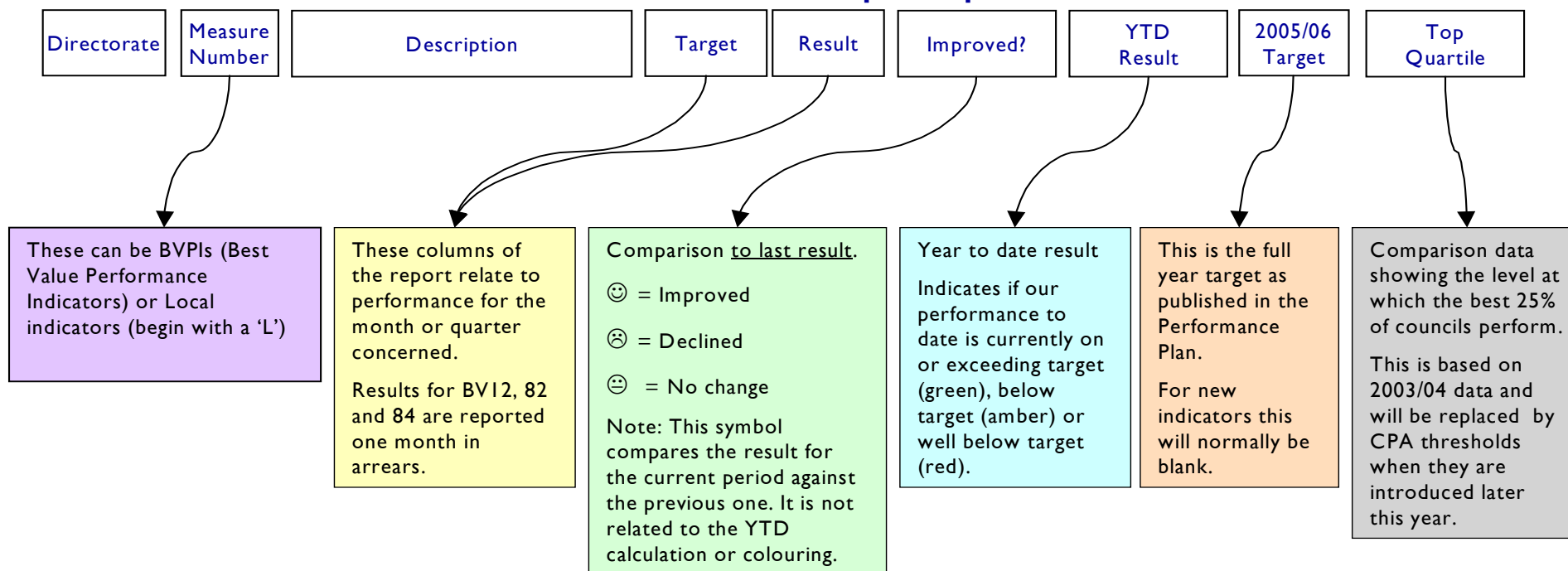


# Performance Reporting OSOC - 14th Nov 2005



## Quarter 2 - June to September 2005 The Performance Report

### The columns of this report explained



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

**Contents**

Corporate Performance..... 3  
Housing Performance..... 4  
Gas Safety..... 7  
Additional Information..... 8

# Corporate Performance

Latest available information as at 30/9/2005

Directorate	Measure number	Description	Period Target	Period Result	Improved ?	YTD Result	05-06 Target	Top Quartile
<b>Corporate Services</b>								
Employee Health	BV12	Number of working days / shifts lost due to sickness absence (reported 1 month in arrears)	0.8	0.6	☺	4.4	9.5	9.5
	BV14	% of employees retiring early (exc. ill-health retirements) as a % of total workforce	0.1	0.0	☺	0.1 %	0.3	0.2
	BV15	% of employees retiring on grounds of ill health as a % of total workforce	0.1	0.0	☹	0.1 %	0.3	0.2
Equalities	BV11a	% of top 5% of earners that are women	50.0	51.8	☺	51.8 %	50.0	46.2
	BV11b	% of top 5% of earners from an ethnic minority	2.8	1.3	☹	1.3 %	2.8	3.6
	BV11c	Top 5% of earners with a disability		0.8				
	BV156	% of authority buildings open to the public with all public areas suitable for and accessible to disabled people	53.6	50.0	☹	50.0 %	53.6	51.6
	BV16a	% of employees declaring they meet the DDA disability definition compared with the % of economically active disabled people in the authority area	4.0	2.8	☺	2.8 %	4.0	
	BV17a	Staff from an ethnic minority as a % of the total workforce	4.5	3.7	☺	3.7 %	4.3	
Financial	BV 8	% of invoices for commercial goods and services that were paid within 30 days	100.0	92.0	☹	92.2 %	100.0	92.2

\* = Data not available for this report

# Housing Performance

Latest available information as at 30/9/2005

Directorate	Measure number	Description	Period Target	Period Result	Improved ?	YTD Result	05-06 Target	Top Quartile
<b>Housing &amp; City Support</b>								
<b>Housing Benefits</b>								
Processing Speed	BV78a	Average time in days for processing new housing benefit claims	34.0	34.5	☺	38.2	34.0	32.0
<b>Private Sector Housing</b>								
Empty Properties	BV64	Private sector vacant dwellings returned into occupation or demolished this year as a direct result of action by the council	32.3	58.0	☺	87.0	129.0	
<b>Public Sector Housing</b>								
Decent Homes	*BV211a*	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings						
	*BV211b*	The proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs						

\* = Data not available for this report

# Housing Performance

Latest available information as at 30/9/2005

Directorate	Measure number	Description	Period Target	Period Result	Improved ?	YTD Result	05-06 Target	Top Quartile
		expenditure to HRA dwellings						
Empty Properties	BV212	Average time taken to re-let local authority housing	40.0	40.6	☺	44.5	40.0	
Financial	BV66a	Proportion of rent collected	97.3	96.1	☹	96.1 %	97.3	97.5
	BV66b	Percentage of tenants with more than seven weeks rent arrears		8.8		8.7 %		
	BV66c	Percentage of tenants in arrears who have had Notices Seeking Possession served		7.8		7.8 %		
	BV66d	Percentage of local authority tenants evicted as a result of rent arrears		0.0		0.0 %		
Homelessness Prevention	BV183a	Average stay (in weeks) in B&B accommodation for homeless households that include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	2.0	2.6	☺	2.6	2.0	1.2

\* = Data not available for this report

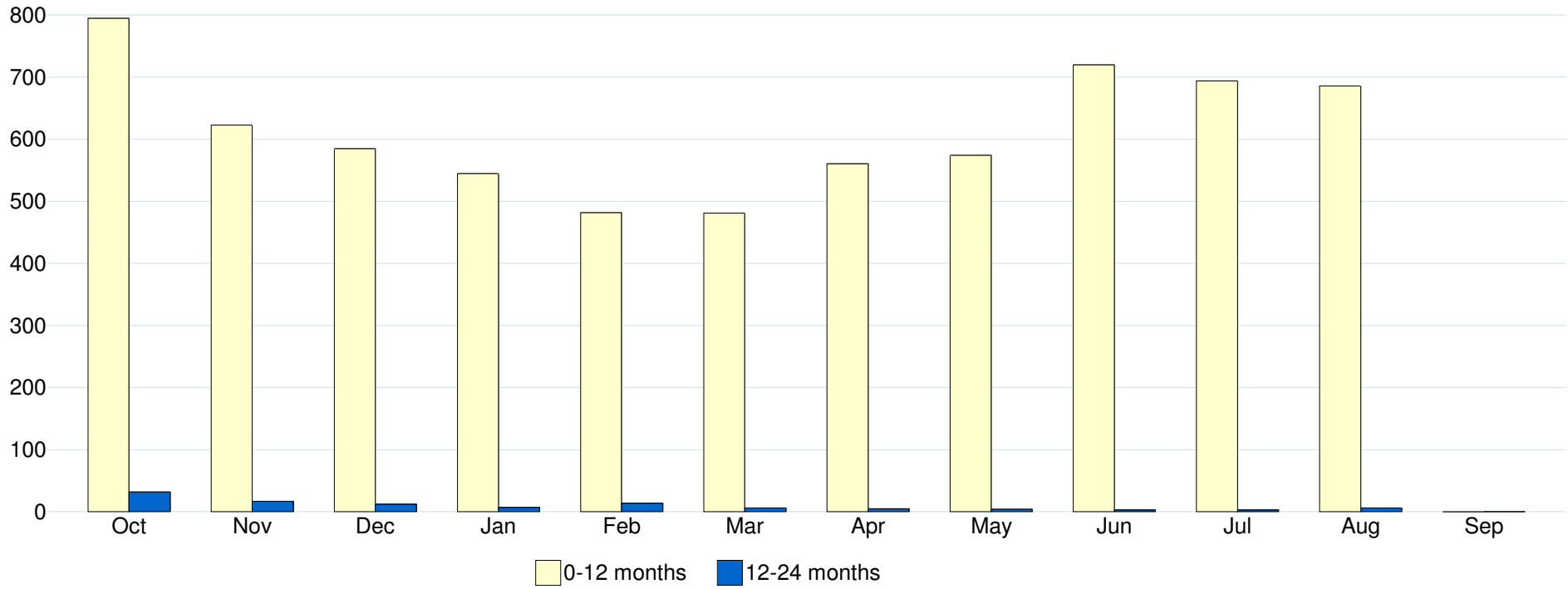
# Housing Performance

Latest available information as at 30/9/2005

Directorate	Measure number	Description	Period Target	Period Result	Improved ?	YTD Result	05-06 Target	Top Quartile
	BV203	% change in families in temporary accommodation	-3.0	-15.2	☺	-15.2 %	-3.0	
	BV213	Number of households considering themselves homeless for whom housing advice casework intervention resolved their situation		5.6		5.6 %		
	BV214	Proportion of households accepted as statutorily homeless who had previously been so accepted by the local authority within the last 2 years		7.9		7.9 %		

\* = Data not available for this report

Citywide - number of properties with gas services overdue



Month	0-12 months	12-24 months
Oct	795	32
Nov	623	17
Dec	585	12
Jan	545	7
Feb	482	14
Mar	481	6
Apr	561	5
May	574	4
Jun	720	3
Jul	694	3
Aug	686	6
Sep		

## Additional Information

<b>BV8: Payment of invoices by Directorates September 2005</b>	<b>Number paid late</b>	<b>Number paid on time</b>	<b>Total number paid</b>	<b>% of invoices paid within 30 days</b>
Children Families & Schools	129	943	1072	<b>87.97%</b>
Corporate Services	127	1329	1456	<b>91.28%</b>
Cultural Services	68	572	640	<b>89.38%</b>
Environment	167	993	1160	<b>85.60%</b>
<b>Housing &amp; City Support</b>	<b>512</b>	<b>8062</b>	<b>8574</b>	<b>94.03%</b>
Miscellaneous	46	217	263	<b>82.51%</b>
<b>Authority totals</b>	<b>1045</b>	<b>12060</b>	<b>13105</b>	<b>92.03%</b>

<b>BV12: Working days / shifts lost due to sickness absence September 2005</b>	<b>FTE Staff</b>	<b>Available Days</b>	<b>Days Lost</b>	<b>BVPI: Days Lost Per Head</b>
Housing Management	214.35	4109.09	230.20	<b>1.07</b>
Housing Strategy	149.15	2859.21	105.80	<b>0.71</b>
Adult Social Care	465.37	8921.14	395.80	<b>0.85</b>
Comm Care (S31)	382.45	7331.57	304.80	<b>0.80</b>
Customer Services	289.61	5551.82	108.70	<b>0.38</b>
Other	1	19.17	0	<b>0</b>
<b>Housing &amp; City Support Total</b>	<b>1501.93</b>	<b>28792.00</b>	<b>1145.30</b>	<b>0.76</b>