

Item No.	Indicator	Target	Apr-14	Apr-15
1	<b>Work items o/s volumes</b>			
	Housing Benefits	0	1273	298
	Council Tax Billing	0	698	110
	Council Tax Recovery	0	103	56
	Business Rates	0	112	113
	Licensing	0	49	21
	Fixed Penalty Notices	0	0	0
	Disc. Housing Payments - No o/s			25
	Appeals - o/s greater than 30 days			4
2	<b>Telephone Calls Received - Volumes</b>			
	Switchboard		5511	5480
	Other calls		9635	9828
3	<b>Telephones - Average Answered Wait Time (Mins)</b>			
	Switchboard		0.29	0.31
	Other calls		3.01	2.18
4	<b>Telephone Calls Abandoned - Volumes</b>			
	Switchboard		272	375
	Other calls		1857	2158
5	<b>In month abandoned rate %</b>			
	Switchboard	5	4.9	6.8
	Other calls	5	19.3	22
6	<b>Complaints - numbers</b>			
	Formal		6	4
	Service		118	108
7	<b>Work items - completed</b>			
	Council Tax Inspections completed	None	0	625
	Business Rates Inspections completed	None	0	31
	Council Tax new properties visited	None	0	57
	Business Rates new properties visited	None	0	0
	Burials completed	None	13	11
	Memorials permits issued	None	2	5
	Parking (completed)	None	69	63
8	<b>Collection Rates</b>			
	Council Tax Collection rate	10.25%	10.46%	10.47%
	Business Rates collection rate	12.11%	12.46%	13.50%
	Council Tax Direct Debit payers	Year on year increase	72.23%	73.62%
	Business Rates Direct Debit payers	Year on year increase	54.55%	51.57%
	Number of average days for Sundry Debtor invoices to be paid.	30 days	45	71
	Sundry Debtor invoices o/s % older than 120 days	< 14%	20.31%	19.66%
9	<b>Recovery - volumes</b>			
	Council Tax Recovery Action		3415	4641

Council Tax Bailiff	25	194
Business Rates Recovery Action	6	286
Business Rates Bailiff	15	9

Target	May-14	May-15	Target	Jun-14	Jun-15	Target
0	673	696	0	337	480	0
0	207	129	0	163	103	0
0	132	35	0	82	107	0
0	169	128	0	11	38	0
0	46	82	0	40	69	0
0	2	0	0	3	0	0
		37			45	
		6			5	
	5599	5012		5795	5804	
	9381	7773		8516	7944	
	0.41	0.3		0.29	0.22	
	3.07	2.07		2.16	1.29	
	409	337		292	277	
	2075	1464		1228	1093	
5	7.3	6.7	5	5	4.8	
5	16.6	18.8	5	14.7	13.8	
	6	4		3	3	
	105	120		113	121	
None	316	229	None Not available		779	None
None	0	35	None Not available		6	None
None	0	6	None	25	42	None
None	0	0	None	0	0	None
None	14	7	None	8	11	None
None	13	9	None	7	5	None
None	35	44	None	98	72	None
19.33%	19.69%	19.71%	28.57%	28.76%	28.87%	37.81%
21.83%	22.48%	21.90%	32.39%	31.68%	29.98%	40.42%
r increase	72.95%	74.19%	r increase	73.26%	74.70%	ar increase
r increase	54.43%	51.40%	r increase	54.68%	51.41%	ar increase
30 days	165	54	30 days	28	38	30 days
< 14%	3.68%	18.55%	< 14%	41.38%	27.40%	< 14%
	2761	3443		2901	2686	

205 187  
352 200  
0 9

193 0  
202 165  
3 9



Jul-14	Jul-15	Target	Aug-14	Aug-15
888	499	0	1678	491
378	224	0	378	309
64	109	0	110	205
43	38	0	97	110
22	64	0	41	86
0	0	0	1	0
	32		11	26
	12		7	15
6371	6054		5097	4991
9454	8268		9057	7757
0.33	0.24		1.02	0.35
2.35	1.42		2.51	2.16
320	314		482	377
1381	1121		1630	1602
5	5.2		9.5	7.6
14.4	13.6		18	20.7
13	3		4	3
157	127		142	113
237	339	None	101	670
0	77	None	114	179
37	267	None	4	2
15	19	None	0	0
8	11	None	6	12
15	19	None	7	4
69	56	None	64	61
37.93%	37.97%	46.89%	47.03%	46.89%
39.40%	38.49%	52.44%	50.21%	47.20%
73.77%	75%	var increase	74.07%	75.26%
54.29%	52.16%	var increase	53.50%	52.64%
59	46	30 days	66	99
31.15%	46.60%	< 14%	21.70%	31.77%
2094	2206		2079	2082

57	225	492	200
136	147	363	128
0	24	9	11

