

# PERFORMANCE REPORT - Quarter 1 - 2007/08

| CURRENT STATUS           |                    |                    |                  |  |  |
|--------------------------|--------------------|--------------------|------------------|--|--|
| <b>G</b> = 5 [63%]       | <b>A</b> = 1 [12%] | <b>R</b> = 2 [25%] | NO DATA = 0 [0%] |  |  |
| QUARTER ON QUARTER TREND |                    |                    |                  |  |  |
| <b>↑</b> = 2 [25%]       | <b>↔</b> = 4 [50%] | <b>↓</b> = 2 [25%] | NO DATA = 0 [0%] |  |  |
| YEAR ON YEAR TREND       |                    |                    |                  |  |  |
| <b>↑</b> = 4 [50%]       | <b>↔</b> = 2 [25%] | <b>↓</b> = 2 [25%] | NO DATA = 0 [0%] |  |  |

| KEY TO STATUS COLOURING   |
|---|
| <b>GREEN:</b>   |
| Overall performance on or exceeding target<br>Top or Upper Median Quartile                      |
| <b>AMBER:</b>   |
| Overall performance within range stated in "Target Tolerances" column*<br>Lower Median Quartile |
| <b>RED:</b>   |
| Overall performance outside stated "Target Tolerances"*<br>Bottom Quartile                      |










| KEY TO QUARTILE CODING |  |
|------------------------|--|
| 1                      | NEW INDICATOR<br>[quartile data unavailable]   |
| 2                      | LOCAL INDICATOR<br>[quartile data unavailable] |
| 3                      | NO QUARTILE DATA<br>[issued from DCLG]         |
| 4                      | NOT REPORTED for 06/07<br>[new 07/08]          |
| *                      | INDICATOR RESERVED<br>[NBC data - not robust]  |
| ( )                    | SOURCE CPA PROFILE DATA                        |

\* New 'Harder Target' test applied - Please refer to "Target Tolerances" column for individual test applied.

Please contact Dale Robertson Ext 7110, if you require further information or support.

| ID  | NAME  | APR  | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | OUT | OVERALL PERFORMANCE TO DATE | ANNUAL TARGET | CURRENT PROFILED TARGET (if any) | *TARGET TOLERANCES | PERFORMANCE AGAINST LAST QUARTER | OVERALL PERFORMANCE AGAINST SAMETIME LAST YEAR | COMMENTS | NBC 06/07 OUTTURN & PROSPECTIVE QUARTILE POSITION | 05/06 TOP QUARTILE                        | 05/06 MEDIUM QUARTILE | 05/06 BOTTOM QUARTILE | NBC 05/06 OUTTURN & QUARTILE POSITION |       |               |        |  |
|---|-------|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------------------|---------------|----------------------------------|--------------------|----------------------------------|--|----------|---|---|-----------------------|-----------------------|---------------------------------------|-------|---------------|--------|--|
| <b>Quarterly Corporate Priority Indicators</b>        |       |  |     |     |     |     |     |     |     |     |     |     |     |     |                             | <b>G</b> = 0  | <b>A</b> = 1                     | <b>R</b> = 0       |                                  |  |          |   |   |                       |                       |                                       |       |               |        |  |
| ↑   | BV79a | Accuracy of processing (a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision |     |     |     |     |     |     |     |     |     |     |     |     |                             | 95.20%        | 97%                              | 96%                | 2% points                        | ↔  | ↑        | 91.20%  |   | 94.2% Bottom          | 99%                   | 98.2%                                 | 96.8% | 78.60% Bottom |        |  |
| <b>Finance and Asset Management [Isabell Procter]</b> |       |  |     |     |     |     |     |     |     |     |     |     |     |     |                             | <b>G</b> = 0  | <b>A</b> = 0                     | <b>R</b> = 1       |                                  |  |          |   |   |                       |                       |                                       |       |               |        |  |
| ↑   | BV156 | The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.   |     |     |     |     |     |     |     |     |     |     |     |     |                             | 92.54%        | 95%                              |                    | 2% points                        | ↔  | ↔        | 92.54%  |   | 92.54%                |                       | 3                                     | 3     | 3             | 90.14% |  |
| <b>Governance &amp; Communications [Nicci Marzec]</b> |       |  |     |     |     |     |     |     |     |     |     |     |     |     |                             | <b>G</b> = 2  | <b>A</b> = 0                     | <b>R</b> = 0       |                                  |  |          |   |   |                       |                       |                                       |       |               |        |  |
| ↔   | BV174 | The number of racial incidents recorded by the authority per 100,000 populations.  |     |     |     |     |     |     |     |     |     |     |     |     |                             | 0.51          | 8.20                             | 2.05               | 5%                               | ↓  | ↓        | 2.56%   | Indicator Policy and Target being revised | 8.2                   |                       | 3                                     | 3     | 3             | 18.48  |  |
| ↑   | BV175 | The percentage of racial incidents that resulted in further action.  |     |     |     |     |     |     |     |     |     |     |     |     |                             | 100%          | 100%                             |                    | 2% points                        | ↔  | ↔        | 100%  |   | 100% Top              | 100%                  | 100%                                  | 100%  | 100% Top      |        |  |

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|--|---|-----|-----|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------------------|---|---|---|---|--|----------|---|--------------------|-----------------------|-----------------------|---------------------------------------|--|--|--|--|--|
| <b>Housing Services [Fran Rodgers]</b> |   |     |     |        |     |     |     |     |     |     |     |     |     |     |                             |  = 3 |  = 0 |  = 1 |   |  |          |   |                    |                       |                       |                                       |  |  |  |  |  |
| ↑ BV79bi                               | The amount of housing benefit overpayments recovered during the period being reported on as a percentage of hb deemed recoverable overpayments during that period   |     |     | 65.06% |     |     |     |     |     |     |     |     |     |     | 65.06%                      | 70%   | 20%   | 2% points   |    |  39.1%  |          | 58.35%<br>Bottom                                  | 79.46%             | 70.35%                | 59.30%                | 106.20%<br>Top                        |  |  |  |  |  |
| ↑ BV79bii                              | Housing benefit overpayments recovered during the period as a percentage of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of hb overpayments identified during the period |     |     | 12.08% |     |     |     |     |     |     |     |     |     |     | 12.08%                      | 50%   | 15%   | 5%  |    |  11.6%  |          | 31.60%<br>Lower Median                            | 41.22%             | 34.11%                | 28.35%                | 62.51%<br>Top                         |  |  |  |  |  |
| ↓ BV79biii                             | Housing benefit 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            |     |     | 1.35%  |     |     |     |     |     |     |     |     |     |     | 1.35%                       | 8%  | 2%  | 5%  |   |  0.37% |          | 4.35%   | 3                  | 3                     | 3                     | 12.14%                                |  |  |  |  |  |
| ↑ BV213                                | Number of households who considered themselves homeless who approached the local authority Housing Advice Services and for whom advice casework intervention solved their situation   |     |     | 2      |     |     |     |     |     |     |     |     |     |     | 2                           | 7   | 2%  | 5%  |  |  1%   |          | 7<br>Top  | 5                  | 2                     | 1                     | 5<br>Top                              |  |  |  |  |  |