

Appendix B: Performance Indicator Exception Report

The following pages show performance for indicators published in the Corporate Plan that have not met their targets at the end of the latest quarter for the Directorates relevant to the Committee. All data reported is from the start of the municipal year to the date shown below.

The PI Summary section for each service gives the number of indicators published in the Corporate Plan that met and did not meet their targets for each service. Triangles represent indicators that did not meet target and stars represent indicators that did meet target.

Corporate Resources

Financial Services

PI Summary

▲	★	Total
3	2	5

Financial Services Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
▲ L380 - The percentage of non-domestic rates due for the financial year which were received by the authority (BV010)	90.0 %	92.0 %
▲ L391 Average time for processing new claims (BV078a)	26.0	25.0
▲ L392 Average time for processing notification of changes of circumstance (BV078b)	13.6	12.0

Internal Audit & Investigations

PI Summary

★	Total
1	1

Internal Audit & Investigations Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
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Personnel & Organisational Development

Corporate Plan PI Summary

▲	★	Total
2	6	8

People & Organisational Development - Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
▲ L370 The percentage of top management from minority ethnic communities	5.6 %	5.7 %
▲ L372 The proportion of working days/shifts lost due to sickness absence (BV012)	6.78	6.00