

Performance Report Appendix A (Corporate Health Indicators) Quarter 3 2011/12

Corporate Services - (Corporate Health Indicators) Resources				Corporate Services - (Corporate Health Indicators) People and Organisation			
CH 1	The percentage of Council Tax due, collected	↑	A	CH 5	Total number of Carlisle Managed Solutions agency staff	Not scored	Not scored
CH 2	Time taken to process Housing Benefit, Council Tax, new claims and change events	↔	R	CH 6	Corporate sickness absence	↑	A
CH 3	Undisputed invoices paid within 30 days	↑	G	CH 7	Percentage of first point resolutions by the Customer Service Contact Centre	↑	G
CH 4	Amount of debt outstanding (No target set)	↑	Not scored				

Corporate Health - Resources

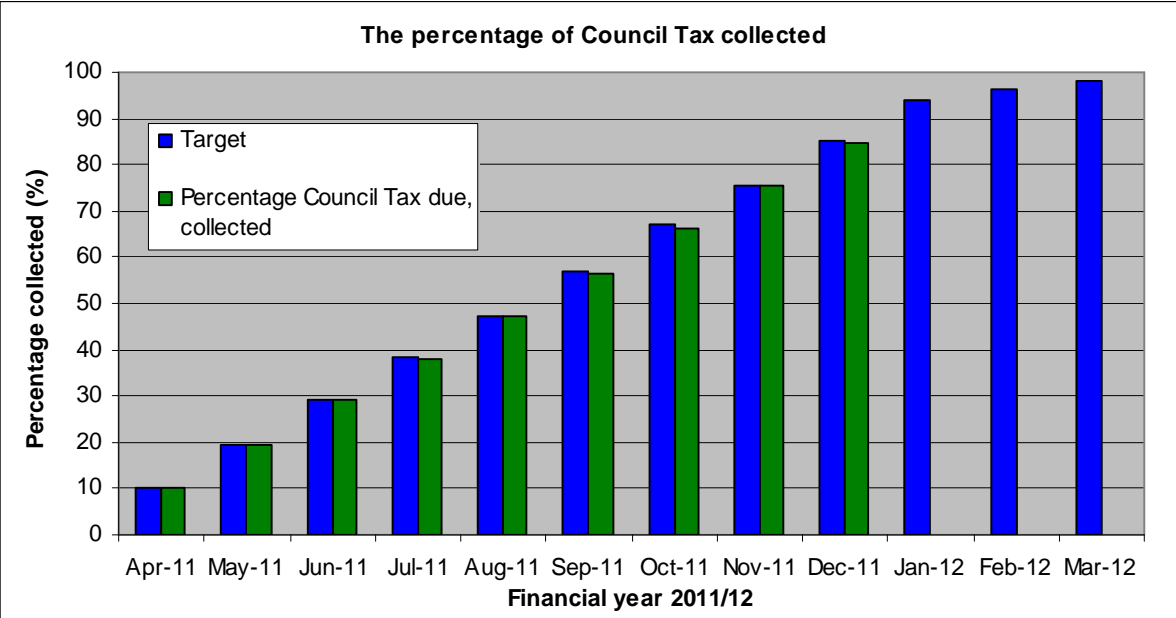
Chief Executive: Richard Carr

Council tax and benefits

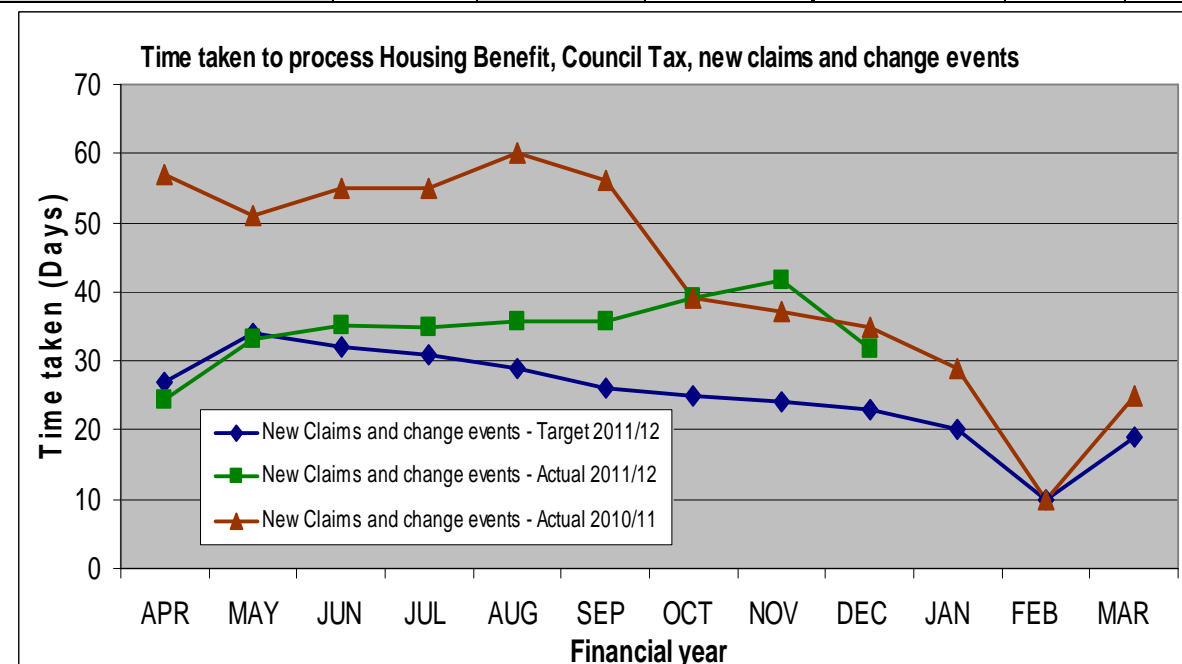
Deputy Leader and Executive Member for Corporate Resources - Cllr Maurice R Jones
 Deputy Executive Member for Corporate Resources - Cllr David John Hopkin
 Deputy Executive Member for Corporate Resources - Cllr Richard D Wenham

Seasonal = Compared to the same time in the previous year
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CH 1		The percentage of Council Tax due, collected											Latest comparator group average		-	Report comparison	Seasonal	Performance Judgement	↑	A
Unit	Good is	2009/10	2010/11					2011/12												
%	High	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn								
Cumulative Target			29.52	57.54	85.34	98.50	98.50	29.10	56.90	85.10	98.00	98.00								
Cumulative Actual		97.19	28.79	56.61	84.47	97.60	97.60	28.97	56.67	84.73										
Variance			- 0.73	- 0.93	- 0.87	- 0.90	- 0.90	- 0.13	- 0.23	-0.37										
<p>Comment:</p> <p>Quarter 3 - The interventions used to chase outstanding payments, including reminder letters and the issuing of summonses has ensured that the percentage of council tax collected remains very close to target. By the close of Quarter 3, the Council had collected 84.73% of the Council Tax due to it. This is 0.26% up on last year, but still sees the Council 0.37% off target, hence the amber rating. The 0.37% equated to £527k.</p> <p>The level of payments collected by the Council's bailiffs has increased significantly in 2011/12 compared to 2010/11 and with the £1.2M passed to the bailiff in Quarter 2, for collection we remain confident that the year end target of 98% will be achieved.</p> <p>The timetable to recover outstanding Council Tax has been refined to speed up the process in Quarter 4.</p>																				

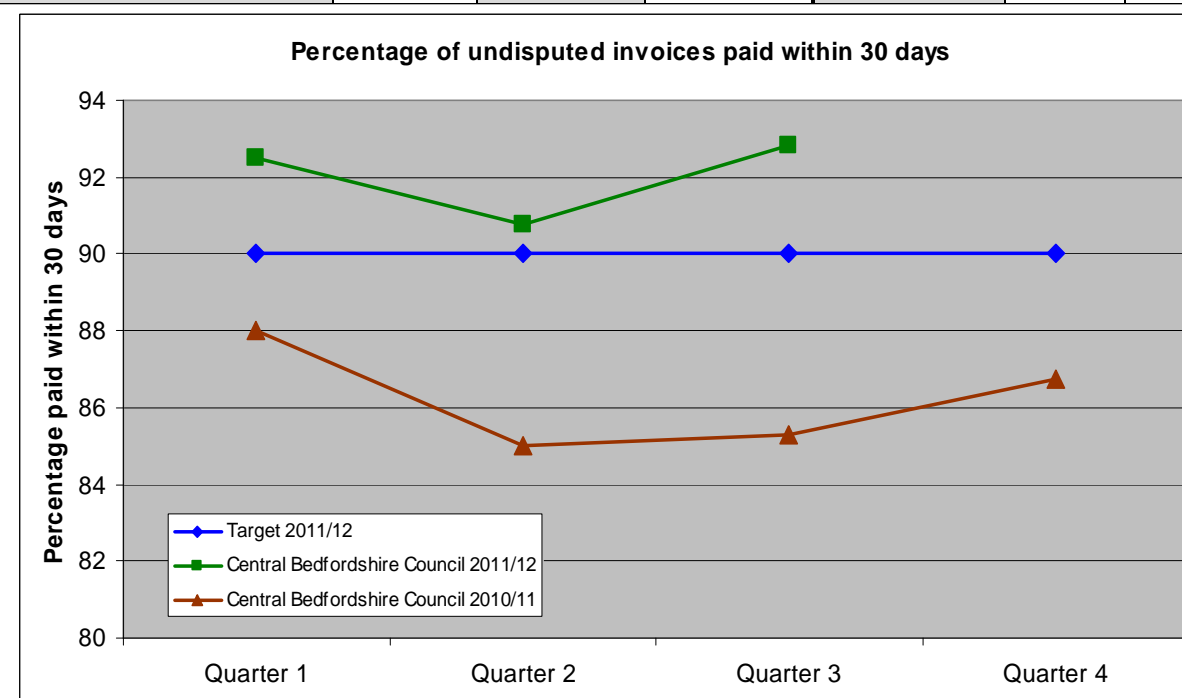


CH 2		Time taken to process Housing benefit, Council Tax Benefit, new claims and change events (NI 181) (Figures in brackets show the target average number of days for the quarter)																			
Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	-	Report comparison	Seasonal	Performance Judgement	↔	R
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
Calendar days	Low	29	29	54	56	37	21	42	25 Average for year	31 (31)	35.43 (26.6)	37.46 (24)									
<p>Comment: Quarter 3 - Performance during Quarter 3 is on par with that of 2010/11. More encouraging is the significant drop in processing times between November and December 2011 and is an indication that we have made good progress in clearing the backlog. It was always anticipated that clearing the backlog of claims and amendments to existing benefits would see a temporary rise in processing times. This has taken longer than anticipated but in December the volume of outstanding benefit changes reduced to its lowest for 24 months and processing times improved by almost 25% between November and December.</p> <p>It is still anticipated that processing times will be brought into line with monthly targets by the end of the year (the processing target for the month of March 2012 is 19 days). However achieving an overall average rate of 25 days for the entire year is unlikely due to the impact of dealing with the backlog.</p>																					



Invoices and outstanding debt

CH 3		Percentage of undisputed invoices paid within 30 days																			
Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	-	Report comparison	Seasonal	Performance Judgement	↑	G
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
CBC	%	82.6	90	88	85	85.28	86.73	86.73	90	92.5	90.74	92.81									
Social Care, Health & Housing									90		94.95	96.45									
Children's services									90		87.22	88.55									
Sustainable Communities									90		86.09	89.57									
Corporate Services - Resources									90		82.42	86.85									
Corporate Services - People & Organisation									90		91.47	95.81									
<p>Comment: Performance in Quarter 3 2011/12 improved on that achieved in Quarter 2, returning to the level achieved in Quarter 1, and again the 90% target has been exceeded. The seasonal comparison also shows a significant improvement in Quarter 3 this year compared to Quarter 3 2010/11, both for the Council as a whole, and for Directorates where comparable data exists.</p> <p>All Directorates have shown improved performance in Quarter 3 compared to Quarter 2 2011/12. Looking behind the quarterly averages, on the monthly returns, both Sustainable Communities and Corporate Services - Resources improved exceeded the 90% target in December, the last month of the quarter.</p>																					



CH 4		Amount of debt outstanding							Latest comparator group average	-	Report comparison	Quarter on quarter	Performance Judgement	↑	Not scored
Unit	Good is	Indicator	2010/11	2011/12				Outturn							
		All debt outstanding including that requiring the sale of a property before the debt can be recovered	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
£(m)	Low	Total amount of debt outstanding		19.394	10.937	9.797									
		Amount of debt outstanding (60 days or less)		15.804	5.887	5.199									
		Amount of debt outstanding (61 to 90 days)	0.553	0.732	0.292	0.370									
		Amount of debt outstanding (91 to 365 days)	1.616	1.915	3.612	3.080									
		Amount of debt outstanding (Over 1 year)	0.693	0.943	1.146	1.148									

Comment: The start of the financial year sees increased volume of invoices sent out by the Council hence the high level of debt outstanding at the close of Quarter 1. A good proportion of this outstanding debt has been cleared relatively quickly, but the challenge for the Council is not only to reduce this debt outstanding but also to ensure that the proportion of older debt is kept under control. Progress is being made in this respect with debt over 90 days falling by £530k this quarter and debt under 90 days old falling by £610k. £926k of the £4.228M over 90 days old is secured on properties so takes longer to recover. A further £805k owed by the NHS is still awaiting an agreement to be reached, the Assistant Director is aware and is helping to resolve this debt. In addition £421k of the over 90 day debt refers to an invoice for S106 agreement that did have a query on it that has since been resolved but the department do not want Income to take legal action against them at present.

A target covering the ratio between older debt (over 90 days old) excluding that secured on property and all debt outstanding is being developed.

Quarter	Debt outstanding (60 days or less)	Debt outstanding (61 days to 90 days)	Debt outstanding (91 days to 1 year)	Debt outstanding (Over 1 year)	Total
Quarter 1 2011/12	15.804	0.732	1.915	0.943	19.394
Quarter 2 2011/12	5.887	0.292	3.612	1.146	10.937
Quarter 3 2011/12	5.199	0.37	3.08	1.148	9.797
Quarter 4 2011/12					

Corporate Health - People and Organisation

Assistant Chief Executive - Deb Clarke

Deputy Leader and Executive Member for Corporate Resources - Cllr Maurice R Jones
 Deputy Executive Member for Corporate Resources - Cllr David John Hopkin
 Deputy Executive Member for Corporate Resources - Cllr Richard D Wenham

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Agency staff

CH 5		Total number of agency staff							Latest comparator group average	-	Report comparison	Performance Judgement	Not scored	Not scored	
Unit	Good is	2010/11	2011/12				Outturn								
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%		193	Level determined by need	166.49	161.21	189.24									

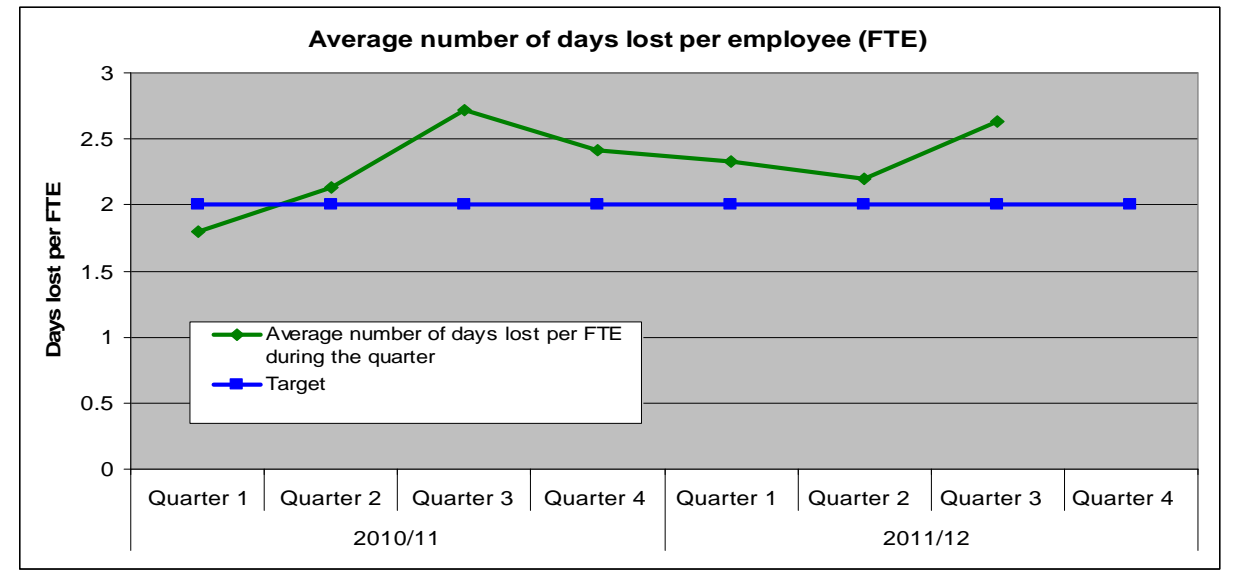
Comment: The Council continues to monitor the level of agency staff that it uses, including the reason for their usage and the category of job the agency worker is carrying out. The use of agency workers continues to be one of the resourcing options that allows us to be flexible in our resourcing options. As the optimum number of agency staff will fluctuate from quarter to quarter due to changing needs, it is not possible to performance score this indicator.

Quarter	Leave cover	Maternity & Paternity cover	Project work / heavy workload	Sick leave cover	Vacant post cover	Other	Total
Quarter 1	7.85	1.33	64.53	13.81	76.17		163.69
Quarter 2	3.26	5.32	47.36	13.66	89.59		159.19
Quarter 3	3.08	5.28	58.16	10.69	95.15	4.87	177.13
Quarter 4							

Quarter	Administrative	Care	Industrial	Professional & Technical	Social Work	Total
Quarter 1	42.42	27.43	5.82	47.18	43.64	166.49
Quarter 2	47.36	29.82	4.27	35.15	44.61	161.21
Quarter 3	46.8	26.77	2.38	53.43	48.47	189.24
Quarter 4						

Sickness absence

CH 6		Average number of days lost per employee (FTE)																		
Unit	Good is	2010/11						2011/12						Latest comparator group average	-	Report comparison	Seasonal	Performance Judgement	↑	A
		Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	Low	8.0	1.8	2.13	2.72	2.42	9.07	8.0	2.33	2.2	2.63									
<p>Comment: We continue to carefully monitor levels and patterns of sickness absence and work closely with all managers, supporting them as they follow our robust sickness absence policies.</p> <p>Building on the sickness absence training already provided to managers, further training is planned over the coming months.</p> <p>As part of this support, Human Resources works closely with Occupational Health to provide support to those identified as having higher levels of sickness absence.</p> <p>After a reduction in sickness absence for three successive quarters, Quarter 3 2011/12 shows a quarterly increase. However year on year sickness absence has improved, and this figure is lower than the comparable period last year. The indicator has been scored as AMBER as Quarter 3 remains above the quarterly target.</p>																				



Customer Services

CH 7		Percentage of first point resolutions by the Customer Service Contact Centre																			
Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	-	Report comparison	Quarter on quarter	Performance Judgement	↑	G
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	High	76.0	80	87.29	89.53	90.46	89.64	89.23	80	88.76	88.85	89.95									
<p>Comment: The purpose of this indicator is to ensure that the Council's Customer Service Contact Centre resolves at least 80% of calls at first point of contact (FPOC).</p> <p>The Customer Contact Centre received 129,087 calls in Quarter 3, of these 41% came through on the 'General Enquiries' line.</p> <p>Analysis of these 'General Enquiry' line calls revealed that 25% (13,361) of these were where the caller merely asked to be directed to a named member of staff, therefore with no opportunity to achieve FPOC these have been removed from the calculation.</p>																					

