

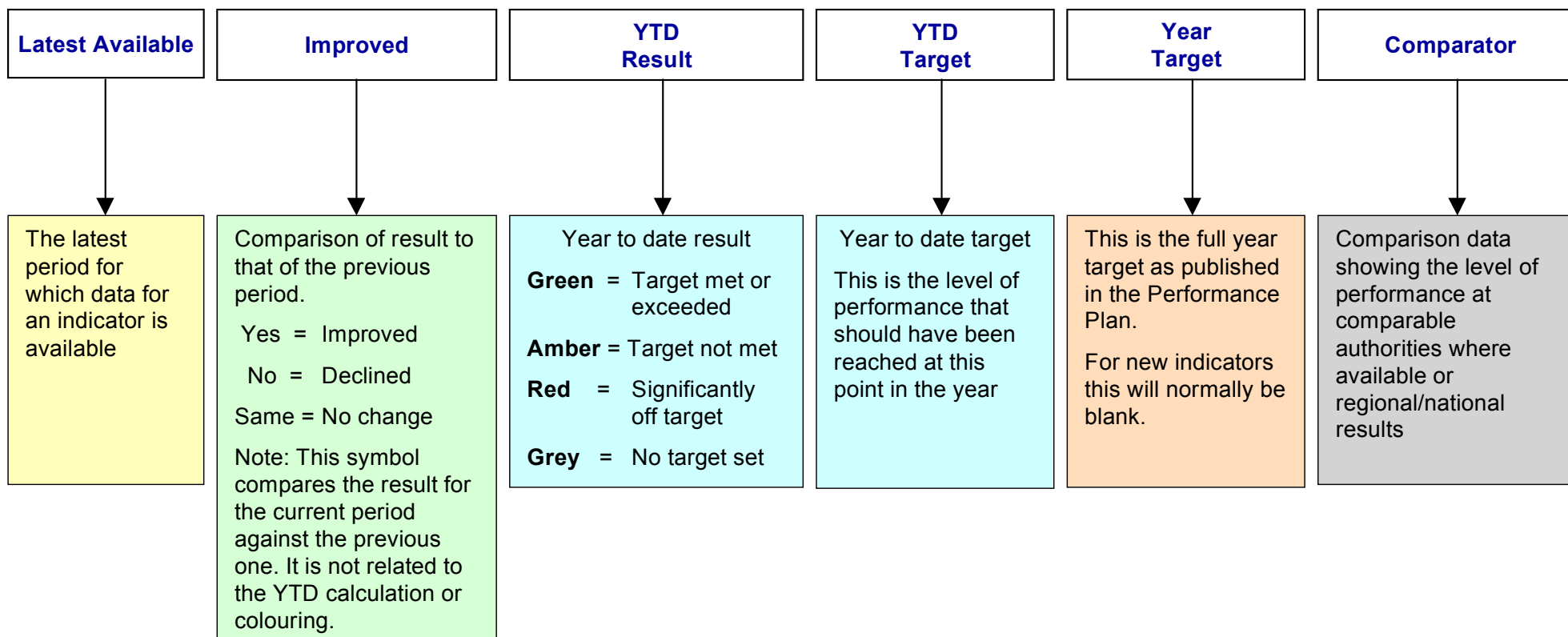


Finance and Resources Performance Report for OSOC

2nd January 2008



The columns of this report explained



If you have any questions about this report please contact a member of the Performance Team

Performance Report

Latest available information as at 2 January 2008

Description	Latest Available	Improved	YTD Result	YTD Target	Year Target	Comparator	Comment
Finance & Resources							
Income							
BV 8							
% of invoices for commercial goods and services that were paid within 30 days	Nov 07	Yes	88.76 %	93.3 %	94.9 %	96.71 %	In November 17,181 of 18,318 undisputed invoices were paid within 30 days.
BV 9							
% of council tax collected	Oct 07	Yes	64.43 %	64.62 %	96.6 %	98.4 %	As at 31 October £69.29m of Council Tax had been collected. The council estimates that £107.54m Council Tax will be due during 2007/08. This indicator only shows amounts due for the financial year and does not include previous arrears.
BV10							
% of non-domestic rates collected	Oct 07	Yes	66.52 %	66.87 %	98.5 %	99.26 %	As at 31 October £56.81m of National Non Domestic Rates (NNDR) had been collected. The council estimates that £85.4m NNDR will be due during 2007/08.
Benefits Processing							
BV78a							
Average time in days for processing new housing and council tax benefit claims	Oct 07	Yes	31	30	30	26.4	During the second quarter the average time to process new claims was 29.07 days.
BV78b							
Average time in days for processing notifications of change in circumstance	Sep 07	No	13.1	18	18	9.1	The number of changes in circumstances processed during the second quarter was 106,058.
BV79a							
% of cases where the calculation of benefit due was correct on the basis of the information available	Sep 07	Yes	98.4 %	99 %	99 %	99 %	Of a sample of 250 cases checked this year, 246 were correct.
Benefits Fraud Prevention							
BV76b							
Number of fraud investigators employed per 1000 caseload	Sep 07	Same	0.31	0.3	0.3		There are 9.15 FTE fraud investigators.

Performance Report

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Finance & Resources							
Benefits Fraud Prevention							
BV76c							
Number of fraud investigations per 1000 caseload	Sep 07	Yes	18	20.5	41		There were 304 fraud investigations in the second quarter of 2007/08.
BV76d							
Number of prosecutions and sanctions per 1000 caseload	Sep 07	Yes	1.67	2.15	4.3		This represents 29 prosecutions or sanctions during the second quarter.
Land Searches							
BV179							
% of standard searches carried out within 10 working days	Nov 07	Same	100 %	100 %	100 %	100 %	
Equalities							
BV156							
% of authority buildings open to the public with all public areas suitable for and accessible to disabled people	Sep 07	Yes	62 %	65 %	65 %		165 buildings are open to the public of which 102 are DDA compliant. Stand alone toilets, commercially leased premises, schools and educational establishments are excluded.