.60%	97.62%	🟢
KPI 32	(NNDR Collection) (%)	31.04%	29.80%	🔴	56.70%	56.19%	🟡	81.88%	82.66%	🟢	97.50%	98.09%	🟢
KPI 33	(New benefit claims) (days)	30.00	26.42	🟢	30.00	25.59	🟢	30.00	23.44	🟢	30.00	23.00	🟢
KPI 34	(Benefits changes) (days)	10.00	8.53	🟢	10.00	8.23	🟢	10.00	8.07	🟢	6.00	4.58	🟢
KPI 35	(Benefit fraud) (no.)	75	56	🔴	150	151	🟢	225	203	🔴	300	301	🟢
KPI 36	(Proven fraud) (%)	30%	43%	🟢	30%	43%	🟢	30%	44%	🟢	30%	48%	🟢

KPI 40 What percentage of the rent due from our council home tenants was paid?

Responsible officer: Alan Hall

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	96.00%	97.60%	✓
Q3/13/14	96.00%	96.45%	✓
Q2/13/14	96.00%	95.77%	✗
Q1/13/14	96.00%	93.27%	✗
Q4/12/13	97.00%	97.16%	✓

Annual 2013/14 - 96.00%
Target: 2012/13 - 97.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q4 2013/14) Despite the introduction of the welfare reforms (removal of single room subsidy and introduction of Benefit cap and Local Council Support Scheme) the target has been achieved.

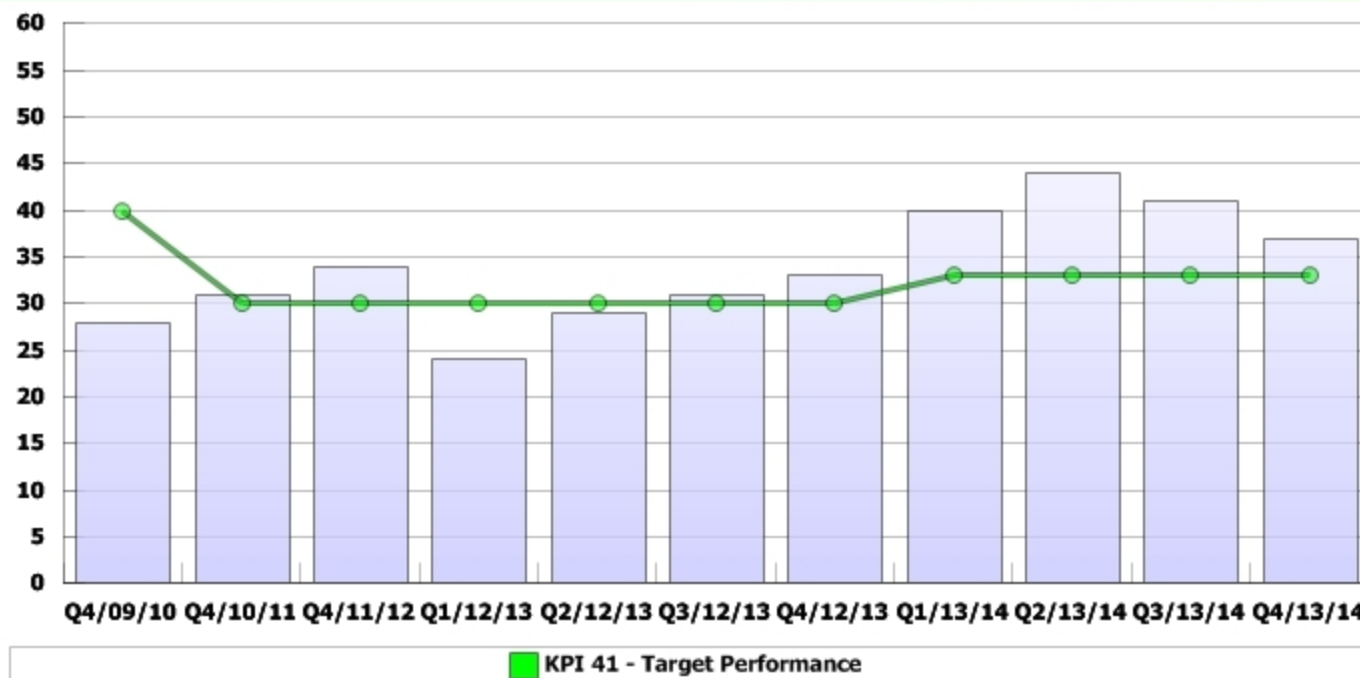
Corrective action proposed (if required):

KPI 41 On average, how many days did it take us to re-let a Council property?

Responsible officer: Alan Hall

Additional Information: The calculation excludes those properties which are 'difficult to let' (offered to and refused by at least two applicants) or 'major works' (works over 6 weeks AND over £1500 in cost terms). In addition it also excludes 'properties let through mutual exchanges', 'very sheltered accommodation' and 'properties the council intends to sell or demolish'.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	33	37
Q3/13/14	33	41
Q2/13/14	33	44
Q1/13/14	33	40
Q4/12/13	30	33



Annual Target: 2013/14 - 33 days
2012/13 - 30 days

Indicator of good performance:
A lower number of days is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No



Comment on current performance (including context):

(Q4 2013/14) All figures shown are cumulative (i.e. from April 2013). The performance in this quarter is 26 days, which is 7 days less than the target for the year. In terms of cumulative figure, this has reduced from 41 in Q3 to 37 days at year end. As next year's target is 37 days, it is a clear indication that this is achievable.

Corrective action proposed (if required):

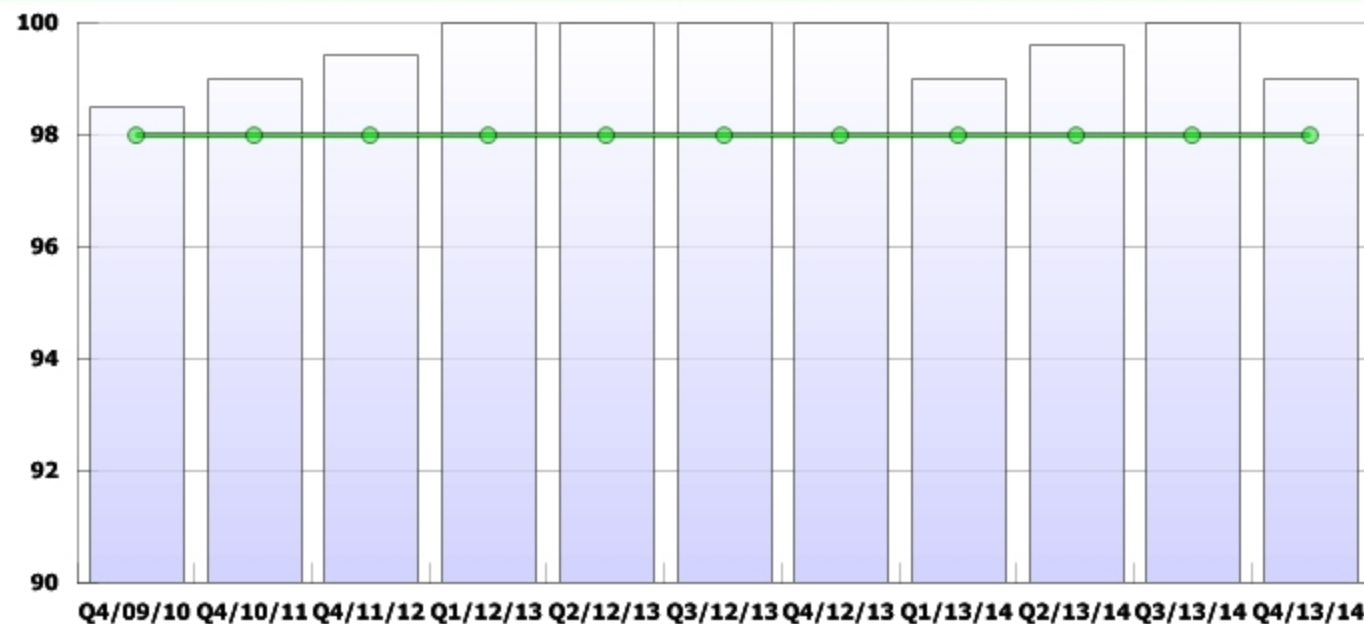
(Q4 2013/14) The following actions are proposed:
a) Possible re-introduction of pre-inspections prior to tenants transferring. Permission will be withheld where properties are in a poor state of repair. This will avoid undertaking extensive works following vacation thereby extending the void period;
b) Undertake pre-verification of "top bidders" so all supporting documents have been received and checked, visits and assessments completed prior to any successful bid;
c) Complete fortnightly checks with Allocation Officers on progress of Allocations for each cycle and greater liaison with Voids team on ready dates; and
d) A Voids Review is being commissioned to consider/review the voids process from vacation to re-letting which should identify improvements.

KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

Responsible officer: Alan Hall

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	98.00%	99.00%
Q3/13/14	98.00%	100.00%
Q2/13/14	98.00%	99.61%
Q1/13/14	98.00%	99.00%
Q4/12/13	98.00%	100.00%



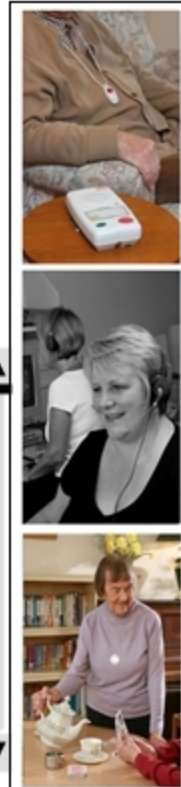
Annual 2013/14 - 98.00%
Target: 2012/13 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

Corrective action proposed (if required):

(Q4 2013/14) Performance outturn is higher than the target set and has remained above the target for the full year.

(Q4 2013/14) No corrective action currently proposed.

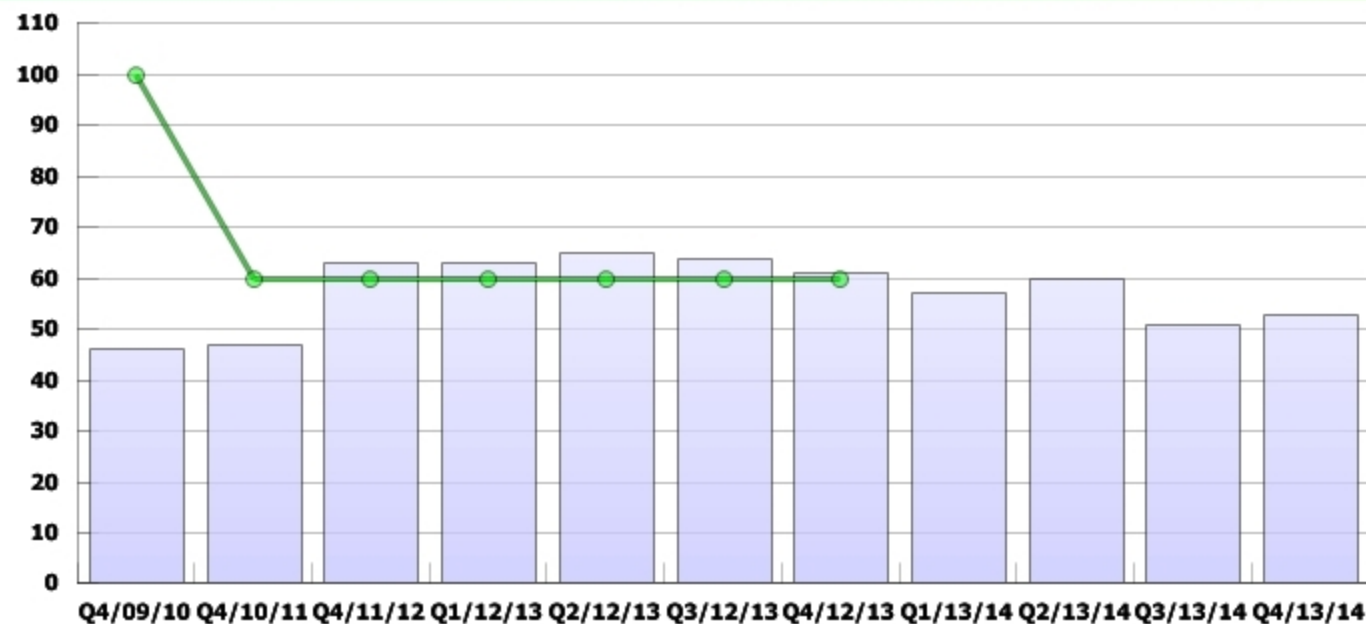
KPI 45 - Target Performance

KPI 47 How many households were housed in temporary accommodation?

Responsible officer: Alan Hall

Additional Information: This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation. Annual performance is judged on the average of all four quarters performances.

Current and previous quarters performance



KPI 47 - Target Performance

Quarter	Target	Actual
Q4/13/14	70	53
Q3/13/14	70	51
Q2/13/14	70	60
Q1/13/14	70	57
Q4/12/13	60	61

Annual 2013/14 - 70

Target: 2012/13 - 60

Indicator of good performance:
A lower number is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q4 2013/14) In September 2013 the Council's new Housing Allocation Scheme changed the way statutorily homeless households are rehoused. Prior to the change, statutorily homeless households were able to express an interest ("bid") on vacant properties 'of their choosing'. Under the new allocation scheme, statutorily homeless applicants receive one offer of suitable accommodation. If the offer is refused, the Council's homelessness duty will end. It is expected that some homeless applicants will take up private rented accommodation or stay with family and "bid" for accommodation on the Housing Register ('waiting list') rather than make a homelessness applications requiring the provision of temporary accommodation. This may lead to a reduction in the numbers in temporary accommodation. The corrective action of amending the Council's Housing Allocation Scheme is against a background of welfare reform and a shortage of affordable accommodation in the district which may lead to increasing numbers of people seeking housing assistance.

Corrective action proposed (if required):

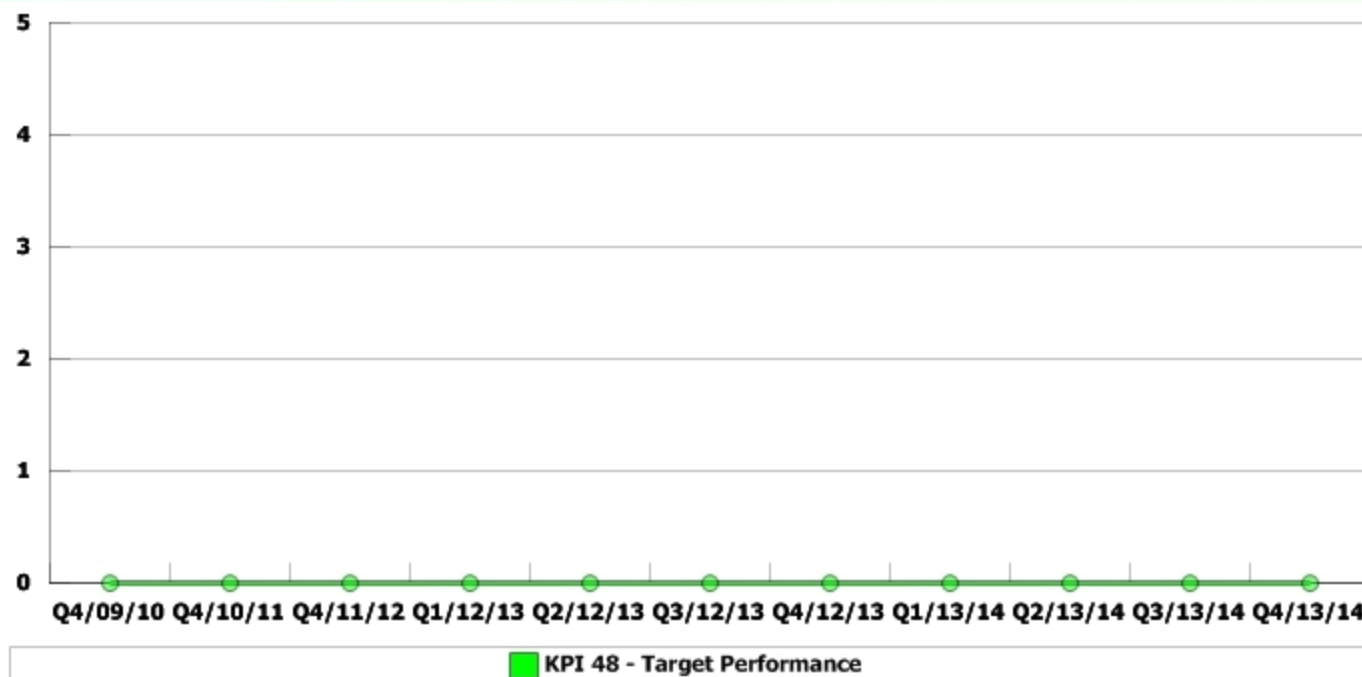
(Q4 2013/14) No corrective action currently proposed.

KPI 48 What percentage of our council homes were not in a decent condition?

Responsible officer: Alan Hall

Additional Information: This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	0.00%	0.00%
Q3/13/14	0.00%	0.00%
Q2/13/14	0.00%	0.00%
Q1/13/14	0.00%	0.00%
Q4/12/13	0.00%	0.00%



Annual 2013/14 - 0.00%
Target: 2012/13 - 0.00%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) It is anticipated that works to all potential Non-Decent properties will be completed as part of the planned Capital and Revenue works programmes 2014-15.

Corrective action proposed (if required):

(Q4 2013/14) Potential building element failures have been identified on the Stock Condition Survey Baseline 2014-15 and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent Category.

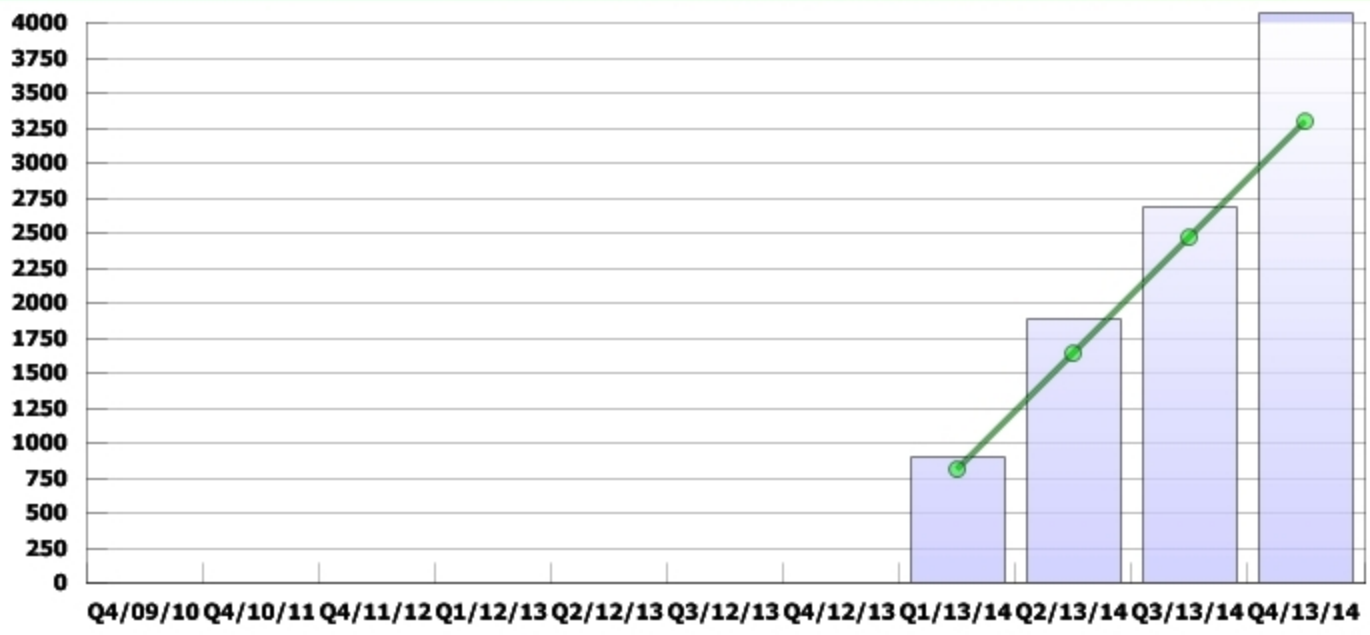
During 2013-14 over 998 Stock Condition Surveys were completed and during 2014-15 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

KPI 49 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Responsible officer: Alan Hall

Additional Information: We are not currently at the Modern Homes Standard. If we were, we would still anticipate having to replace in excess of 2750 components per year to maintain that standard. Therefore, in order to address the backlog over time we will aim to replace in excess of this annual requirement each year, until we reach the Modern Homes Standard across our housing stock.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	3,300	4,076
Q3/13/14	2,475	2,689
Q2/13/14	1,650	1,898
Q1/13/14	825	905
Q4/12/13		



Annual Target: 2013/14 - 3,300
2012/13 - N/A

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) It is pleasing to note that the target for the Modern Home Standard has been achieved in the first year of both the standard being introduced and being a KPI.

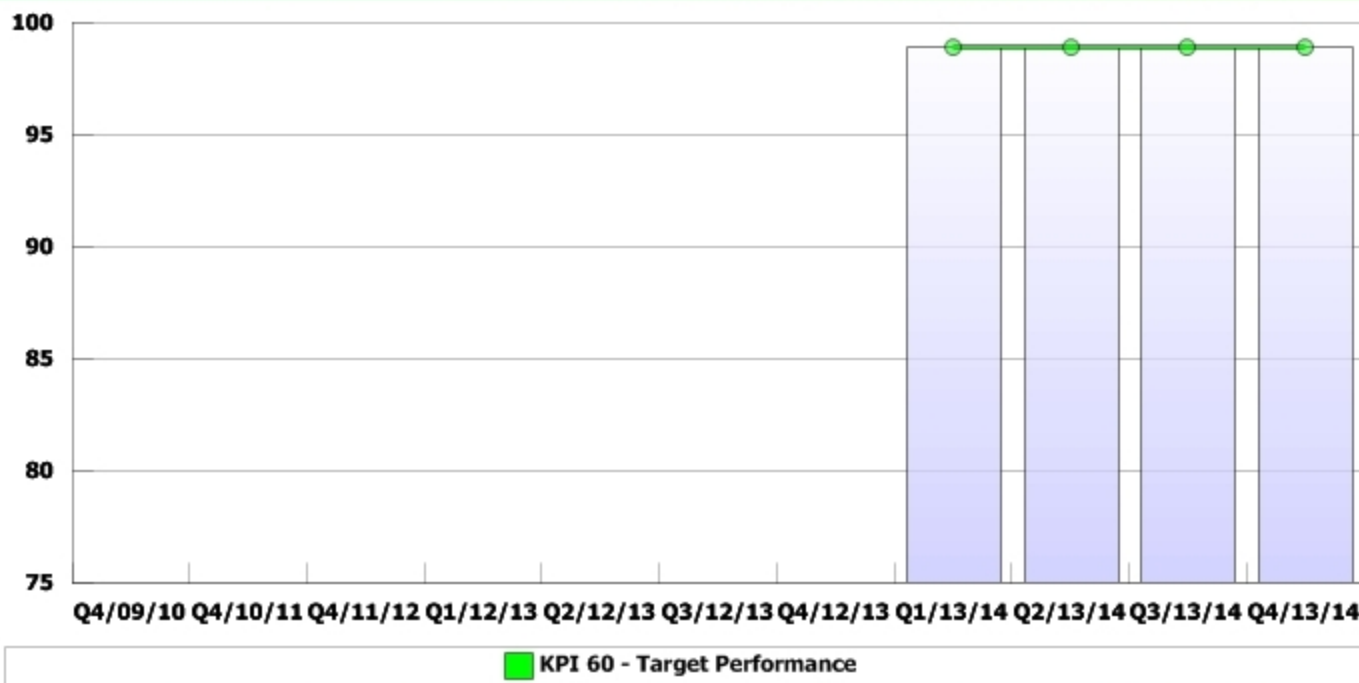
Corrective action proposed (if required):

(Q4 2013/14) No corrective action currently proposed.

KPI 60 What percentage of all emergency repairs are attended to within 4 working hours?

Responsible officer: Alan Hall
 Additional Information:

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	99%	99%
Q3/13/14	99%	99%
Q2/13/14	99%	99%
Q1/13/14	99%	99%
Q4/12/13		



Annual Target: 2013/14 - 99%
 2012/13 - N/A
 Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q4 2013/14) Performance on this indicator has achieved target level for the full year position. Quarter 4 on its own saw performance achieve a 99.62% success rate of attending within 4 hours.

Corrective action proposed (if required):

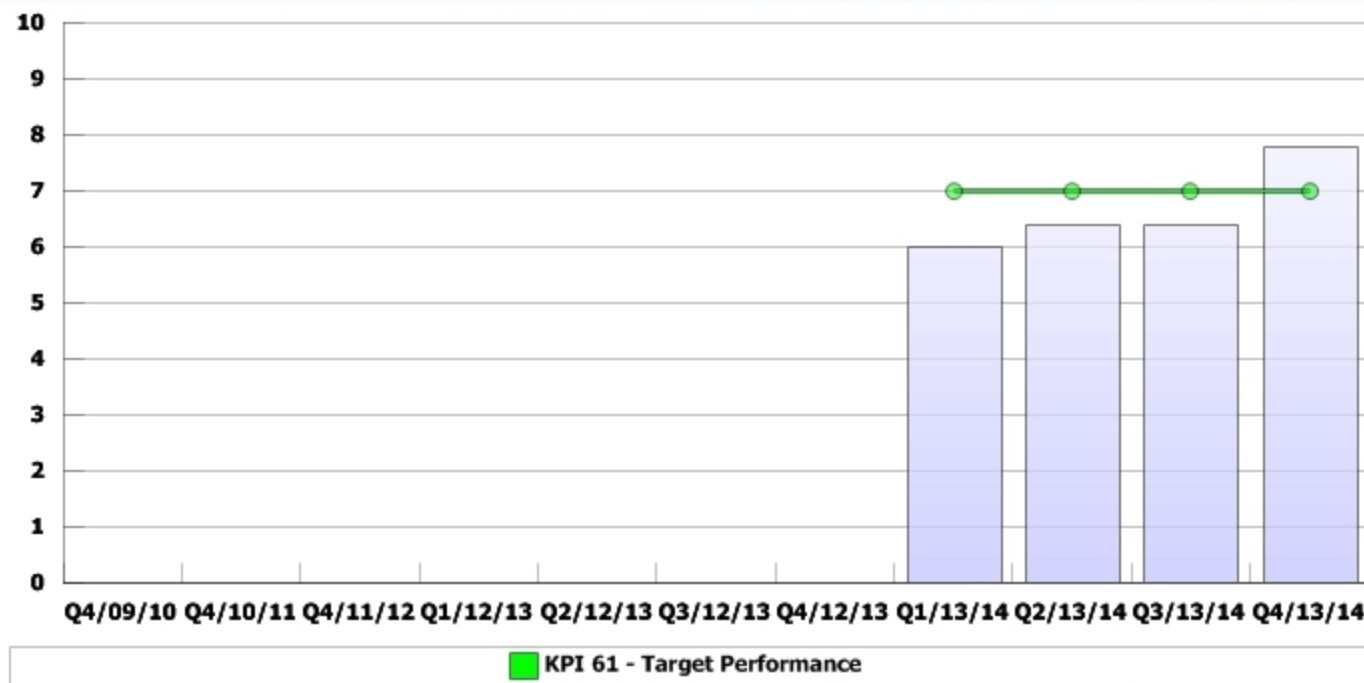
(Q4 2013/14) No corrective action currently proposed.

KPI 61 What is the average overall time to complete responsive repairs?

Responsible officer: Alan Hall

Additional Information:

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	7.0	7.8	✗
Q3/13/14	7.0	6.4	✓
Q2/13/14	7.0	6.4	✓
Q1/13/14	7.0	6.0	✓
Q4/12/13	-	-	-

Annual 2013/14 - 7 working days
 Target: 2012/13 - N/A
 Indicator of good performance:
 A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 No



Comment on current performance (including context):

(Q4 2013/14) This indicator has failed to achieve the full year target. Performance for Q1 to Q3 was 6.4 working days.

The impact of the excessive rain and high winds in January increased the number of work orders received this increased the time taken to 9.58 working days in Quarter 4. This was particularly noticeable in the increase of fencing jobs that were reported. The full year effect was 7.79 working days which is still excellent performance in the social housing sector but higher than the 7 working day target set. This performance was also impacted by staff absenteeism in the quarter.

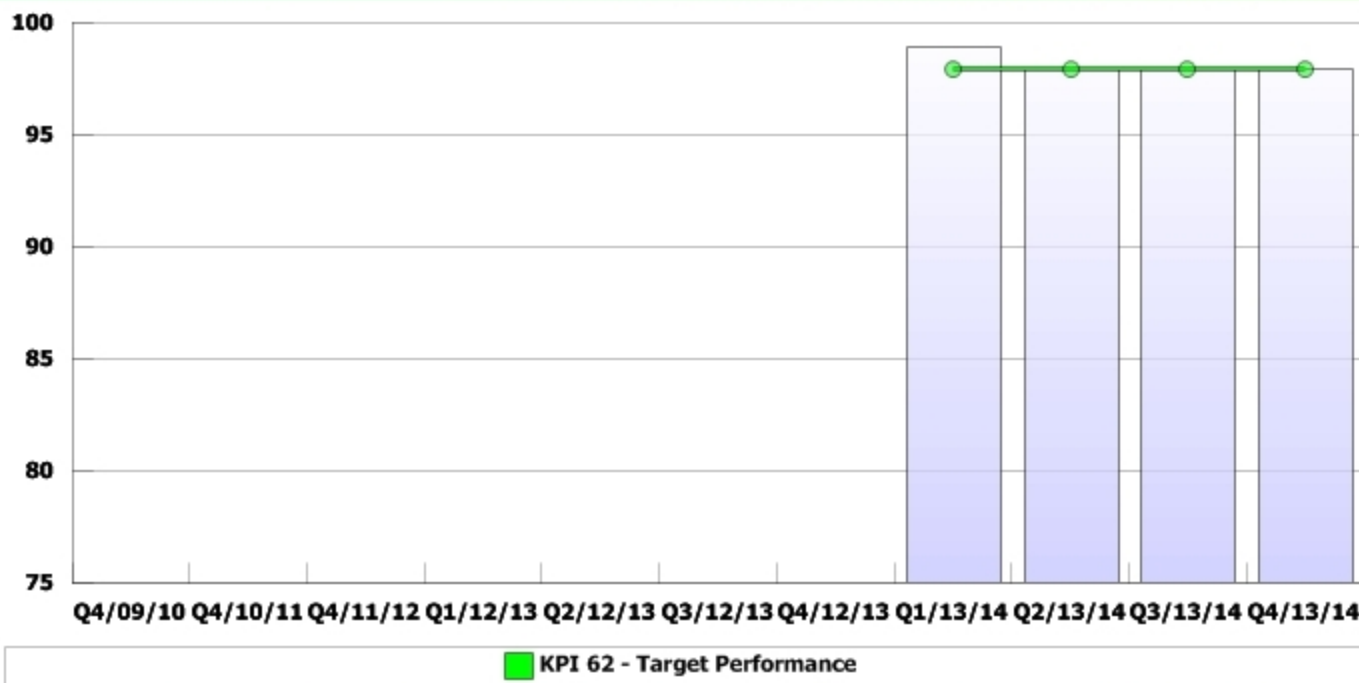
Corrective action proposed (if required):

(Q4 2013/14) No corrective action currently proposed.

KPI 62 What percentage of appointments for repairs are both made and kept?

Responsible officer: Alan Hall
Additional Information:

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	98%	98%
Q3/13/14	98%	98%
Q2/13/14	98%	98%
Q1/13/14	98%	99%
Q4/12/13		

Is it likely that the target will be met at the end of the year?

Yes

Annual Target: 2013/14 - 98%
 2012/13 - N/A

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Comment on current performance (including context):

(Q4 2013/14) Performance on this indicator is ahead of target for the full year at 98.14%.
 The quarter also saw the highest ever number of completed appointments in a three month period and also one of the highest ever performances on keeping appointments at 98.7%.

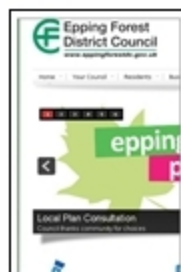
Corrective action proposed (if required):

(Q4 2013/14) No corrective action currently proposed.

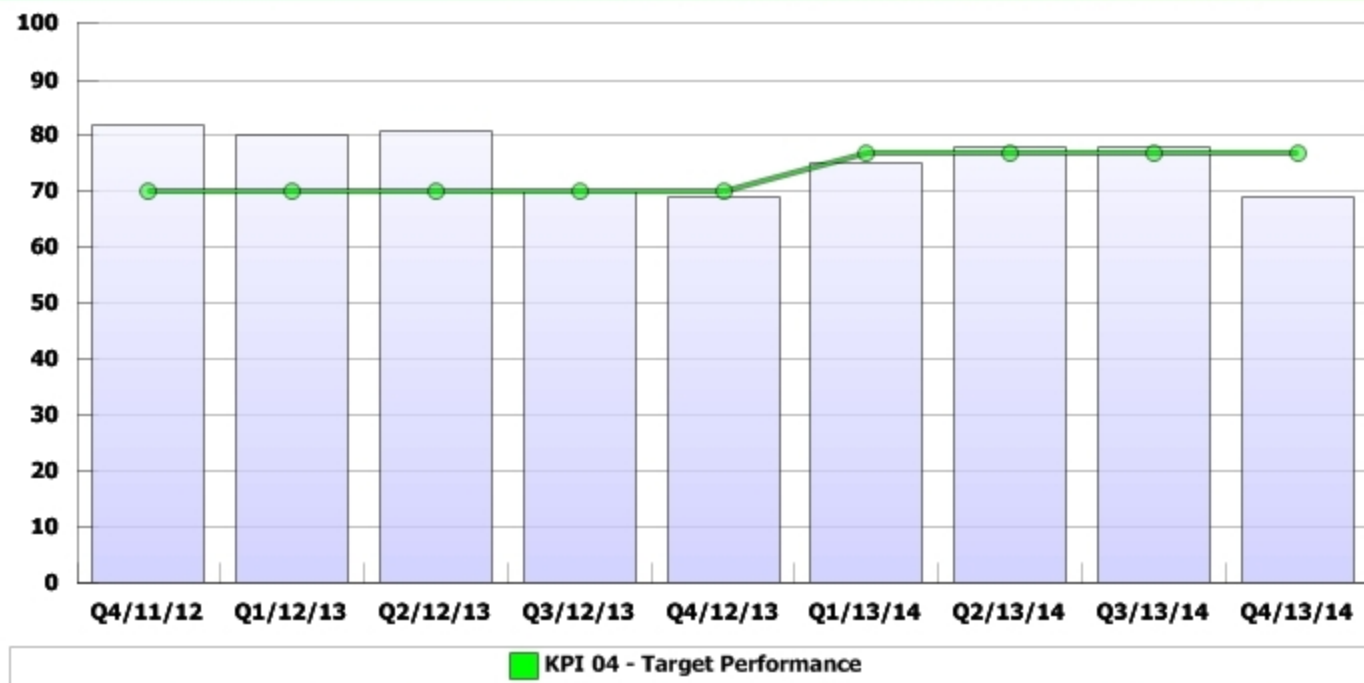
KPI 04 What percentage of visitors to the council website were satisfied with their experience?

Responsible officer: Colleen O'Boyle

Additional Information:



Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	77.0%	69.0%	✗
Q3/13/14	77.0%	78.0%	✓
Q2/13/14	77.0%	78.0%	✓
Q1/13/14	77.0%	75.0%	✗
Q4/12/13	70.0%	69.0%	✗

Annual 2013/14 - 77%
Target: 2012/13 - 70%

Indicator of good performance:
A higher level is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) The SOCITM website exit survey was turned off at the end of August 2013 for the installation of a new responsive template on the Joomla part of the website. The responsive template increases the usability of the website when viewed on mobile and tablet devices. The test period highlighted usability issues caused by the SOCITM tool on tablets and mobile devices. It has been turned on in January for the purposes of fourth quarter/year-end reporting.

Corrective action proposed (if required):

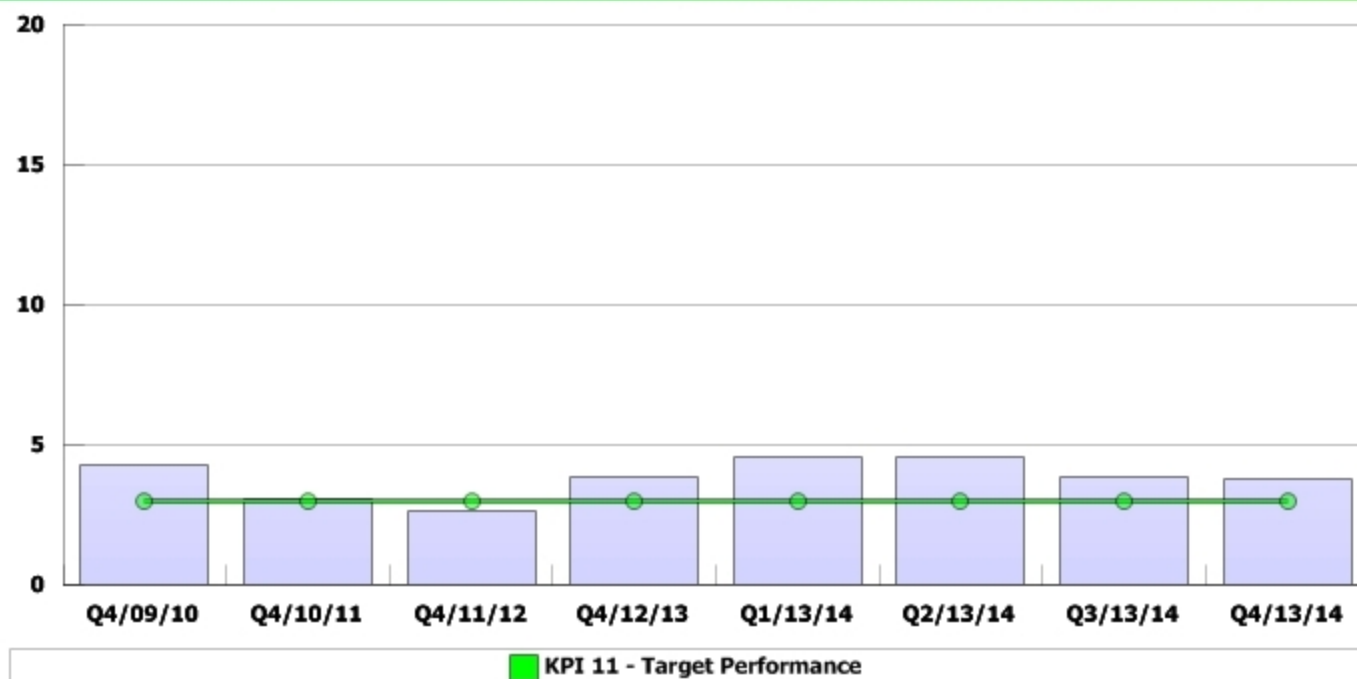
(Q4 2013/14) It is considered that changes to this KPI are required as the current satisfaction measure causes a number of problems. The Website Development Board favours a move to a new website satisfaction measure outlined elsewhere in the agenda for the meeting of the Finance and Performance Management Scrutiny Panel on 11 March 2014.

KPI 11 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	3.00%	3.80%
Q3/13/14	3.00%	3.90%
Q2/13/14	3.00%	4.60%
Q1/13/14	3.00%	4.60%
Q4/12/13	3.00%	3.90%

Annual Target: 2013/14 - 3.00%
2012/13 - 3.00%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No



Comment on current performance (including context):

(Q4 2013/14) The performance is within 0.8% of the target which is set at quite a high level given the high percentage of small trader tenants in the Council's portfolio.

Corrective action proposed (if required):

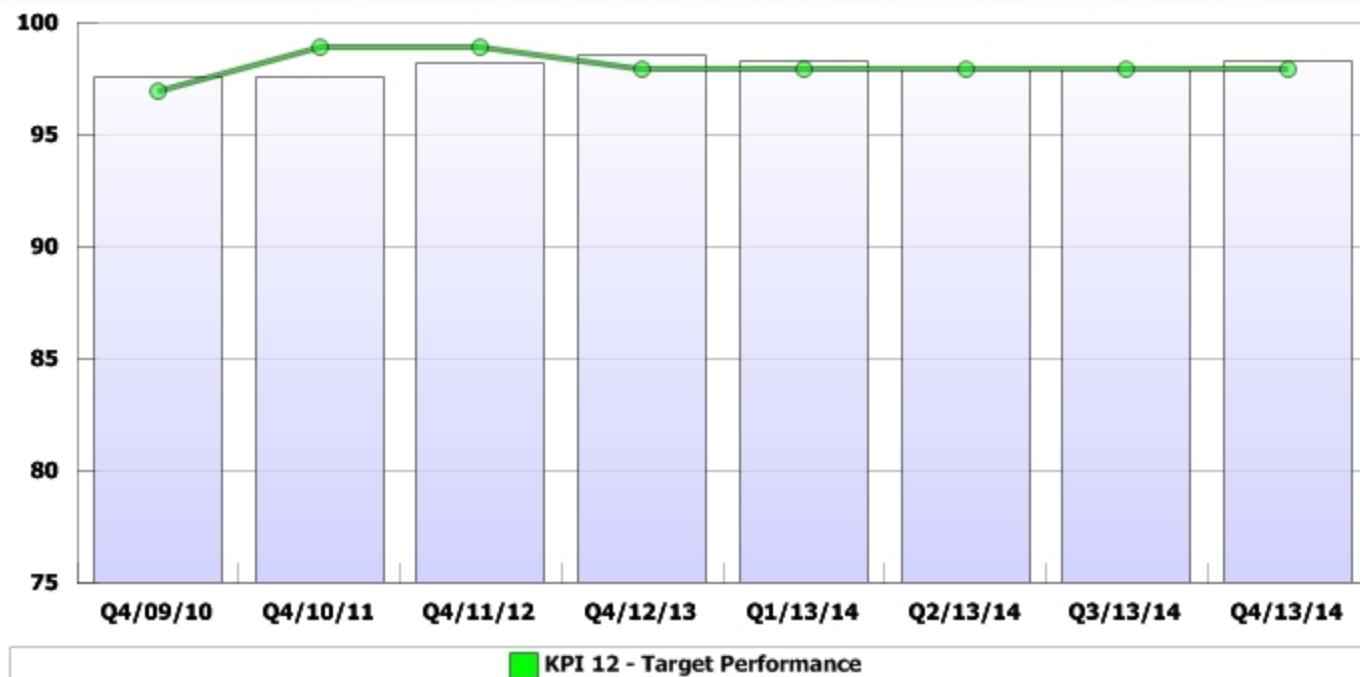
(Q4 2013/14) Estates issue rent demands and liaise with the tenants and rent is collected by Finance. Collection of arrears is co-ordinated by these departments and legal services who take action where necessary. It is proposed that these debts in future will be discussed at the Corporate Debt Meetings chaired by Rob Pavey.

KPI 12 What percentage of our commercial premises was let to tenants?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	98.00%	98.31%	✓
Q3/13/14	98.00%	97.97%	✗
Q2/13/14	98.00%	97.97%	✗
Q1/13/14	98.00%	98.31%	✓
Q4/12/13	98.00%	98.64%	✓

Annual 2013/14 - 98.00%
Target: 2012/13 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Uncertain



Comment on current performance (including context):

(Q4 2013/14) This is a very high target which has been achieved.

Corrective action proposed (if required):

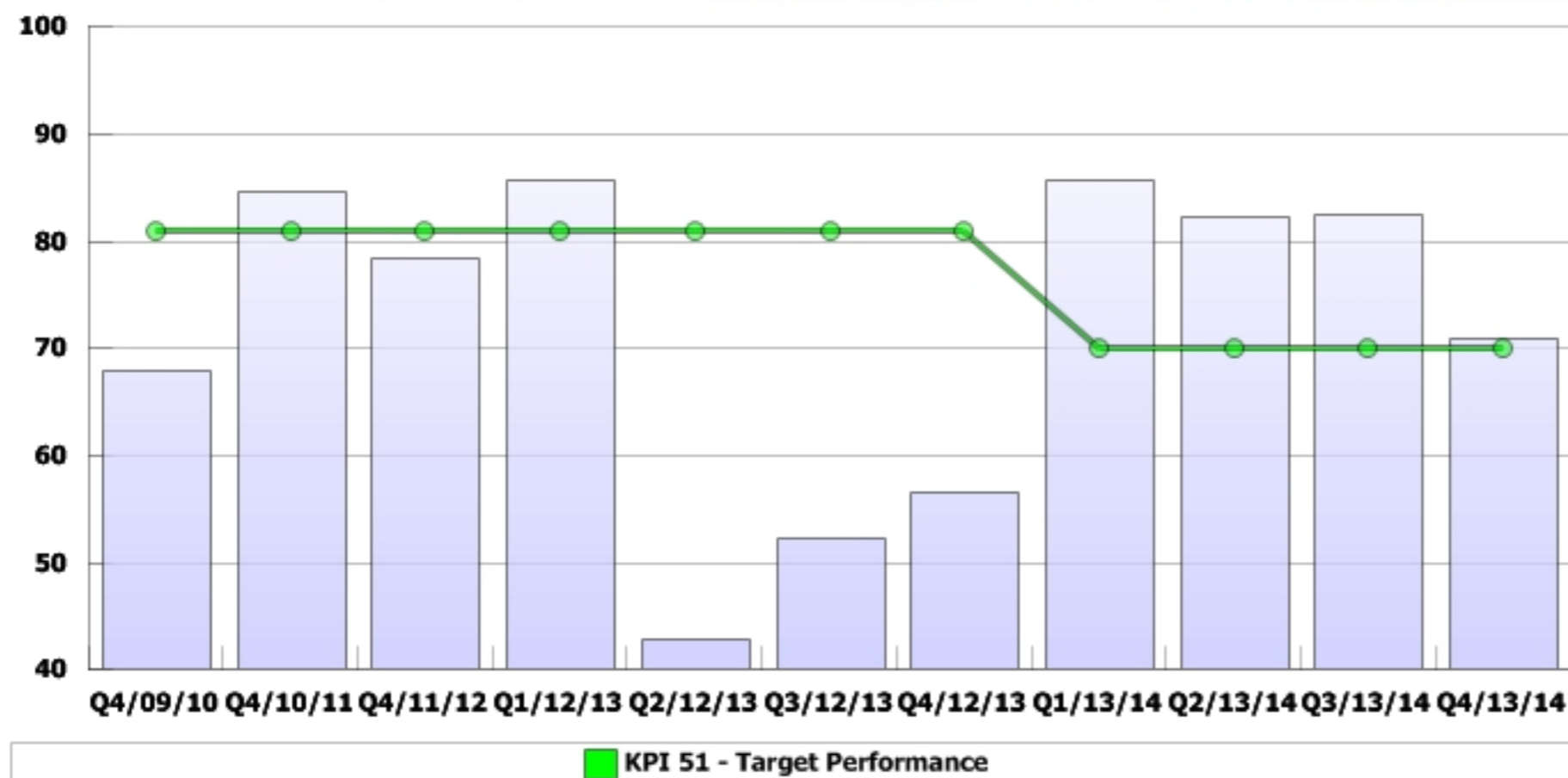
N/A

KPI 51 What percentage of major planning applications were processed within 13 weeks?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen weeks).

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	70.00%	70.97%	✓
Q3/13/14	70.00%	82.61%	✓
Q2/13/14	70.00%	82.35%	✓
Q1/13/14	70.00%	85.71%	✓
Q4/12/13	81.00%	56.67%	✗

Annual 2013/14 - 70.00%
Target: 2012/13 - 81.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q4 2013/14) Major type applications represent only a small number of the overall number of planning applications received, but they are more complex and generally are reported to planning committees, so deadlines for decisions are tight. Because of this, the performance can be volatile, but with 22 out of 31 applications decided in time the target was just achieved.

Corrective action proposed (if required):

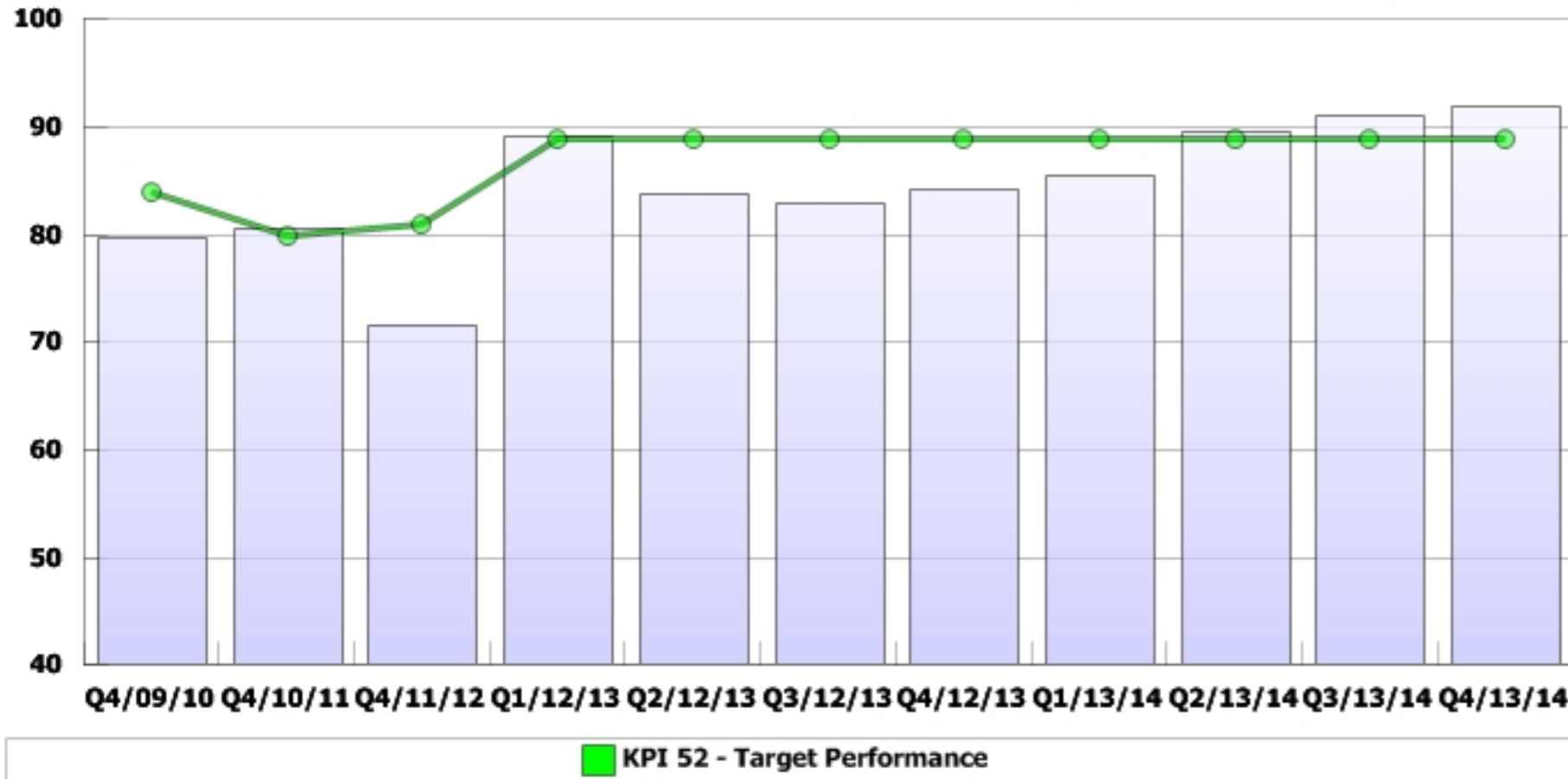
(Q4 2013/14) Target achieved - Close monitoring of the applications timetable so as to enable applications to be reported to planning committees in time. Front loading of advice at pre-application stage so as to limit amendments to plans once an application is submitted.

KPI 52 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	89.00%	91.97%	✓
Q3/13/14	89.00%	91.04%	✓
Q2/13/14	89.00%	89.66%	✓
Q1/13/14	89.00%	85.51%	✗
Q4/12/13	89.00%	84.17%	✗

Annual 2013/14 - 89.00% (delegated)
Target: 2012/13 - 89.00% (delegated)
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2013/14) This covers planning applications that include 1 to 9 dwellings/ pitches per application as well as offices, light industry, general industry, storage, warehousing or retail floorspace under 10,000sq m or 1 hectare and other minor developments. Only 22 out of 274 applications in this category were outside the target time, which is a continued improvement on previous quarters and resulted in the good end of year performance, primarily because the Development Control team have been fully staffed.

Corrective action proposed (if required):

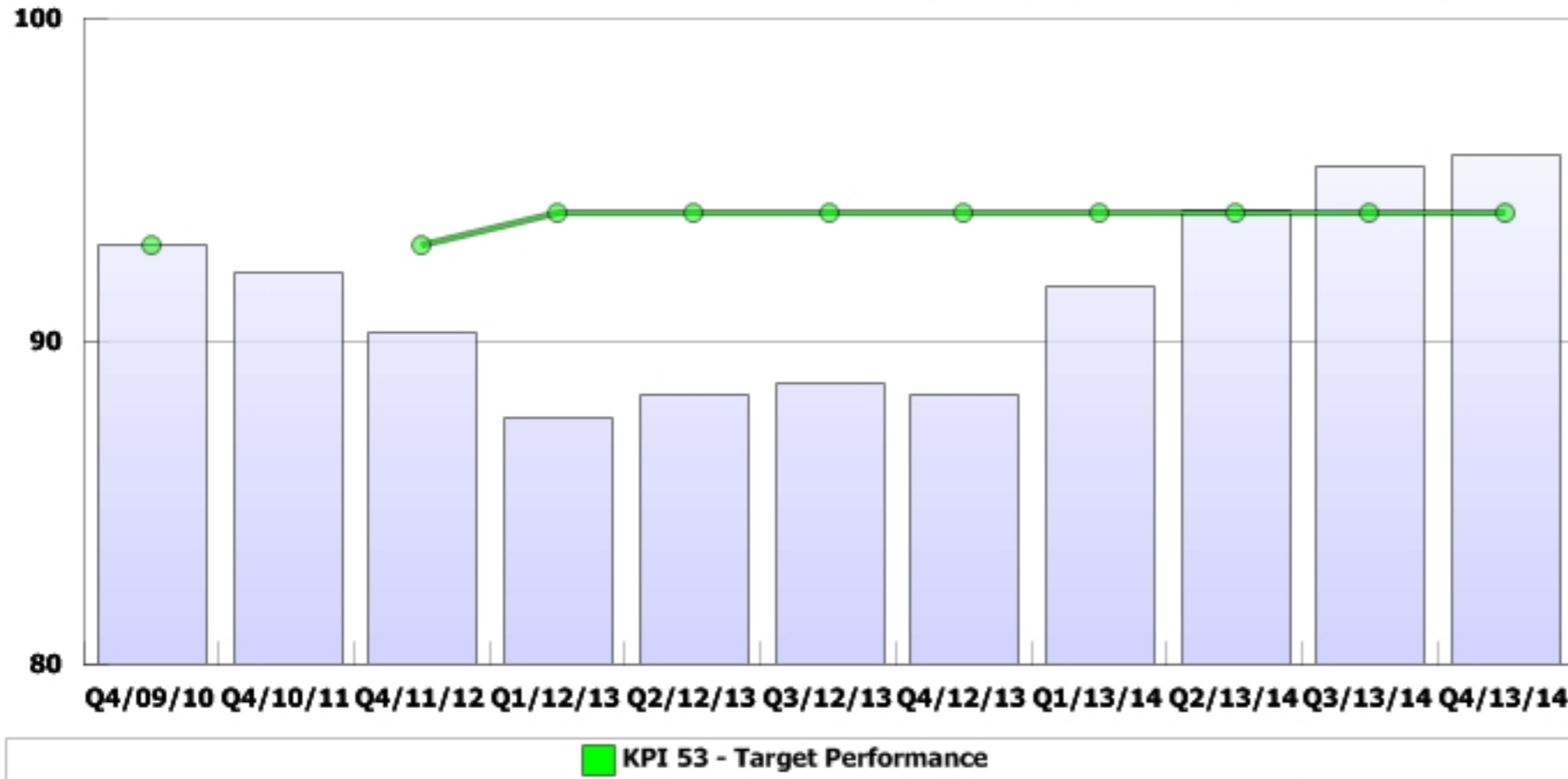
(Q4 2013/14) Target achieved - Regular workload monitoring by the team leaders is being carried out, but full staff compliment has been the main reason for hitting the target, plus officers producing shorter more concise reports where planning permission is recommended for approval and carrying out earlier site visits.

KPI 53 What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	94.00%	95.84%	✓
Q3/13/14	94.00%	95.44%	✓
Q2/13/14	94.00%	94.12%	✓
Q1/13/14	94.00%	91.74%	✗
Q4/12/13	94.00%	88.38%	✗

Annual Target: 2013/14 - 94.00% (delegated)
Target: 2012/13 - 94.00% (delegated)
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q4 2013/14) KPI 53 represents the highest number out of all planning application types decided under delegated powers. 1130 out of 1179 applications were decided in time in this category. Full complement of staff together with regular managing of workload has resulted in a very good end of year performance.

Corrective action proposed (if required):

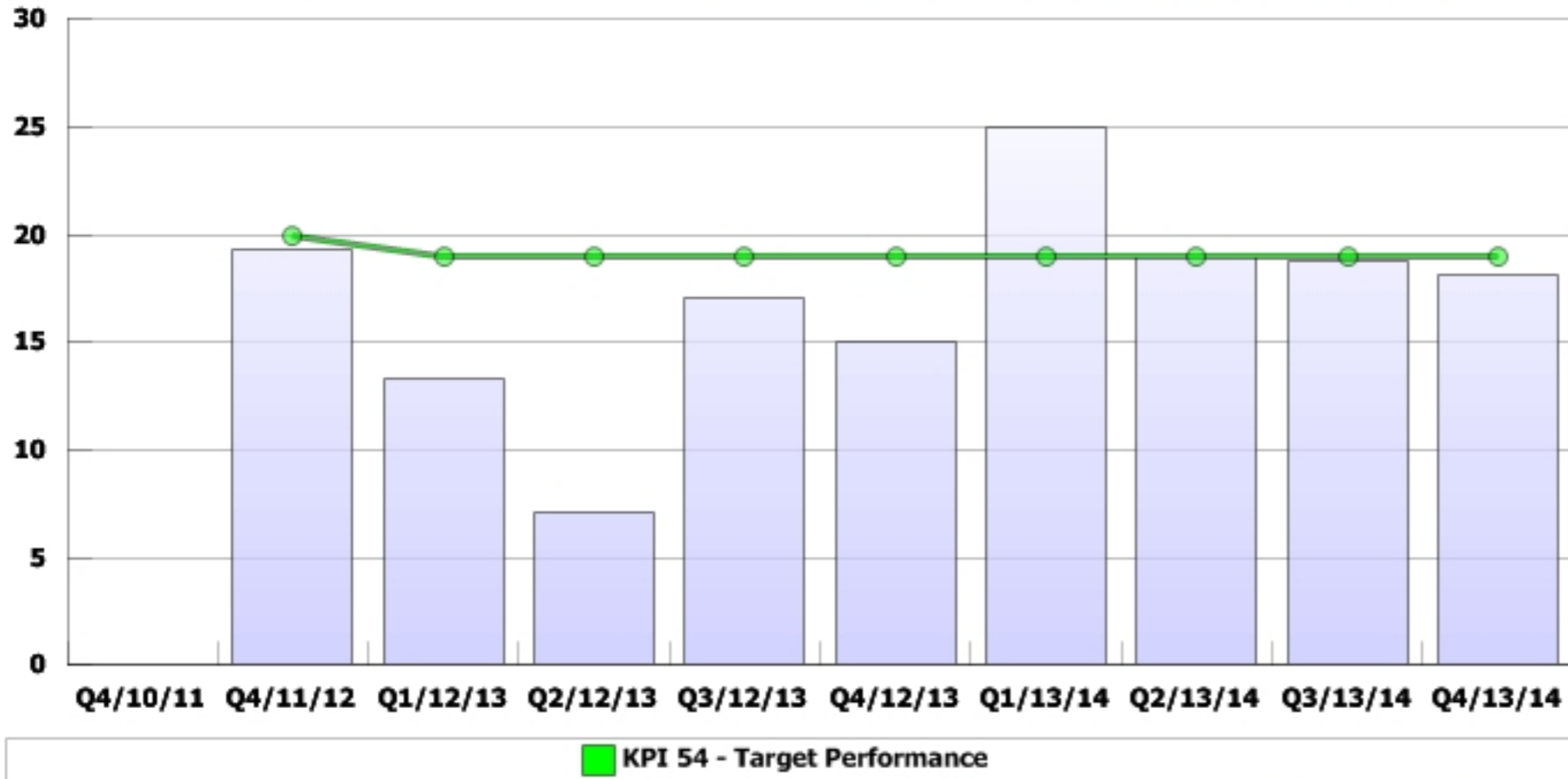
(Q4 2013/14) Target achieved - Regular workload monitoring by the team leaders is being carried out, but full staff compliment has been the main reason for hitting the target this year, along with officers producing shorter more concise reports where planning permission is recommended for approval and carrying out earlier site visits.

KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	19.00%	18.18%
Q3/13/14	19.00%	18.75%
Q2/13/14	19.00%	19.05%
Q1/13/14	19.00%	25.00%
Q4/12/13	19.00%	15.10%

✓
 ✓
 ✗
 ✗
 ✓

Annual Target: 2013/14 - 19.00%
Target: 2012/13 - 19.00%

Indicator of good performance: A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) Of the 44 appeal decisions, resulting from officer delegated refusals, received in total, only 8 have been allowed. The target of 19% therefore has been met and continues an improvement on the previous quarters cumulative performance, demonstrating that Officers professional judgement on planning application is generally in line with national planning guidance.

Corrective action proposed (if required):

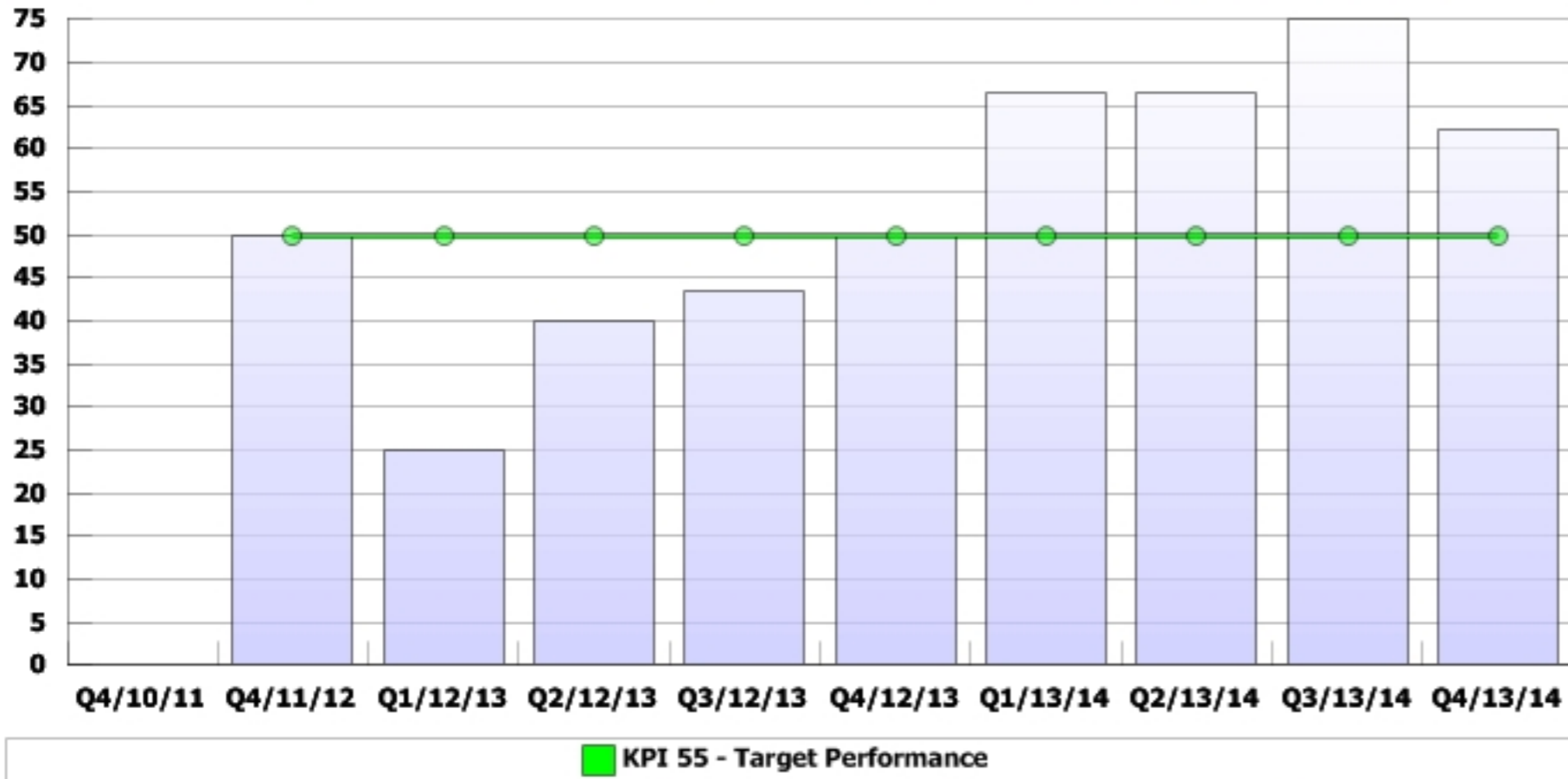
(Q4 2013/14) Target achieved - Officers continue to carefully assess all planning applications before a decision to refuse planning permission is issued and if there is one, do provide a way forward suggestion on a fresh application submission that can avert an appeal being submitted. This may account for why there is a lower number of appeals in this category than previous.

KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

Responsible officer: Colleen O'Boyle

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	50.00%	62.20%
Q3/13/14	50.00%	75.00%
Q2/13/14	50.00%	66.67%
Q1/13/14	50.00%	66.67%
Q4/12/13	50.00%	50.00%

Annual Target: 2013/14 - 50.00%
Target: 2012/13 - 50.00%

Indicator of good performance: A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No

Comment on current performance (including context):

(Q4 2013/14) Members decisions to refuse planning permission by reversing officer recommendations on planning applications were supported on appeal in 14 out of 37 cases, so that 62% (23) were allowed. The final quarter saw an improvement on the previous 3 quarters cumulative total, but overall there is no common theme other than to note that where Members take account of the level of local objections as a material consideration in their decision making, the Planning Inspector is not persuaded if the planning harm is not excessive. The appeal decisions are reported 6 monthly to Members for assessment.

Corrective action proposed (if required):

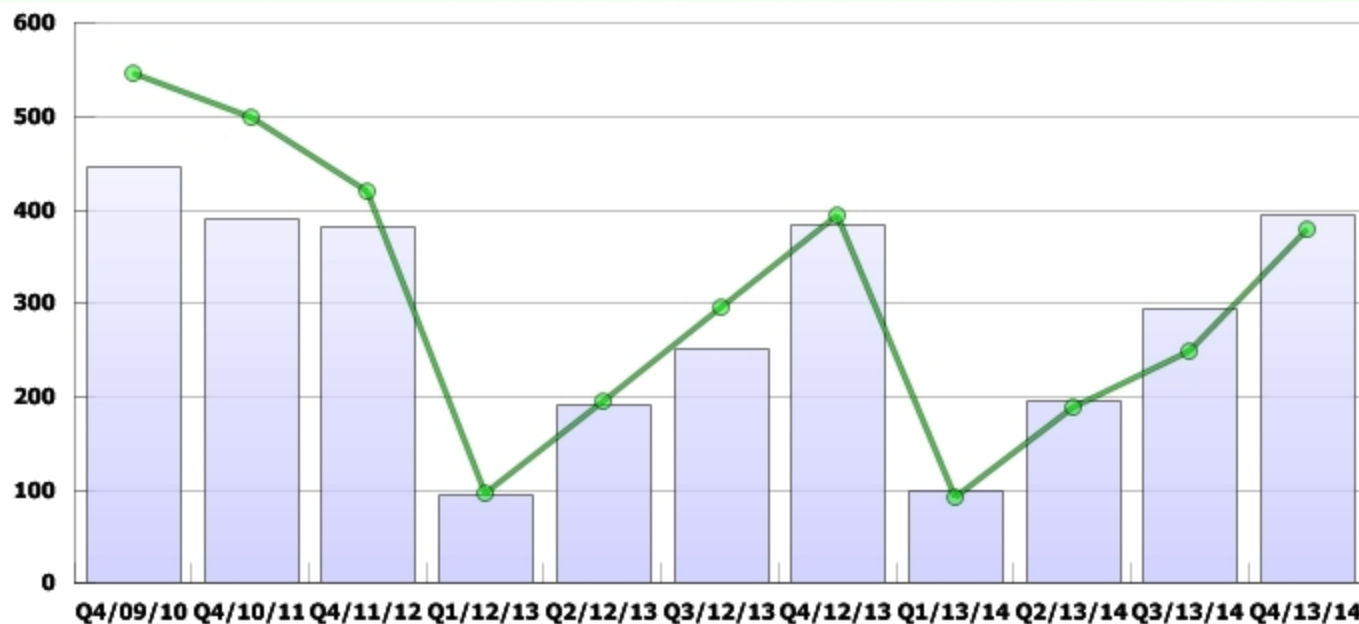
(Q4 2013/14) Increased analysis and feedback of appeal decisions for Members required, through six-monthly appeal report to the Area Planning Committees. Meeting of Chairman and Vice-Chairman of the planning committees with officers is required to seek improved performance for 2014/15.

KPI 20 How much non-recycled waste was collected for every household in the district?

Responsible officer: Derek Macnab

Additional Information: This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

Current and previous quarters performance



KPI 20 - Target Performance

Quarter	Target	Actual
Q4/13/14	380	396
Q3/13/14	249	295
Q2/13/14	190	197
Q1/13/14	94	100
Q4/12/13	395	384



Annual Target: 2013/14 - 380 kg
2012/13 - 395 kg

Indicator of good performance:
A lower waste figure is good

is the direction of improvement

Is it likely that the target will be met at the end of the year?

No



Comment on current performance (including context):

(Q4 2013/14) The failure to meet the target is consistent with a number of local authorities across the region who have seen a similar increase in the volumes of residual waste collected. It is difficult to establish the precise reason, but it would appear that increased volumes of food waste are being disposed of in the residual bins.

Manufacturers are continuing to look at ways to reduce weight of products especially if it can reduce their costs.

There maybe a relationship to household size as older children stay or return home for longer periods and where households have combined.

Corrective action proposed (if required):

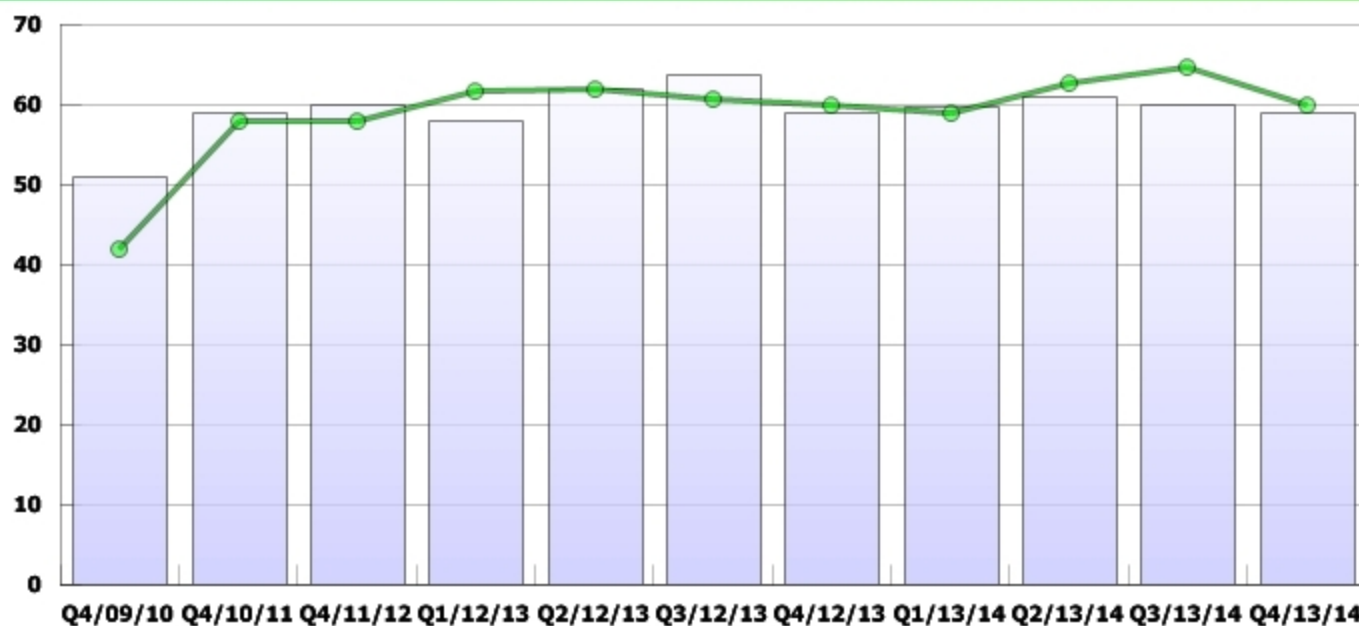
(Q4 2013/14) The new waste contractor, Biffa, will be working with the Council's Waste Management Officers, to roll out further education and public information campaigns. (See KPI 21).

KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

Responsible officer: Derek Macnab

Additional Information: This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	60.00%	59.00%
Q3/13/14	64.80%	60.00%
Q2/13/14	62.90%	61.00%
Q1/13/14	59.01%	59.93%
Q4/12/13	60.00%	59.14%



Annual 2013/14 - 60.00%
Target: 2012/13 - 60.00%

Indicator of good performance:
A higher percentage recycled is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No



Comment on current performance (including context):

(Q4 2013/14) Target missed by 1%. Similar to KPI 20, it is considered that too much recyclable material is being deposited in the residual bins.

Corrective action proposed (if required):

(Q4 2013/14) The Council is developing a new Waste Strategy, which will present policy options with respect to the issuing and retrieval of larger refuse bins (e.g. after children are no longer using disposable nappies) and potential random monitoring.

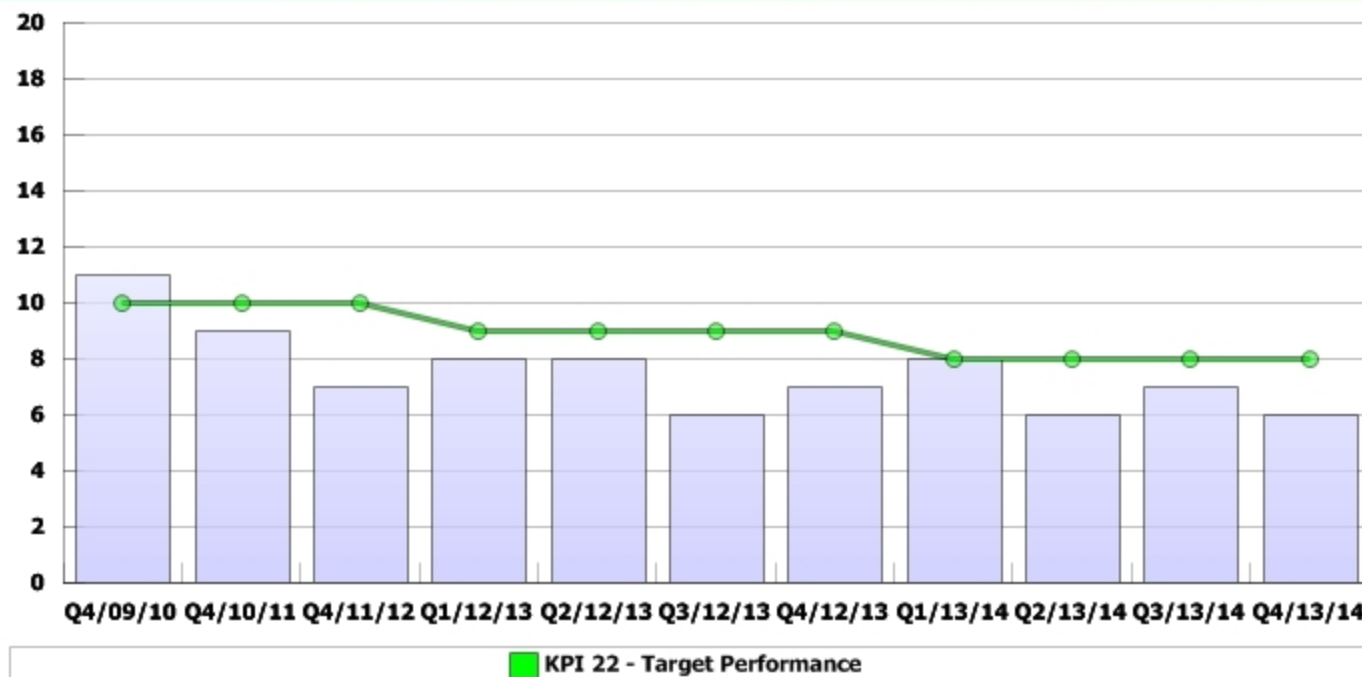
A new campaign on reducing the amount of contamination in recycling is underway with a new district wide booklet on the effects of contamination to be issued to all households, change of print on sacks, use of wrap logo's and a new clearer contamination sticker for sacks.

KPI 22 What percentage of our district had unacceptable levels of litter?

Responsible officer: Derek Macnab

Additional Information: This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	8%	6%
Q3/13/14	8%	7%
Q2/13/14	8%	6%
Q1/13/14	8%	8%
Q4/12/13	9%	7%

Annual 2013/14 - 8%
Target: 2012/13 - 9%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q4 2013/14) Performance achieved and exceeded target, in line with performance of past four years. Target could be reviewed, but recommended to do so after a settling in period for the new street cleansing contractor.

Corrective action proposed (if required):

(Q4 2013/14) Performance will be monitored through the contractual arrangements with the new street cleansing contractor.

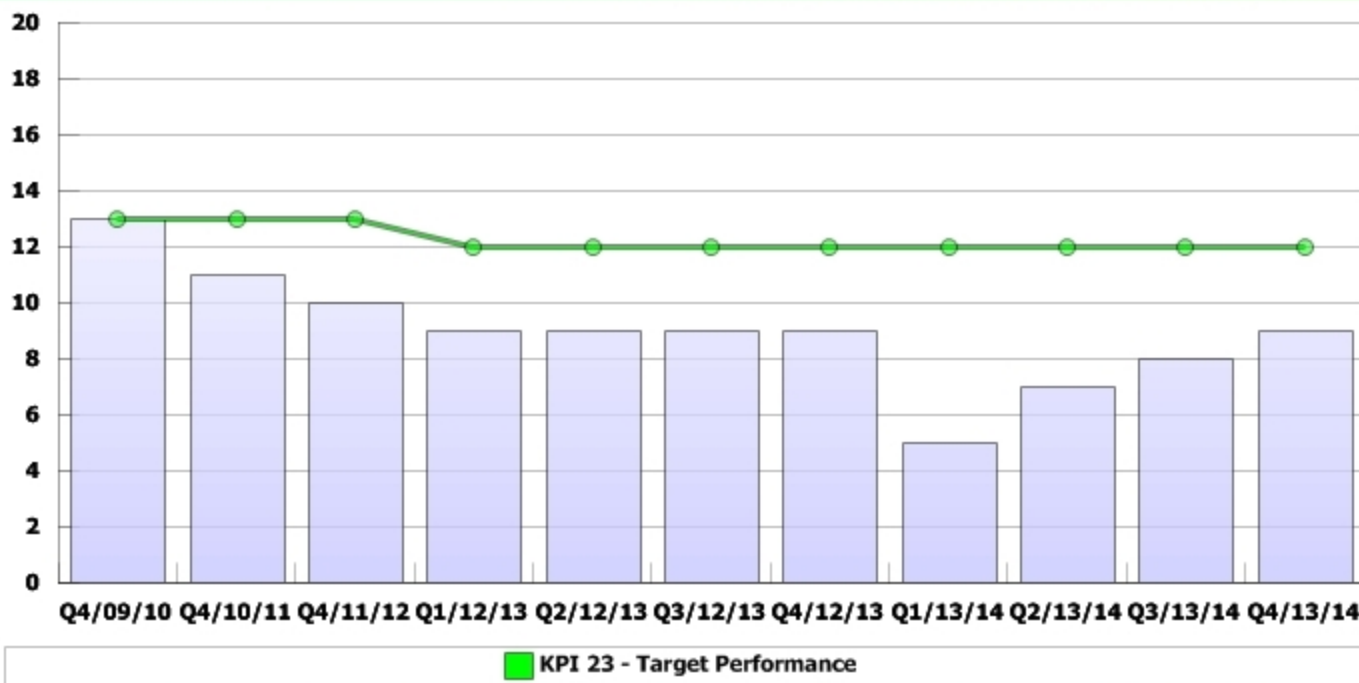
KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

Responsible officer: **Derek Macnab**

Additional Information: This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.



Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	12%	9%
Q3/13/14	12%	8%
Q2/13/14	12%	7%
Q1/13/14	12%	5%
Q4/12/13	12%	9%



Annual **2013/14 - 12%**
 Target: **2012/13 - 12%**

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) A good level of performance achieved on a consistent basis.

Corrective action proposed (if required):

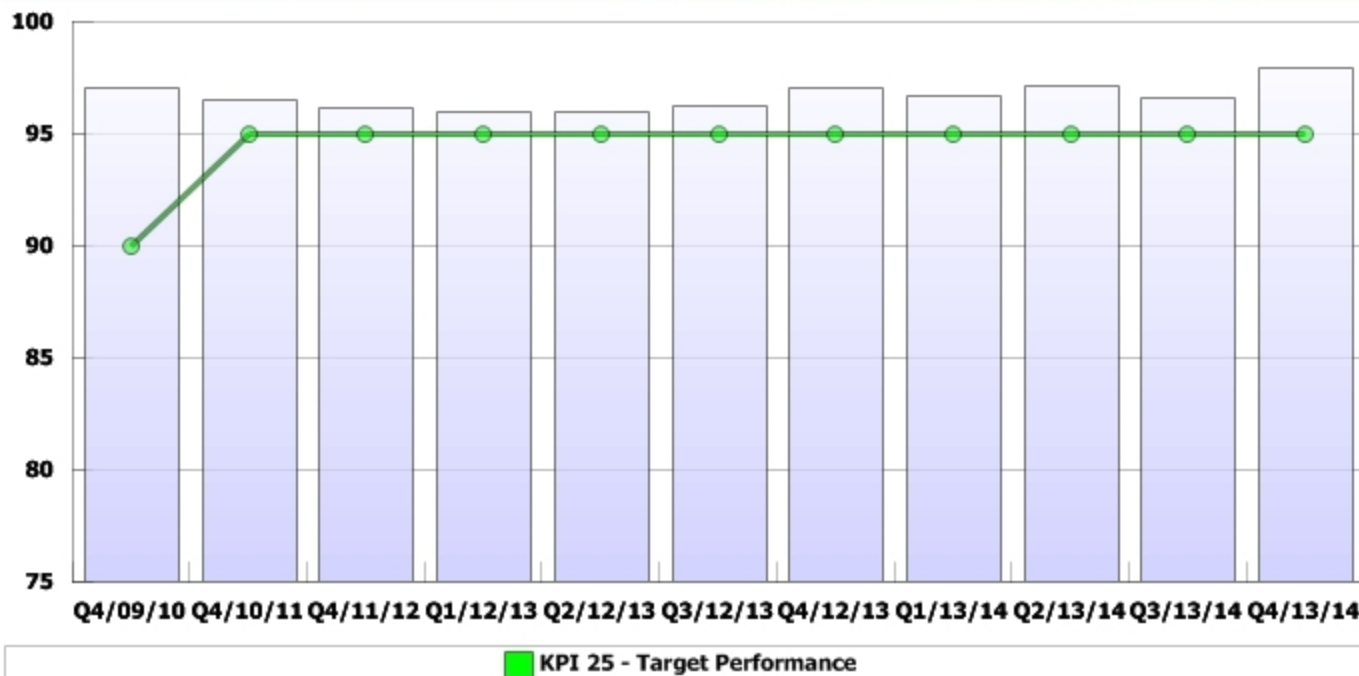
(Q4 2013/14) Ongoing performance will be monitored through the contractual arrangements with the new Street Cleansing Contractor.

KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Responsible officer: Derek Macnab

Additional Information: Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	95.00%	98.00%
Q3/13/14	95.00%	96.66%
Q2/13/14	95.00%	97.23%
Q1/13/14	95.00%	96.76%
Q4/12/13	95.00%	97.10%



Annual 2013/14 - 95.00%
Target: 2012/13 - 95.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

Corrective action proposed (if required):

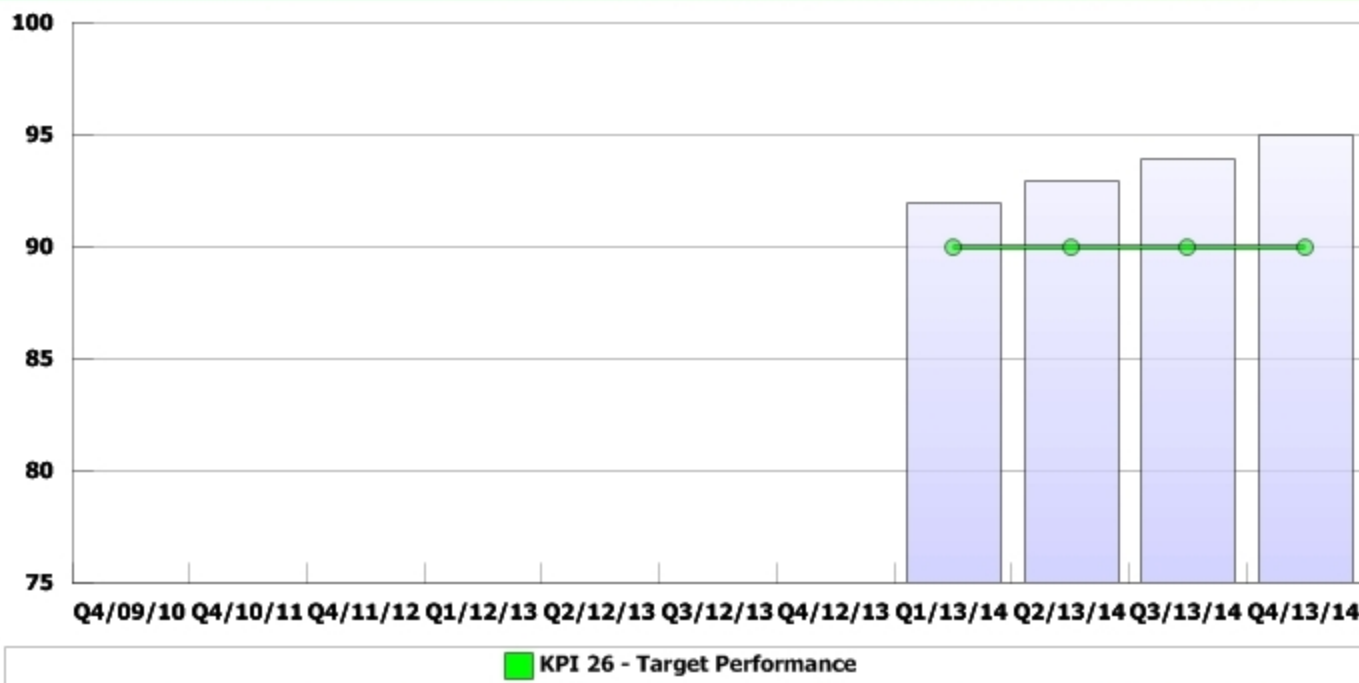
(Q4 2013/14) Target has been reached. Final out turn picked up any missing data from previous reports i.e. where the 1st response was not recorded.

(Q4 2013/14) No corrective action required at this stage.

KPI 26 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

Responsible officer: Derek Macnab
Additional Information:

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	90%	95%
Q3/13/14	90%	94%
Q2/13/14	90%	93%
Q1/13/14	90%	92%
Q4/12/13		

Annual Target: 2013/14 - 90%
 2012/13 - N/A
Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2013/14) New performance indicator for 2013/14. Target being met on a consistent basis.

Corrective action proposed (if required):

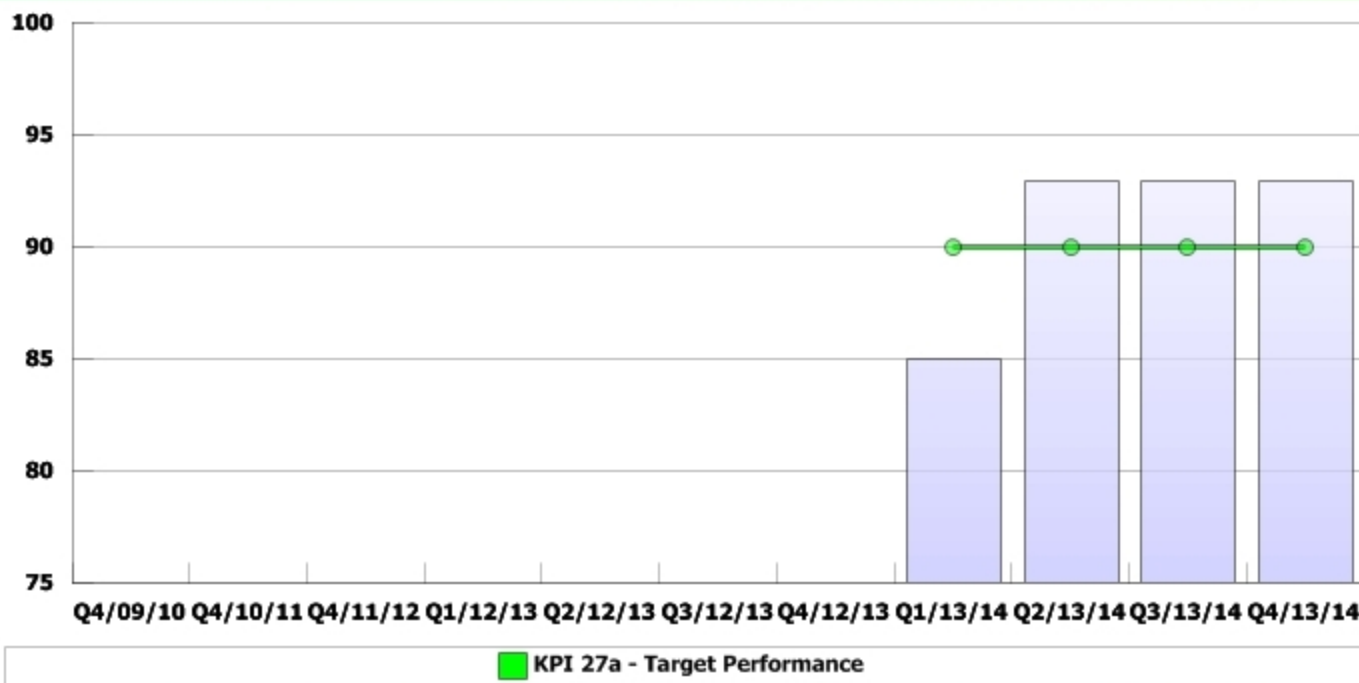
(Q4 2013/14) No corrective action required. If existing level of resource can be maintained, there may be some scope for revised target for 14/15.

KPI 27a What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Responsible officer: Derek Macnab

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	90%	93%	✓
Q3/13/14	90%	93%	✓
Q2/13/14	90%	93%	✓
Q1/13/14	90%	85%	✗
Q4/12/13	-	-	-

Annual 2013/14 - 90%
Target: 2012/13 - N/A
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q4 2013/14) New performance indicator for 2013/14. Producing the data for the KPI has resulted in tightening of procedures to improve data that is recorded.

Corrective action proposed (if required):

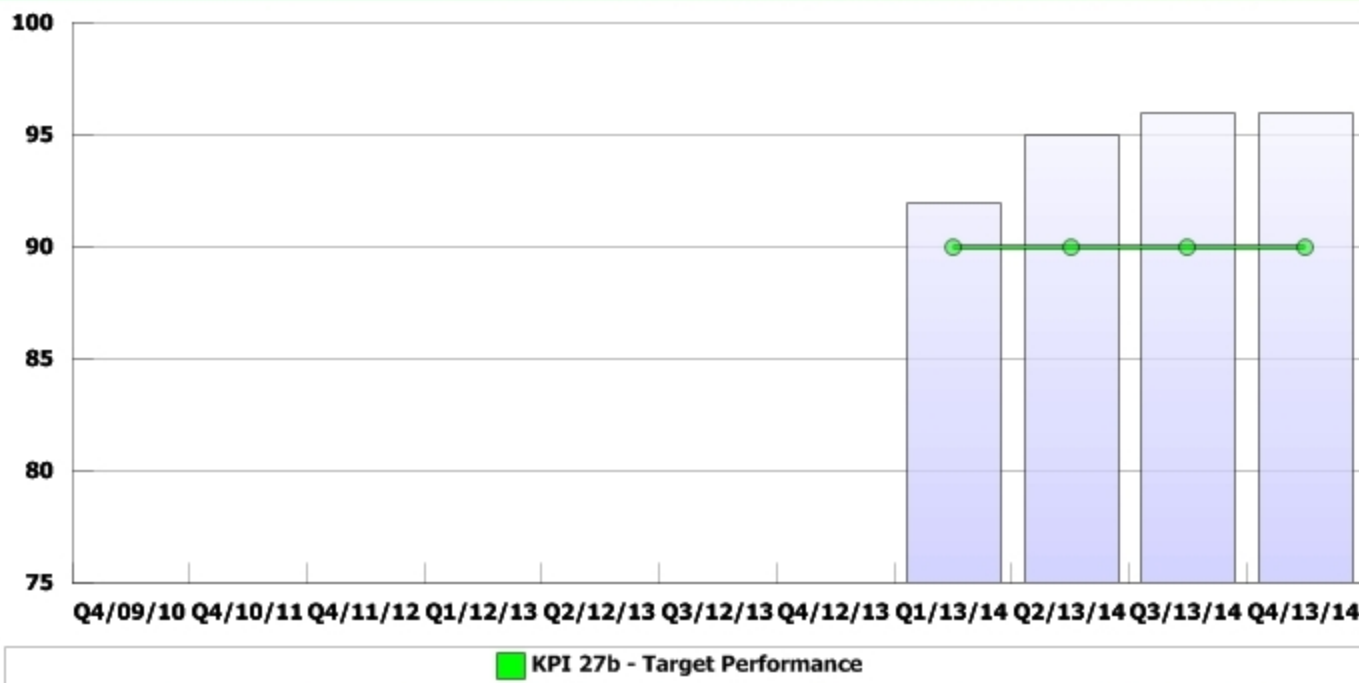
(Q4 2013/14) Steps have been taken to try and reduce recording errors that have to be corrected prior to reporting and to ensure that SITA routinely and consistently return data quickly. Errors in data recording are still apparent and more work to be undertaken to reduce reporting errors, but improvement may be limited by functionality of recording system that does not enable data fields to be made mandatory before completion. Further improvements may require a complete review of procedures used to record fly-tipping incidents, re-designed with this KPI in mind.

KPI 27b What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Responsible officer: Derek Macnab

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

Current and previous quarters performance

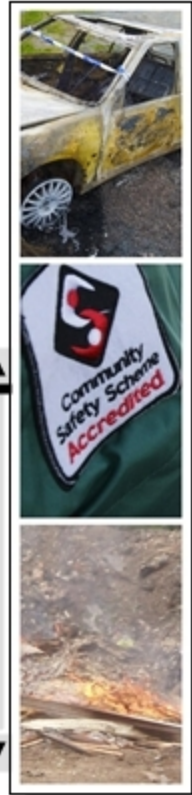


Quarter	Target	Actual
Q4/13/14	90%	96%
Q3/13/14	90%	96%
Q2/13/14	90%	95%
Q1/13/14	90%	92%
Q4/12/13		

Annual 2013/14 - 90%
Target: 2012/13 - N/A
Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2013/14) New performance indicator for 2013/14. Producing the data for the KPI has resulted in tightening of procedures to improve data that is recorded.

Corrective action proposed (if required):

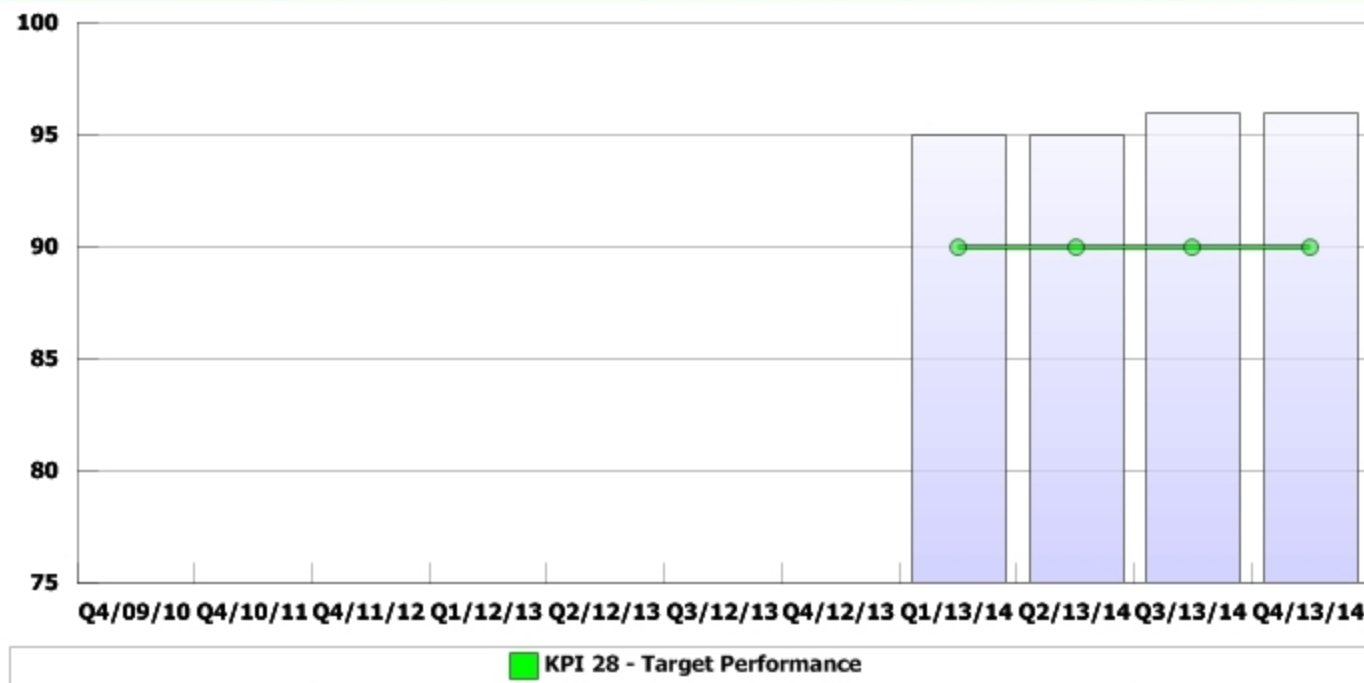
(Q4 2013/14) Steps have been taken to try and reduce recording errors that have to be corrected prior to reporting and to ensure that SITA routinely and consistently return data quickly. Errors in data recording are still apparent and more work to be undertaken to reduce reporting errors, but improvement may be limited by functionality of recording system that does not enable data fields to be made mandatory before completion. Further improvements may require a complete review of procedures used to record fly-tipping incidents, redesigned with this KPI in mind.

KPI 28 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?

Responsible officer: Derek Macnab

Additional Information:

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	90%	96%
Q3/13/14	90%	96%
Q2/13/14	90%	95%
Q1/13/14	90%	95%
Q4/12/13		

Annual Target: 2013/14 - 90%
Target: 2012/13 - N/A
Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2013/14) This is a new performance indicator for 2013/14. Collating the data for the KPI has already raised the profile of responding as quickly as possible and resulted in an improvement in record keeping.

Corrective action proposed (if required):

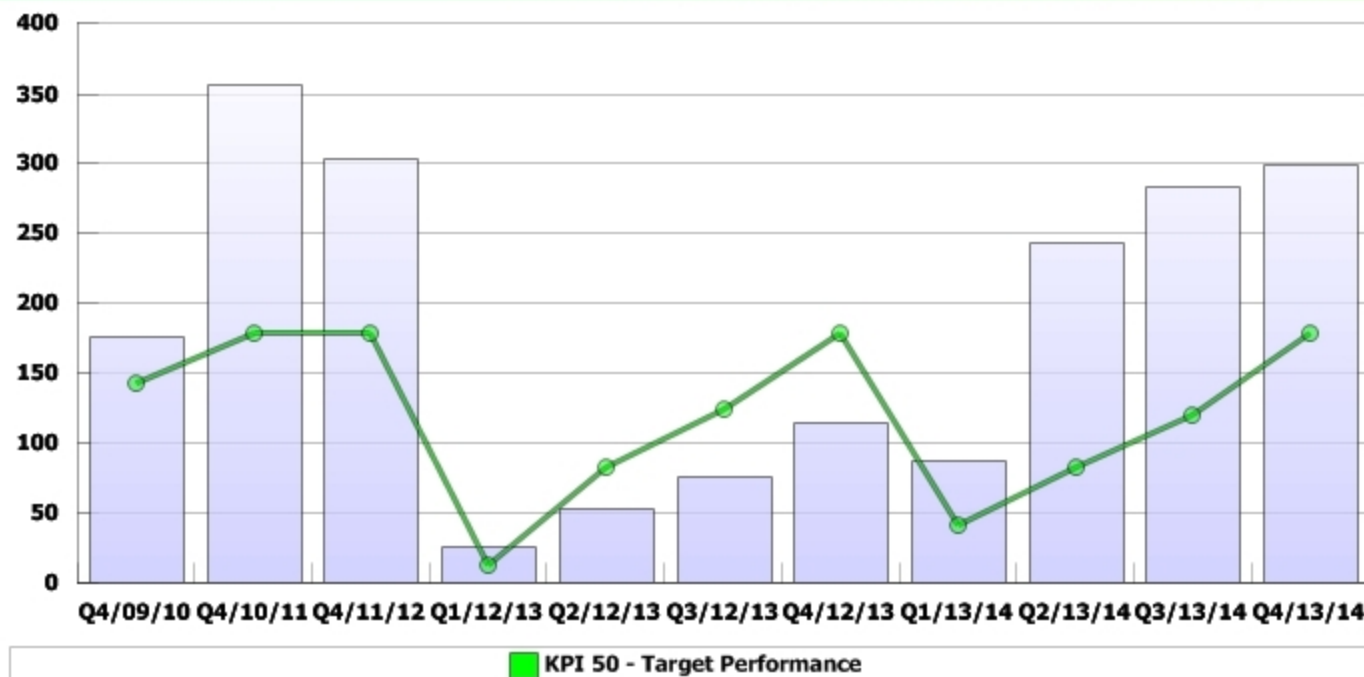
(Q4 2013/14) None identified at present.

KPI 50 What was the net increase or decrease in the number of homes in the district?

Responsible officer: Derek Macnab

Additional Information: This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	180	299
Q3/13/14	121	284
Q2/13/14	83	243
Q1/13/14	42	88
Q4/12/13	180	115



Annual Target: 2013/14 - 180
2012/13 - 180

Indicator of good performance: A higher number is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

Corrective action proposed (if required):

(Q4 2013/14) Cumulative performance for KPI50 for Q1 to Q4 = 88 + 155 + 41 + 15 = 299
Performance against the annual target of 180 (derived from the East of England Plan, now revoked) is good given that the annual target for 2013/14 has been met and exceeded. During this year returns from the NHBC were updated, resulting in a significant difference in apparent performance between quarters. Better economic conditions have encouraged completions, but several of the larger extant permissions have been built out or are near to being built out. Provision for future housing development will be made through new housing designations in the emerging Local Plan, to be informed by the Strategic Land Availability Assessment, Population Forecasting, Strategic Housing Market Assessment and other Local Plan Evidence Base documents.

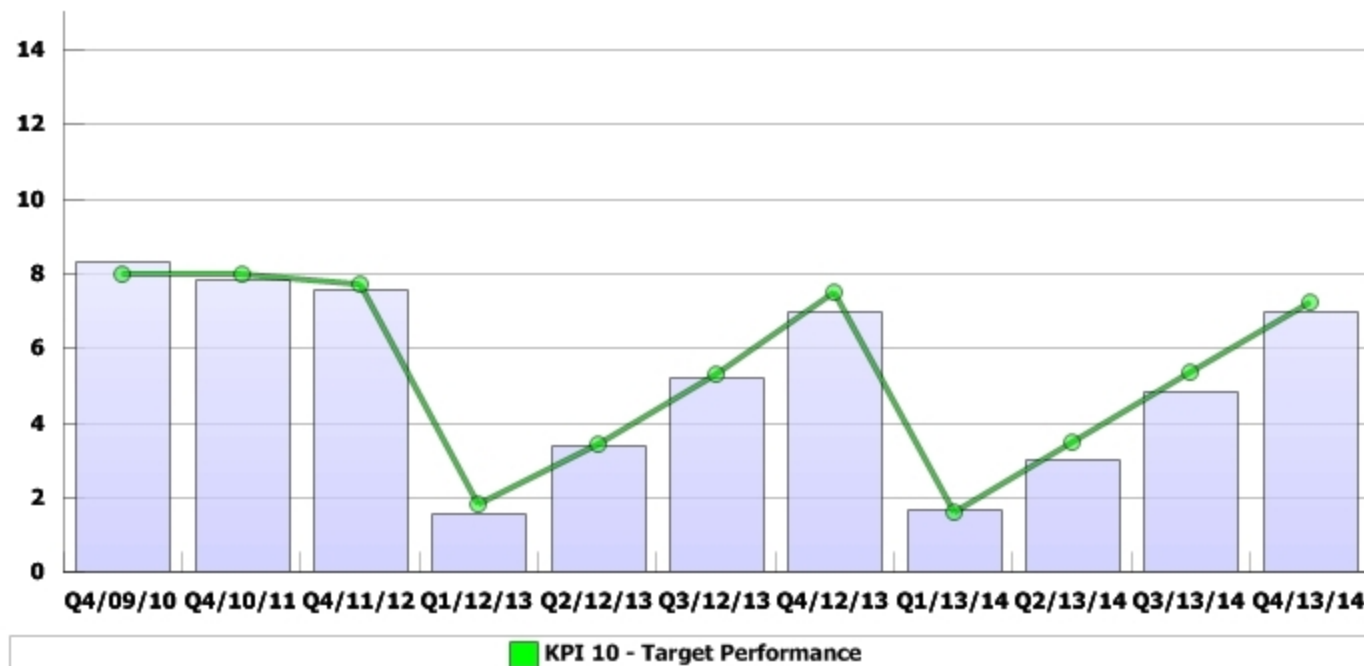
(Q4 2013/14) No corrective action currently proposed. Future sites for housing growth will be determined by the emerging Local Plan.

KPI 10 How many working days did we lose due to sickness absence?

Responsible officer: **Bob Palmer**

Additional Information: This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/13/14	7.25	7.01	✓
Q3/13/14	5.40	4.83	✓
Q2/13/14	3.51	3.05	✓
Q1/13/14	1.66	1.69	✗
Q4/12/13	7.50	6.99	✓

Annual 2013/14 - 7.25 days
 Target: 2012/13 - 7.50 days
 Indicator of good performance: A lower number of days is good

↓ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

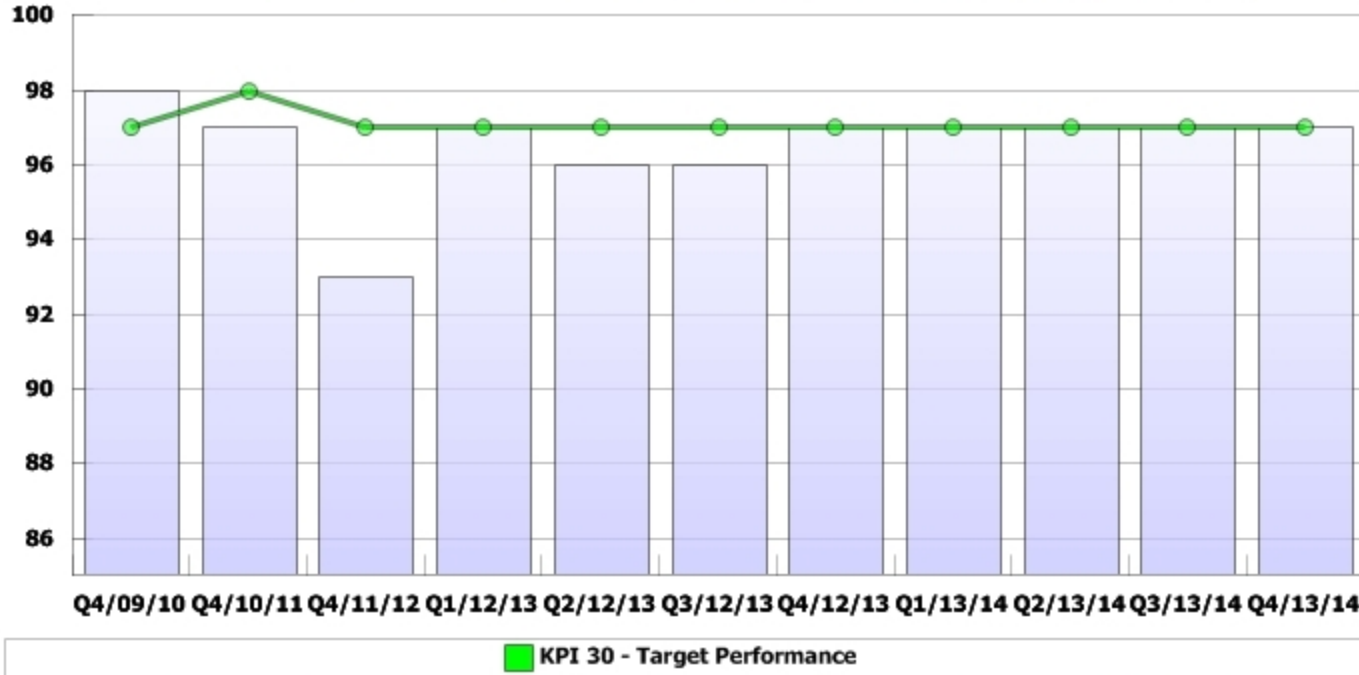
Corrective action proposed (if required):

KPI 30 What percentage of the invoices we received were paid within 30 days?

Responsible officer: **Bob Palmer**

Additional Information: This indicator encourages the prompt payment of undisputed invoices for commercial goods and services

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	97%	97%
Q3/13/14	97%	97%
Q2/13/14	97%	97%
Q1/13/14	97%	97%
Q4/12/13	97%	97%

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Annual 2013/14 - 97.00%
 Target: 2012/13 - 97.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) In Quarter 4, 97% of suppliers were paid within 30 days which is in line with the previous three quarters. For Q4, 85% of local supplier invoices were paid within 20 days, this is a reduction on the previous quarters.

Corrective action proposed (if required):

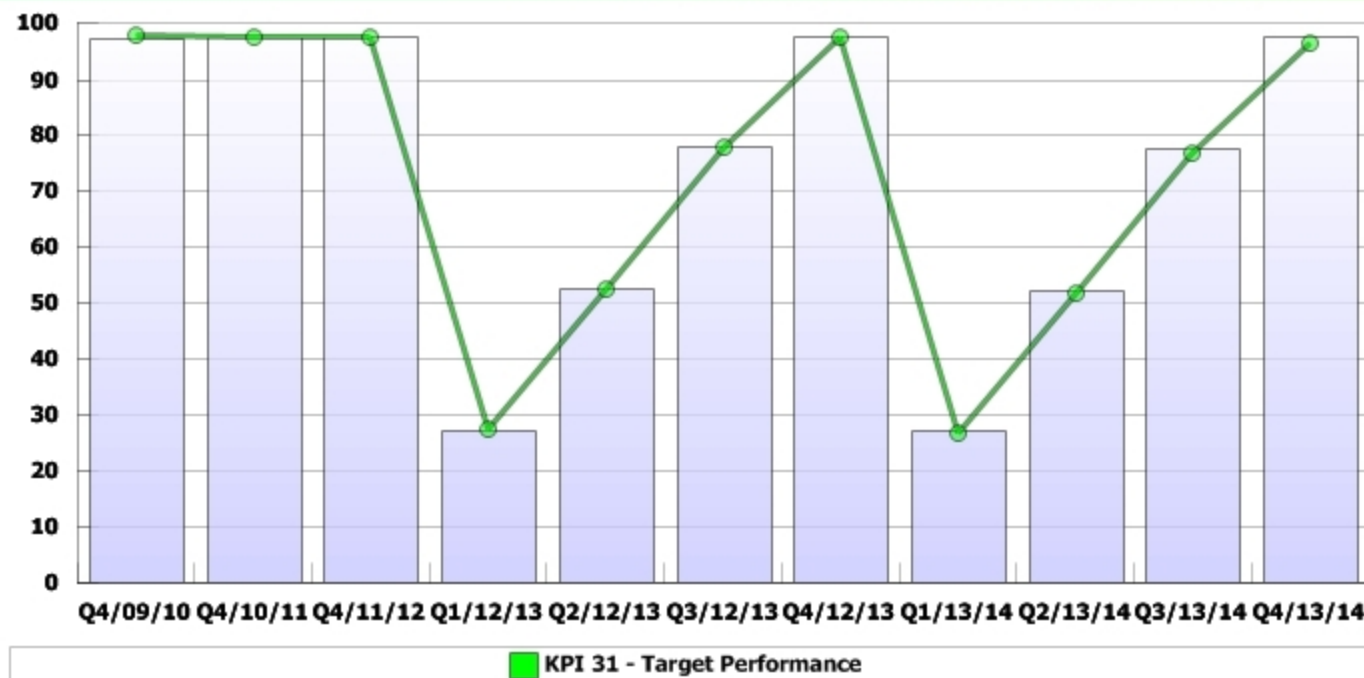
(Q4 2013/14) No corrective action currently proposed, the target is only just being met so a very slight reduction in performance will cause the indicator to fail.

KPI 31 What percentage of the district's annual Council Tax was collected?

Responsible officer: **Bob Palmer**

Additional Information: This indicator monitors the rate of collection of Council Tax. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance

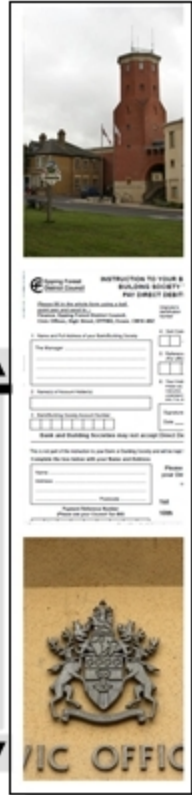


Quarter	Target	Actual
Q4/13/14	96.60%	97.62%
Q3/13/14	76.90%	77.55%
Q2/13/14	51.87%	52.27%
Q1/13/14	27.06%	27.20%
Q4/12/13	97.80%	97.82%



Annual 2013/14 - 96.60%
 Target: 2012/13 - 97.80%
 Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2013/14) The collection of the £77m debit for 2013/14 was 97.62% which was 1% above target. Although the performance is 0.2% on 2013/14 the lower target reflected the impact of the new cases paying Council Tax as a result of the Localisation of Council Tax Support. Additional investment was made available to the team to minimise the effect of this risk to collection and the fact that the final collection rate was only 0.2% less than 2012/13 shows that the overall flexible collection strategy has been successful. The collection rate can be broken down further to provide a comparison with last year. The collection rate for the cases previously on 100% Council Tax Benefit in 2012/13 78.9%. If these cases are removed from the calculation for 2013/14 then the rate is 97.93% which means the main body of collection for non-LCTS cases is slightly up on last year's performance.

Corrective action proposed (if required):

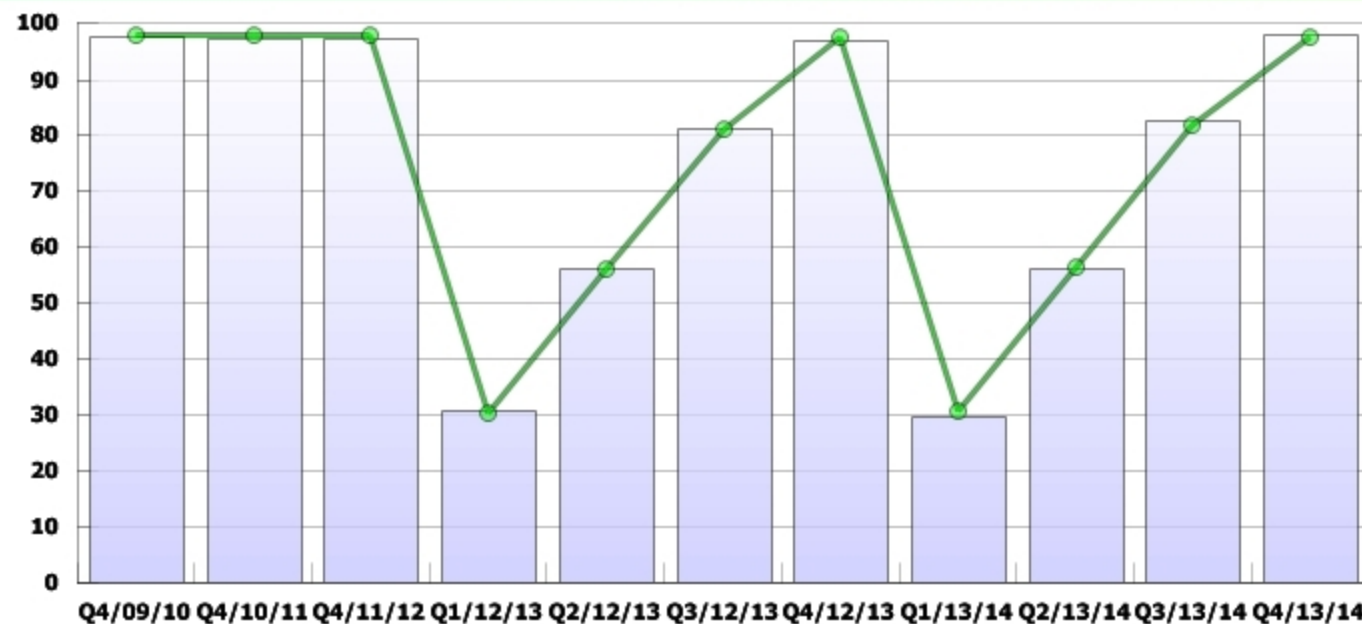
(Q4 2013/14) Collection and recovery procedures are in place for outstanding debts.

KPI 32 What percentage of the district's annual business rates was collected?

Responsible officer: **Bob Palmer**

Additional Information: This indicator monitors the rate of collection of National Non-Domestic rates. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance



KPI 32 - Target Performance

Quarter	Target	Actual	Performance
Q4/13/14	97.50%	98.09%	
Q3/13/14	81.88%	82.66%	
Q2/13/14	56.70%	56.19%	
Q1/13/14	31.04%	29.80%	
Q4/12/13	97.50%	96.85%	

Annual 2013/14 - 97.50%
Target: 2012/13 - 97.50%

Indicator of good performance:
A higher percentage is good

is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



VOA Rent Officers

Local Business Rates, Local Business Rates Retention, Local Business Rates, Local Business Rates

Questions about your council's

Rating information for occupiers of

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Comment on current performance (including context):

(Q4 2013/14) Collection of the £34.7m debit for 2013/14 was 0.59% above the target and a 1.24% increase on 2012/13. With the advent of Local Business Rates Retention the collection of Business Rates is now even more important. In addition to the increase in the in-year collection rate that this indicator measures, the amount of arrears from previous years that were collected increased from £378,469 in 2012/13 to £869,311 in 2013/14. One reason for the improved position is that the NDR and Recovery teams have been utilising the additional £25,000 budget provided by Members to tackle assessments with long-standing collection problems and this is bearing fruit particularly important now we are in the times of Local Business Rates Retention.

Corrective action proposed (if required):

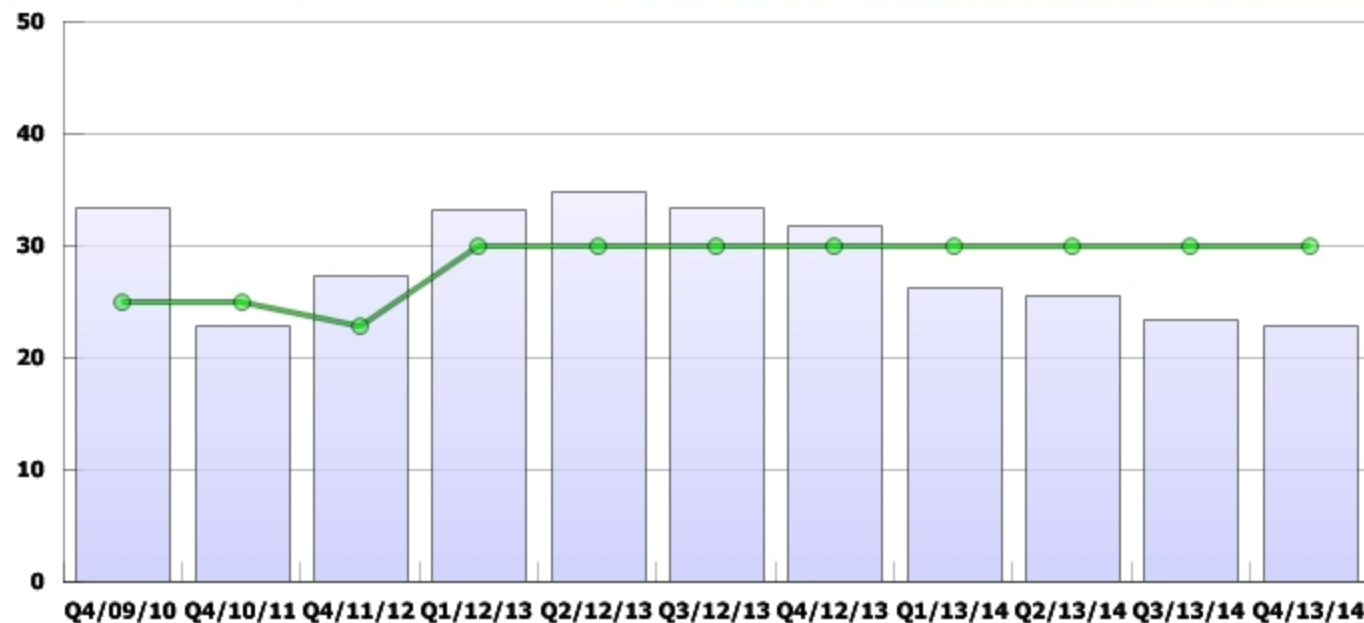
(Q4 2013/14) The Council is taking recovery action to collect the outstanding debts and the position is being closely monitored.

KPI 33 On average, how many days did it take us to process new benefit claims?

Responsible officer: **Bob Palmer**

Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	30.00	23.00
Q3/13/14	30.00	23.44
Q2/13/14	30.00	25.59
Q1/13/14	30.00	26.42
Q4/12/13	30.00	31.83



Annual Target: 2013/14 - 30.00 days
 Target: 2012/13 - 30.00 days
 Indicator of good performance: A lower number of days is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

Corrective action proposed (if required):

(Q4 2013/14) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Due to this, the annual target has been achieved. Performance for quarter 4 was 21.56 days, compared to 18.81 days in quarter 3, 24.75 days in quarter 2 and 26.42 days in quarter 1.

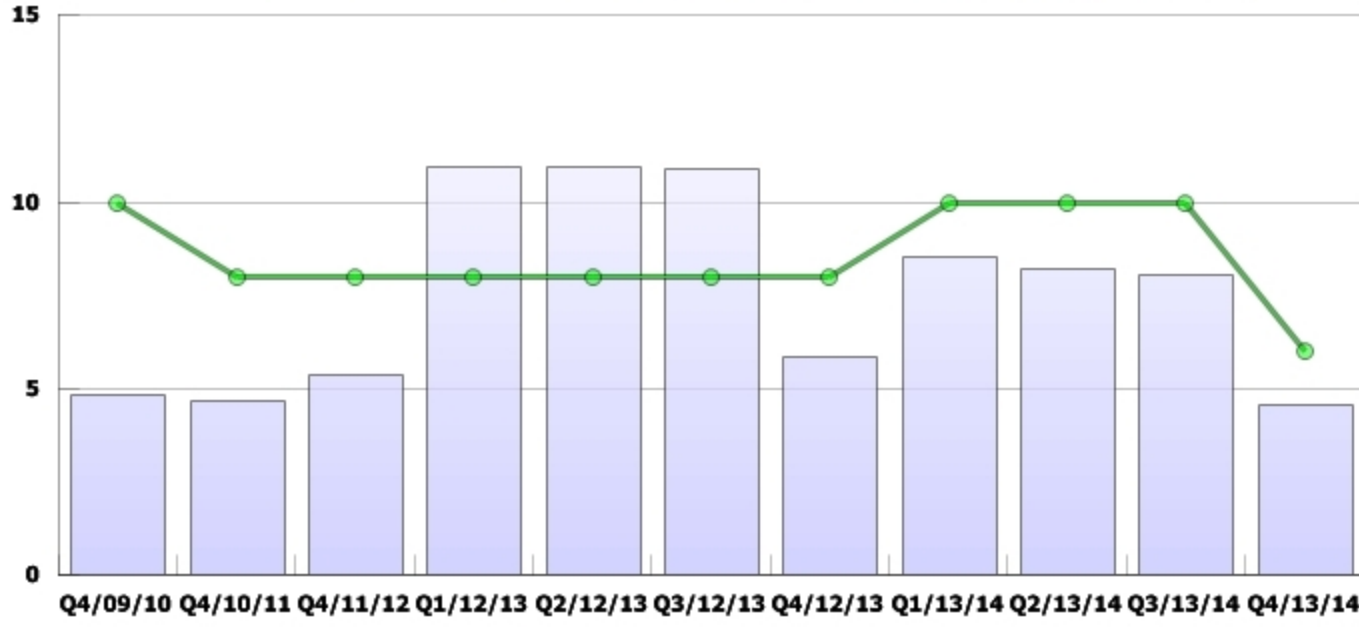
(Q4 2013/14) Monitoring of performance will continue and any issues that arise affecting performance will be addressed.

KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

Responsible officer: Bob Palmer

Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	6.00	4.58
Q3/13/14	10.00	8.07
Q2/13/14	10.00	8.23
Q1/13/14	10.00	8.53
Q4/12/13	8.00	5.86

▲

↓

is the direction of improvement

Annual Target: 2013/14 - 6.00 days
2012/13 - 8.00 days

Indicator of good performance:
A lower number of days is good

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. The improvements made in recent quarters have continued and performance is on course to achieve the target. Performance for quarter 4 was 2.42 days due to the volume of straightforward annual changes in this quarter, compared to 7.67 days in quarter 3, 7.95 days in quarter 2 and 8.53 days in quarter 1.

Corrective action proposed (if required):

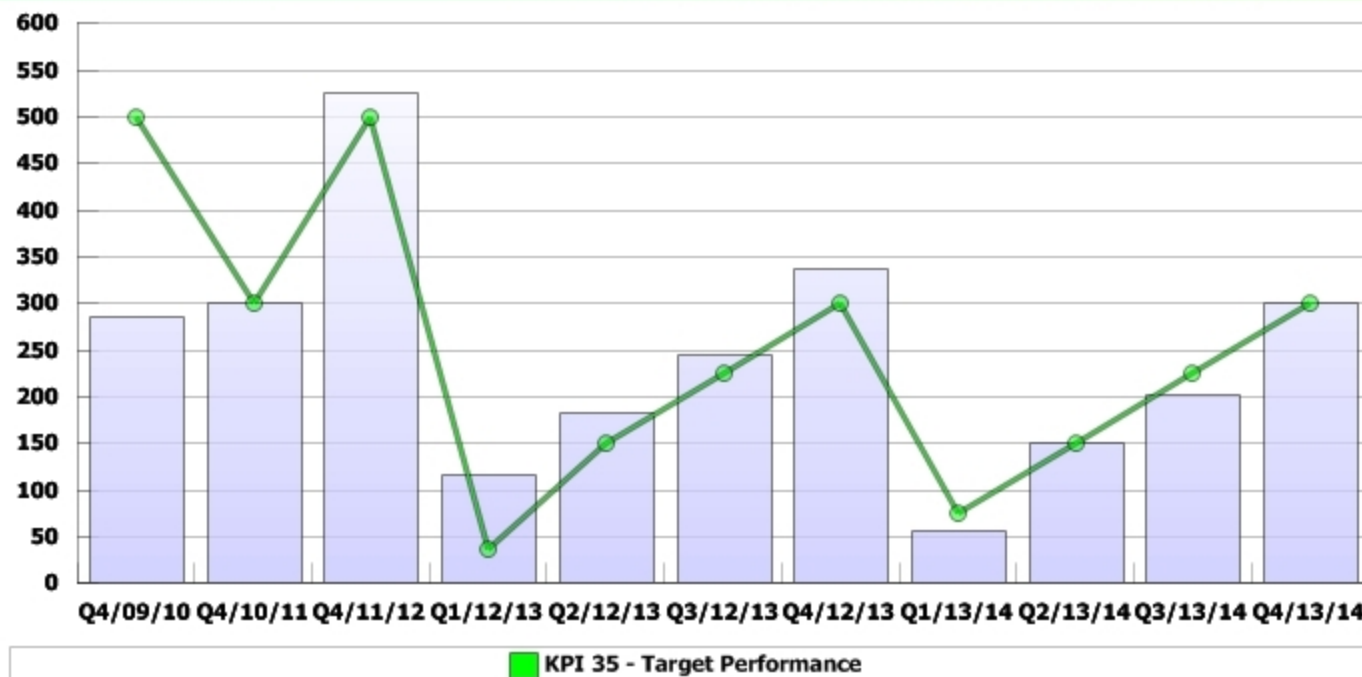
(Q4 2013/14) Monitoring of performance will continue and any issues that arise affecting performance will be addressed.

KPI 35 How many benefits fraud investigations were completed by the Council?

Responsible officer: **Bob Palmer**

Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	300	301
Q3/13/14	225	203
Q2/13/14	150	151
Q1/13/14	75	56
Q4/12/13	300	338



Annual Target: 2013/14 - 300
2012/13 - 300 (revised)

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) Due to the lack of resources in the Investigations team, performance was not on target in quarter 3. Plans were therefore put into place to give the best opportunity to meet the target for the year, including looking at data matching and targeted investigations on certain aspects of a claim which are not so complex. This has resulted in the target being achieved for the year.

Corrective action proposed (if required):

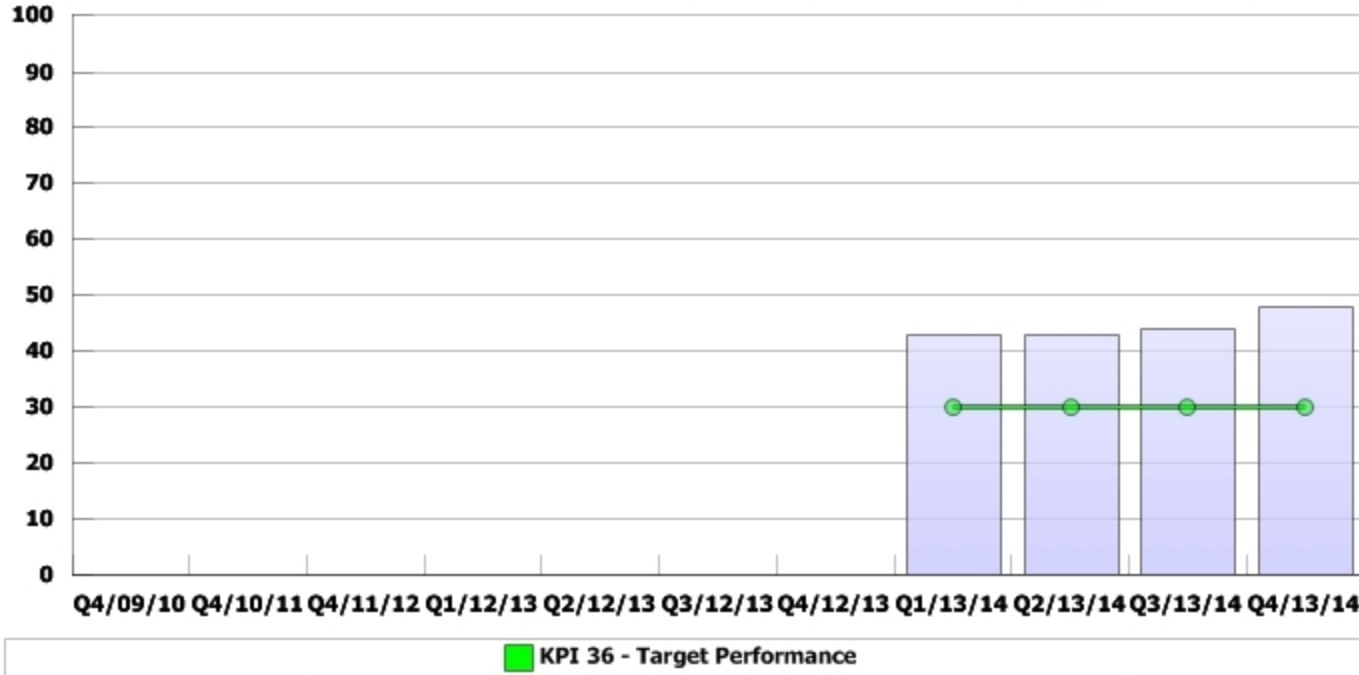
(Q4 2013/14) In order for this target to be met, the Fraud Investigation Team needs to be fully resourced and each officer achieving their individual targets. However, one officer is on long-term sickness absence. Performance will continue to be monitored and plans put into place to address any shortfall in performance.

KPI 36 In what percentage of fraud investigations was fraud proven?

Responsible officer: Bob Palmer

Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team

Current and previous quarters performance



Quarter	Target	Actual
Q4/13/14	30%	48%
Q3/13/14	30%	44%
Q2/13/14	30%	43%
Q1/13/14	30%	43%
Q4/12/13		

▲

▼

Annual Target: 2013/14 - 30%
Target: 2012/13 - N/A

Indicator of good performance: A higher number is good

▲ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2013/14) Fraud continues to be proven in a high percentage of the cases investigated and the performance is above target. This has been achieved by risk assessing fraud referrals in order that only the cases with the highest probability of fraud being proven are actually investigated.

Corrective action proposed (if required):

(Q4 2013/14) Referrals for investigation will continue to be risk assessed so that the cases with the highest probability of fraud being proven are investigated.