

Bromsgrove District Council Corporate Performance Report
Quarter 4, 2011/12 - Period Ending March 2012

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 31 March 2011	1 Apr 2011 - 31 March 2012	Direction of Travel (where applicable)	2009/10	2010/11	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	9.7	7.5	☺	NA	9.7	Further improvement on processing times as a result of more "1 day decisions" being made. The improvement is as a result of the transformational work; customers present face to face, their claims and changes are being processed there and then and not being passed to the "back office" to process. A new relaxed approach to the evidence requirements has also contributed to quicker processing times.
% of invoices paid by the Council within 30 days of receipt	99.06%	98.34%	☹	98.18%	99.06%	There have been some issues with invoices not being returned within the required time period. The finance team is just commencing their new shared service and further training is going to be offered to staff where required.
Number of working days / shifts lost to the local authority due to sickness absence per FTE staff members (days)	9.85	8.25	☺	TIC	9.85	There has been a decrease in sickness absence in Q4 and when compared to the same period last year; this was expected to have occurred following on from the active sickness management of long term sickness cases. A review of the sickness absence policy is a priority for Human Resources in the coming months. The implementation of shared services has impacted on the comparative data.
% of complaints handled within the agreed time frames	71.51%	76.03%	Contextual	NA	71.51%	There has been a steady increase in the percentage of complaints handled within the time frame over the year and an overall improvement on the same period last year. However, this quarter has seen a fall in recorded complaints and the reason for this cannot be established. Heads of Service and managers are reminded to have mechanisms in place to ensure complaints are properly recorded and further training is available if required. Additionally there will be further training for all managers in respect of complaints handling and escalating issues to the complaints system.