

Customer Services

CPA Indicator
Key Performance Indicator (KPI)
CPA and KPI

On target
Within 5% of target
Off target

PI No.	Description	Units	Team Leader	2003/4 Actual	2004/5 Actual	2005/6 Actual	2005/06 Quartile position	2006/7 Actual					2006/7 Target	Target (2004/05 DC Quartile) 1=Top 4=bottom	Direction in performance from 2005/06 ↑ = improved ↓ = worse - = no info for comparison	Comments
								Q1	Q2	Q3	Q4	Year to date				
CTax, NNDR and HB BVPIs																
9	The percentage of council tax collected by the Authority in the year.	%	Paul Southway	97.91	97.85	97.12	4	30.4	56.23			56.23	98.50	1	↑	0.3% increase on previous year.
10	The percentage of non-domestic rates due for the financial year which were received by the authority.	%	Paul Southway	98.41	98.36	98.63	3	35.9	62.19			62.19	99.00	2	↑	2.85% increase on previous year
76a	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload.	number	Julie Higinbotham	123.89	136.23	204.08	3	41.98	52.46			94.35	189.00	3	↓	
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload.	number	Julie Higinbotham	0.28	0.27	0.31	-	0.3	0.28			0.28	0.30	-	-	
76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload.	number	Julie Higinbotham	33.44	24.57	20.26	4	4.85	7.96			12.51	25.00	4	↑	Improved performance in 2nd quarter - Decision notices now beginning to come through from Assessment Team
76d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area.	number	Julie Higinbotham	2.77	2.50	4.11	2	0.91	1.25			2.11	4.00	2	↑	
78a	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported.	Calendar days	Julie Higinbotham	25.7	No accurate data available	73.0	4	63.65	60.97			62.31	38.0	3	↑	
78b	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.	Calendar days	Julie Higinbotham	26	No accurate data available	52.6	4	42.65	41.81			42.23	19.0	4	↑	

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79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	%	Julie Higinbotham	98.2	No accurate data available	99.20	1	93.6	95.2			94.4	98.00	2	↓	
79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	%	Paul Southway	-	-	61.17	-	59.96				59.96	65.00	-		Quarter 2 figures not yet available
79b (ii)	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	%	Paul Southway	50.17	56.62	37.71	-	10.71				10.71	40.00	-		Quarter 2 figures not yet available
79b (iii)	Percentage of Recoverable Overpayments Recovered (HB) Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.	%	Paul Southway	-	-	2.09	-	0.26				0.26	2.00	-		Quarter 2 figures not yet available
Waste & Cleanliness BVPIs																
82a (i)	Percentage of household waste arisings which have been sent by the Authority for recycling.	%	Steve Bowcock	9.89	13.27	15.49	3	15.75				15.75	15.80	2	↑	Recycling rate (BV82a+b) 20.44% at August 2006. 2nd quarter figures not yet available.
82a (ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	Tonnes	Steve Bowcock	-	-	7243.71	-						7260.00	-		
82b (i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	%	Steve Bowcock	1.56	2.99	2.86	3	4.44				4.44	3.20	3	↑	Recycling rate (BV82a+b) 20.44% at August 2006. 2nd quarter figures not yet available.

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Appendix 3a to Report No. 10

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82b (ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	Tonnes	Steve Bowcock	-	-	1335.67	-						1500.00	-		
84a	Number of kilograms of household waste collected per head of the population.	Kgs	Steve Bowcock	377	366	364.4	1	96.37				96.37	363.0	1	↓	2nd quarter figures not yet available.
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.	%	Steve Bowcock	-	-	-0.44	-						-0.40	-		
86	Cost of household waste collection per household.	£	Steve Bowcock	37.18	46.34	51.62	4						53.16	4		
91a	Percentage of households resident in the authority 's area served by kerbside collection of recyclables.	%	Steve Bowcock	-	-	98.0	2	98.00	98.00			98.00	98.0	2		
91b	Percentage of households resident in the authority 's area served by kerbside collection of at least two recyclables.	%	Steve Bowcock	54	67.6	98.0	2	98.00	98.00			98.00	98.0	2		
199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	%	Steve Bowcock	No data	25.33	22.3	4	15				15	20.0	3	↑	LPSA2 target
199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	%	Steve Bowcock	-	-	1	-	0				0	1	-	↑	
199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	%	Steve Bowcock	-	-	0	-	0				0	0	-		
199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	%	Steve Bowcock	-	-	4	-						3	-	-	

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218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of	%	Steve Bowcock	-	-	96.75	-					97.00	-	-		
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	%	Steve Bowcock	-	-	9.38	-					10.00	-	-		
Local PIs																
LPI 14	% of customers seen by dedicated reception staff from Customer services & Planning within 15 minutes	%	Jackie Tavener	65.91	84.74	89.32	-	82.7	79.97			81.33	91	-	↓	
LPI 15	% of customers dealt with at the first point of contact by reception staff	%	Jackie Tavener	91.98	92.01	92.4	-	93.5	94.13			93.82	95	-	↑	
LPI 16	% of visitors surveyed who said they were satisfied by the overall quality of service provided	%	Jackie Tavener	97.87	98.73	97.84	-	97.43	94.6			96.02	98	-	↓	
LPI 20	% of Calls to the Contact Centre answered within 20 seconds	%	Jackie Tavener	-	-	-	-	62.33	66.33			64.33		-	-	
LPI 21	% of Calls to the Contact Centre dealt with at the first point of contact	%	Jackie Tavener	-	-	-	-	83	74.67			78.83		-	-	
LPI 22	Customer Satisfaction with the quality of the telephone service	%	Jackie Tavener	-	-	-	-							-	-	Customer satisfaction survey to be rolled out in Quarter 3.
LPI 30	No. of Penalty Notices Issued	number		-	-	-	-	607	816			1423		-	-	
LPI 31	No. of Penalty Notices which were appealed against			-	-	-	-	126	138			264		-	-	
LPI 32	No. Penalty Notices issued that were cancelled			-	-	-	-	95	37			132		-	-	
LPI 229	% of Council taxpayers paying by Direct Debit	%	Paul Southway	60.73	61.77	61.07	-	62.5	62.3			62.3	62		↑	
LPI 230	% of Non-domestic ratepayers paying by Direct Debit	%	Paul Southway	66.96	64.38	58.01	-	58	57.2			57.2	68		↓	
LPI 231	% of Council Tax arrears collected	%	Paul Southway	-	39.71	35.5	-	18.4	30.49			30.49	40		↑	10.68% increase on previous year
LPI 232	% of NNDR arrears collected	%	Paul Southway	-	42.95	61.3	-	14.1	17.42			17.42	47		↑	5.62% increase on previous year
LPI 233	% of Sundry debtors accounts collected (value)	%	Paul Southway	85.83	89.5	96.9	-	70.7	84.7			84.7	95			
LPI 234	% of Council tax mail dealt with in 14 days	%	Paul Southway	-	60.27	37	-	32.67	31.33			32	85			

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LPI 235	% NNDR mail dealt with in 14 days	%	Paul Southway	-	51.1	58	-	30	25.67			27.83	85			
LPI 237	Sundry debtor accounts collected in year - number	%	Paul Southway	-	96.5	97.11	-	89.8	96.7			96.7	95			