

Board report

A graphical summary of the councils' performance

MARCH 2012

South and Vale board report

MARCH 2012

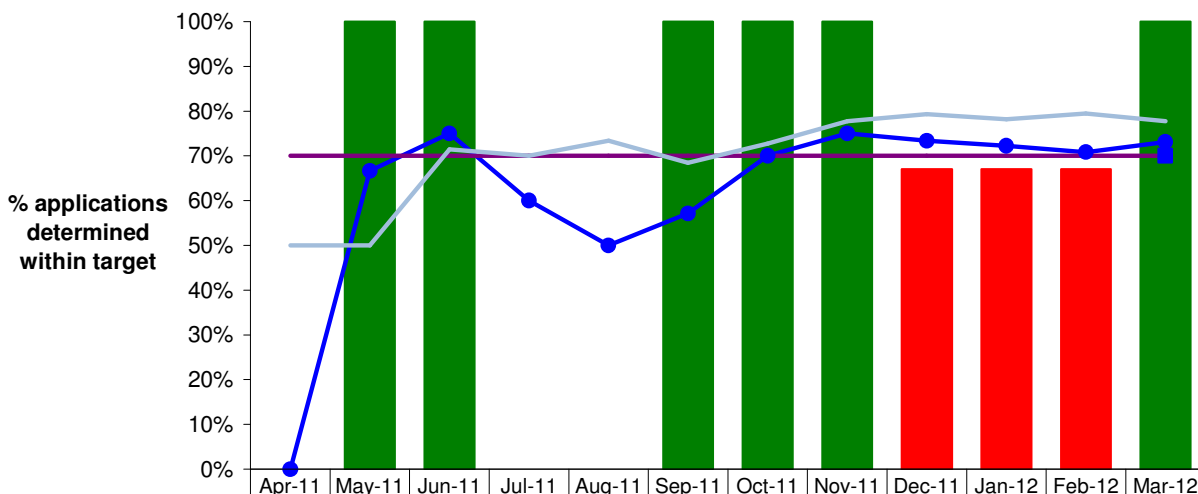
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SECTION 1 – PLANNING

Major planning applications determined in 13 weeks (high is good)

South

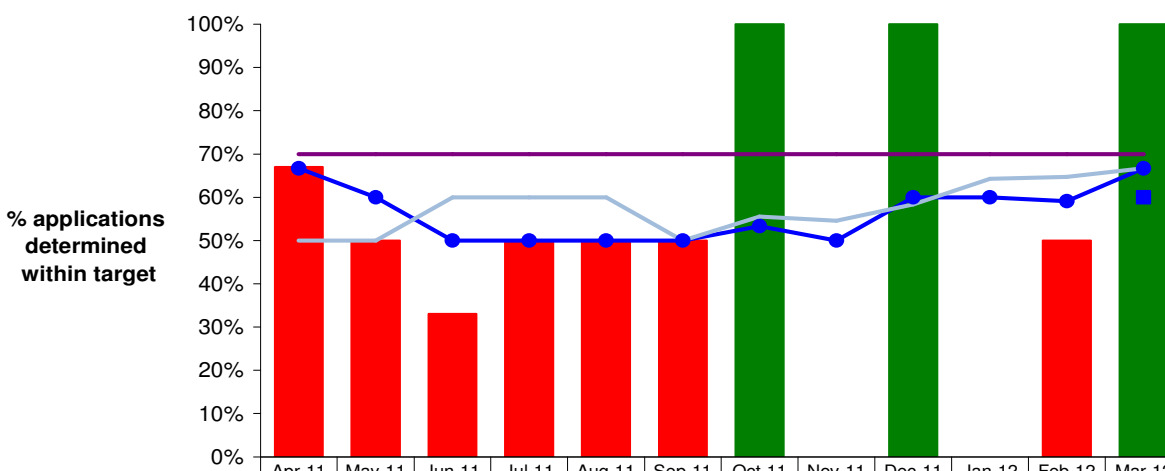
Major Applications determined within target (of those determined this month)



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Major Applications determined within 13 weeks (on or above target)		100%	100%			100%	100%	100%				100%
Major Applications determined within 13 weeks (below target)	0%			0%	0%				67%	67%	67%	
Year to date %	0%	67%	75%	60%	50%	57%	70%	75%	73%	72%	71%	73%
Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Officer prediction of year-end performance												70%
2010-2011 Year to date %	50%	50%	71%	70%	73%	68%	73%	78%	79%	78%	79%	78%

Vale

Major Applications determined within target (of those determined this month)



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Major Applications determined within 13 weeks (on or above target)							100%		100%	0%		100%
Major Applications determined within 13 weeks (below target)	67%	50%	33%	50%	50%	50%		0%		0%	50%	
Year to date %	67%	60%	50%	50%	50%	50%	53%	50%	60%	60%	59%	67%
Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Officer prediction of year-end performance												60%
2010-2011 Year to date %	50%	50%	60%	60%	60%	50%	56%	55%	58%	64%	65%	67%

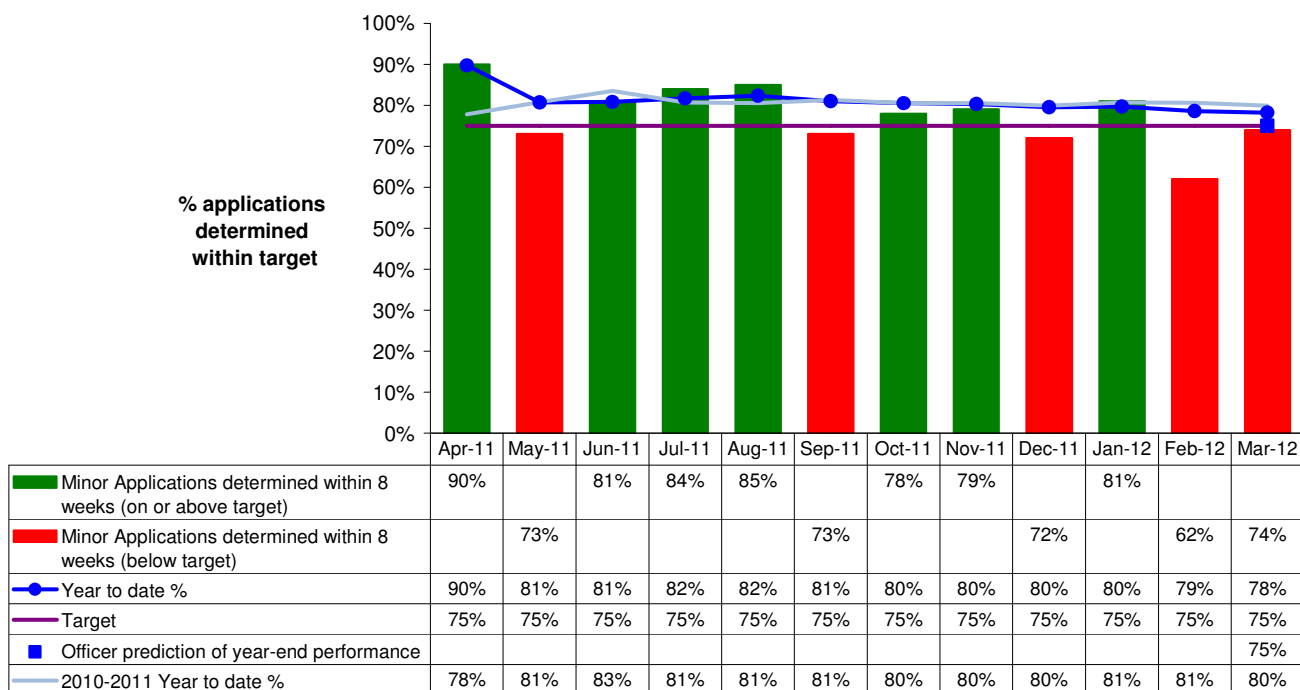
Notes

1. Very few major planning applications are being processed by the councils at any one time.
2. **Vale** - performance was below target at year-end for the following reasons:
 - Performance was noticeably below target in the first months of the 2011/12 financial year because of staff shortages in early 2011, which led to a backlog of applications which took a number of months to clear.
 - Performance slipped towards the end of the financial year because of the reduction from eight to seven case officers at the beginning of 2012.
 - In March 2012, there was some scheduled downtime during the transition to a new computer system (Ocella), which limited our ability to issue decisions on target.

Minor planning applications determined in 8 weeks (high is good)

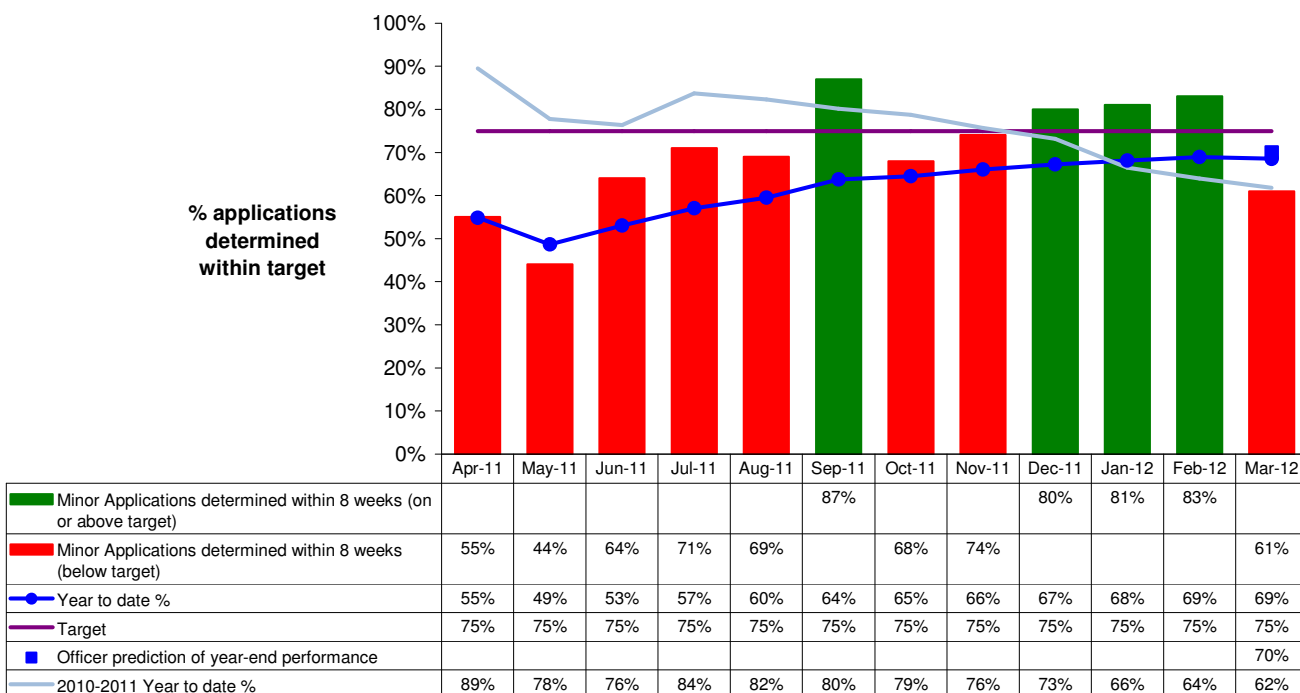
South

Minor Applications determined within target (of those determined this month)



Vale

Minor Applications determined within target (of those determined this month)



Note

Vale – performance was below target at year-end for the following reasons:

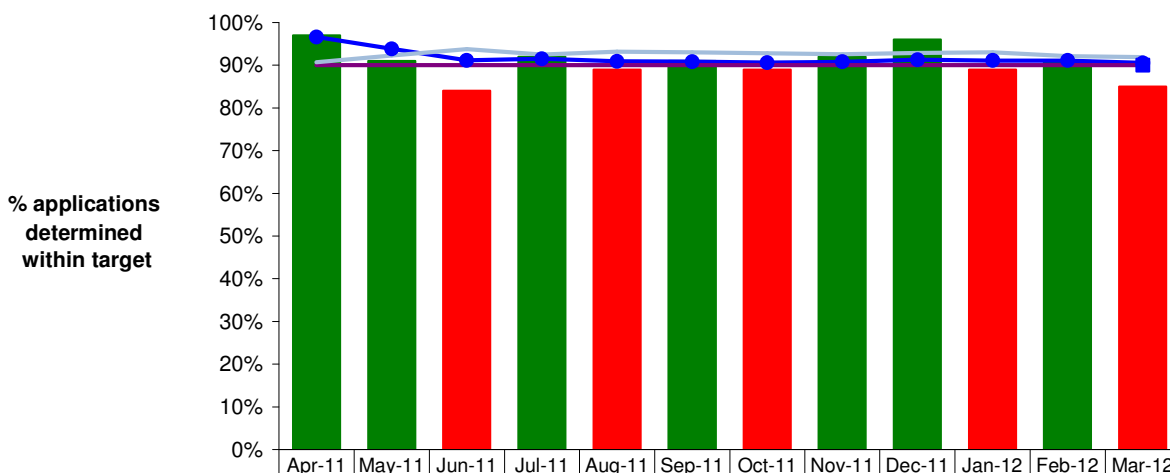
- Performance was noticeably below target in the first months of the 2011/12 financial year because of staff shortages in early 2011, which led to a backlog of applications which took a number of months to clear.

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- In March 2012, there was some scheduled downtime during the transition to a new computer system (Ocella), which limited our ability to issue decisions on target.

Other planning applications determined in 8 weeks (high is good)

South

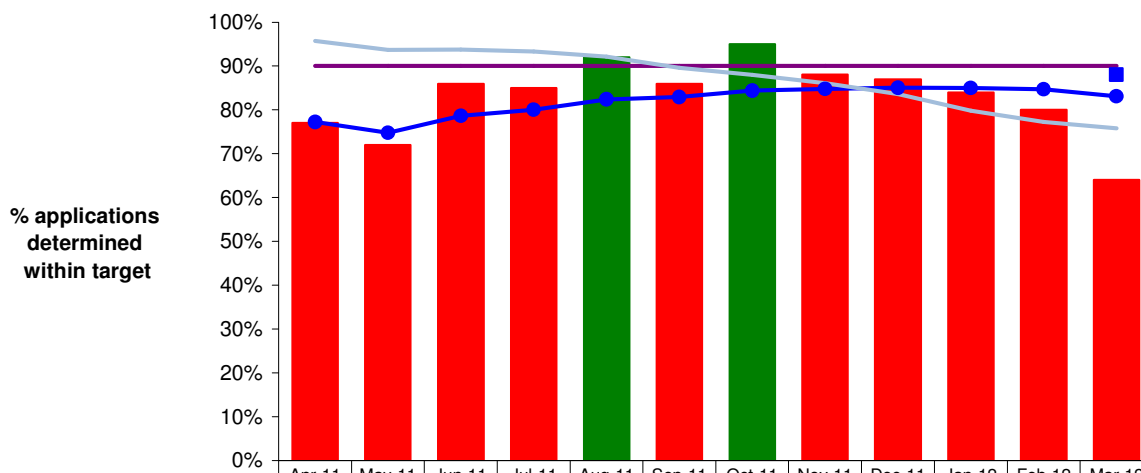
Other Applications determined within target (of those determined this month)



Other Applications determined within 8 weeks (on or above target)	97%	91%		92%		91%		92%	96%		91%	
Other Applications determined within 8 weeks (below target)			84%		89%		89%			89%		85%
Year to date %	97%	94%	91%	92%	91%	91%	91%	91%	91%	91%	91%	91%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Officer prediction of year-end performance												90%
2010-2011 Year to date %	91%	92%	94%	93%	93%	93%	93%	93%	93%	93%	92%	92%

Vale

Other Applications determined within target (of those determined this month)



Other Applications determined within 8 weeks (on or above target)					92%		95%					
Other Applications determined within 8 weeks (below target)	77%	72%	86%	85%		86%		88%	87%	84%	80%	64%
Year to date %	77%	75%	79%	80%	82%	83%	84%	85%	85%	85%	85%	83%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Officer prediction of year-end performance												88%
2010-2011 Year to date %	96%	94%	94%	93%	92%	90%	88%	86%	84%	80%	77%	76%

Note

Vale - performance was below target at year-end for the following reasons:

- Performance was noticeably below target in the first months of the 2011/12 financial year

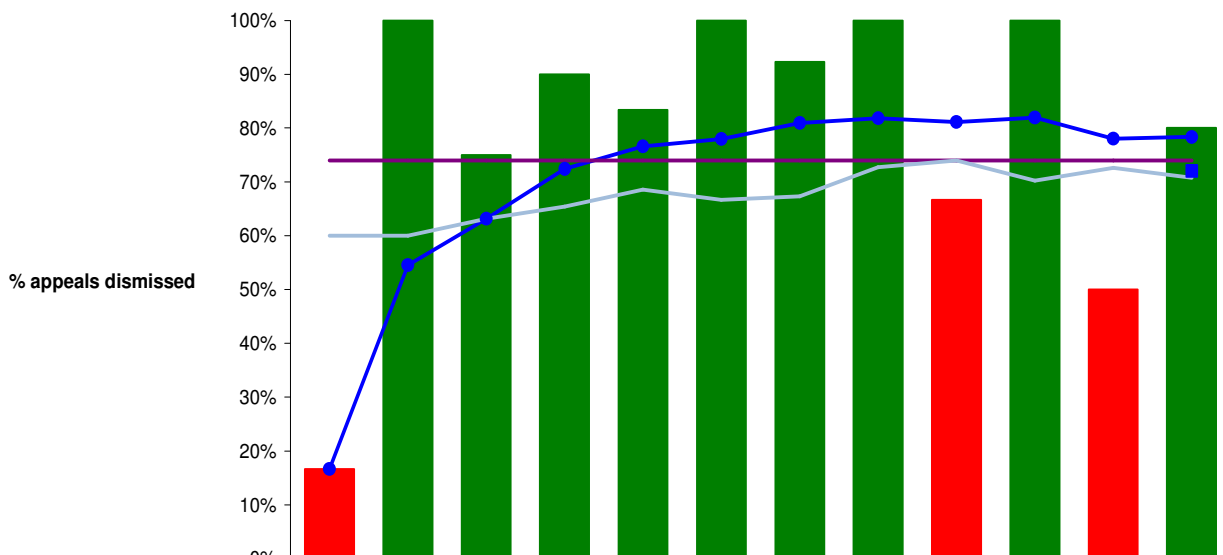
because of staff shortages in early 2011, which led to a backlog of applications which took a number of months to clear.

- Performance slipped towards the end of the financial year because of the reduction from eight to seven case officers at the beginning of 2012.
- In March 2012, there was some scheduled downtime during the transition to a new computer system (Ocella), which limited our ability to issue decisions on target.

Planning appeals decisions

South

Appeals Decided

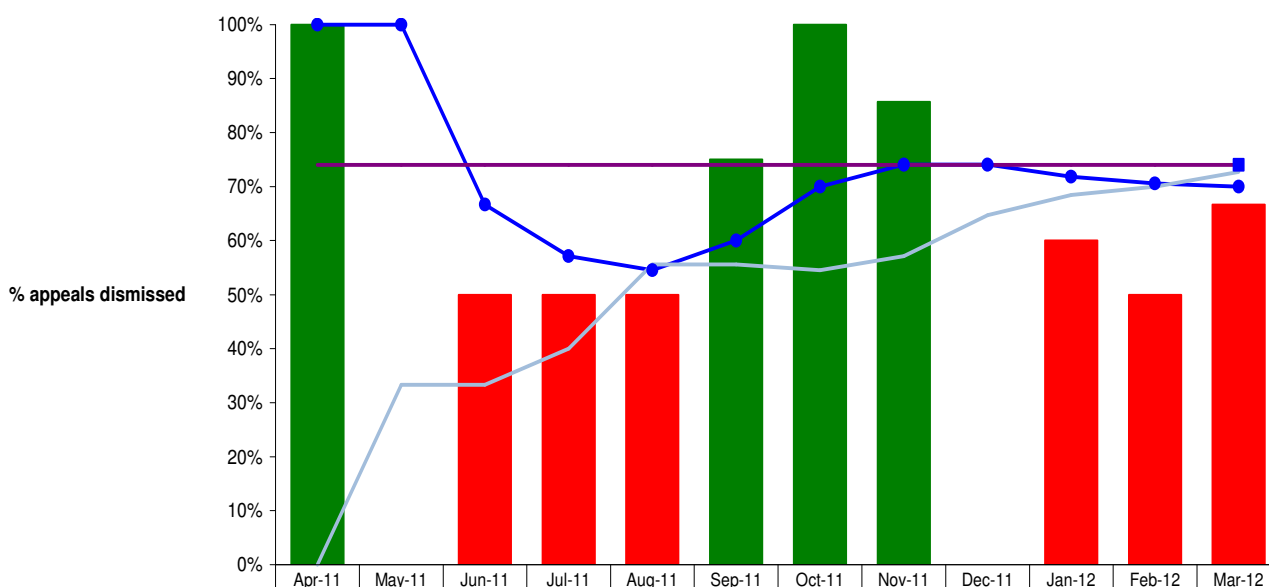


	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
■ % Appeals Dismissed (on or above target)		100%	75%	90%	83%	100%	92%	100%		100%		80%
■ % Appeals Dismissed (below target)	17%								67%		50%	
No. Appeals Dismissed	1	5	6	9	15	3	12	3	2	3	5	12
No. Appeals Allowed	5	0	2	1	3	0	1	0	1	0	5	3
No. Appeals Decided	6	5	8	10	18	3	13	3	3	3	10	15
● Year to date %	17%	55%	63%	72%	77%	78%	81%	82%	81%	82%	78%	78%
— Target	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%
■ Officer prediction of year-end performance												72%
— 2010-2011 Year to date %	60%	60%	63%	65%	69%	67%	67%	73%	74%	70%	73%	71%

Planning appeals decisions

Vale

Appeals Decided



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
■ % Appeals Dismissed (on or above target)	100%					75%	100%	86%				
■ % Appeals Dismissed (below target)			50%	50%	50%					60%	50%	67%
No. Appeals Dismissed	1	0	1	2	2	3	5	6	0	3	1	4
No. Appeals Allowed	0	0	1	2	2	1	0	1	0	2	1	2
No. Appeals Decided	1	0	2	4	4	4	5	7	0	5	2	6
● Year to date %	100%	100%	67%	57%	55%	60%	70%	74%	74%	72%	71%	70%
— Target	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%
■ Officer prediction of year-end performance												74%
— 2010-2011 Year to date %	0%	33%	33%	40%	56%	56%	55%	57%	65%	68%	70%	73%

Note

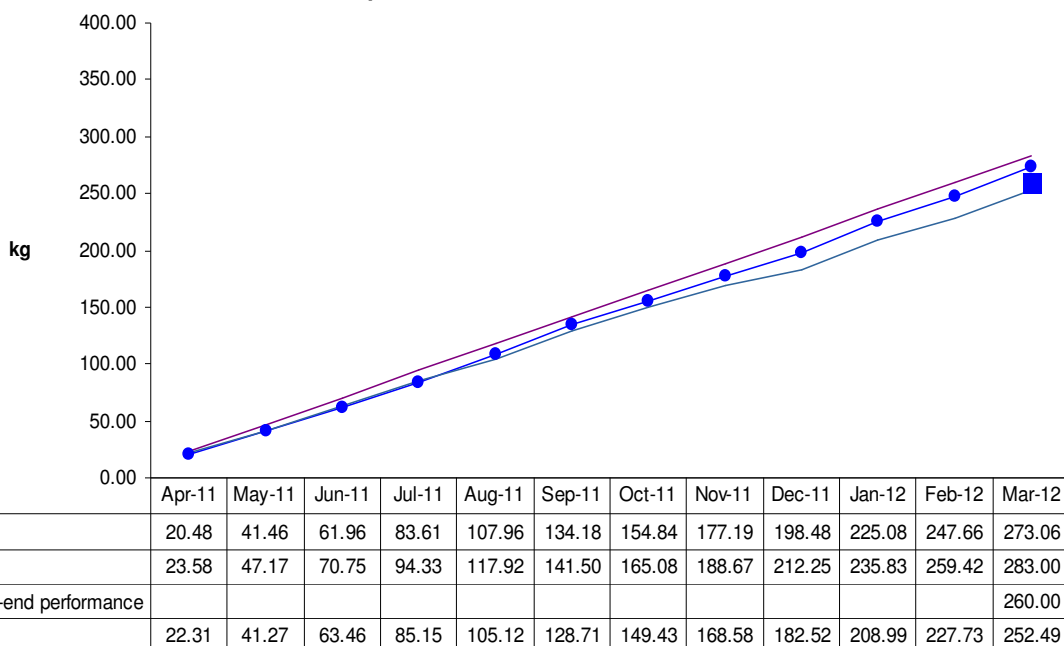
Vale - the two appeals we lost in March related to a residential development at Broadwater, Wantage (which the Planning Committee refused contrary to the officer recommendation), and proposed works to a listed building in Gravel Walk, Faringdon (the inspector disagreed with us and felt the proposal would not harm the character of the listed building or the conservation area).

SECTION 2 – ENVIRONMENT

Residual waste (kg/household) (low is good)

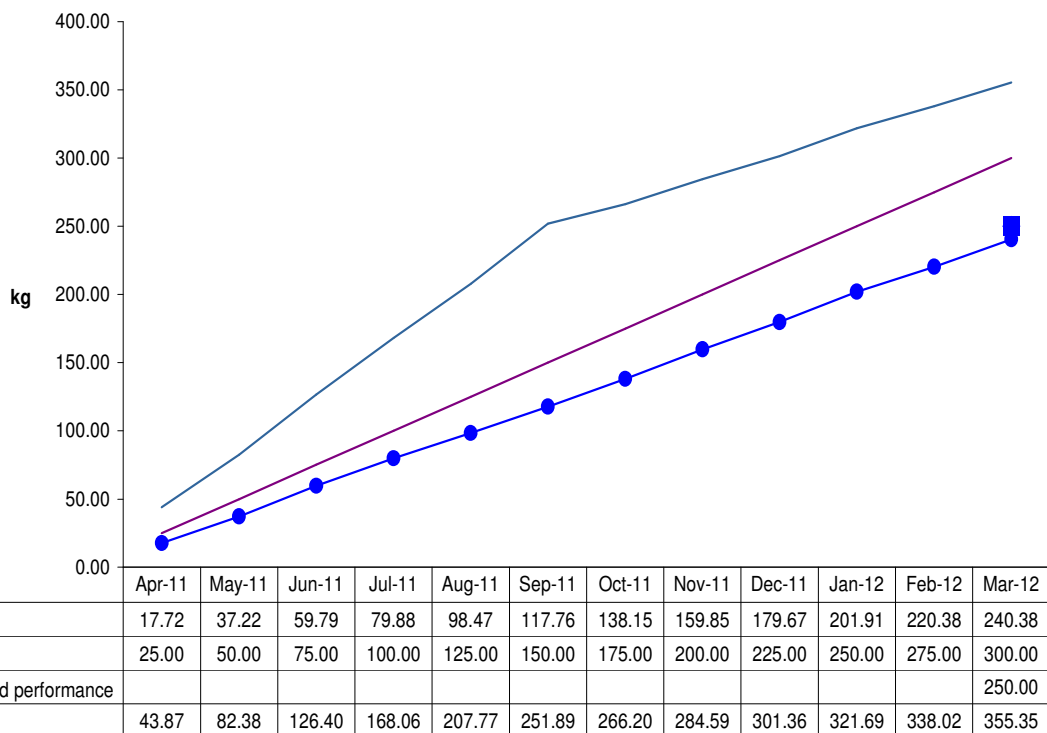
South

Waste per household



Vale

Waste per household



Notes

1. The definitive figures for March's residual waste are not yet available for either council,

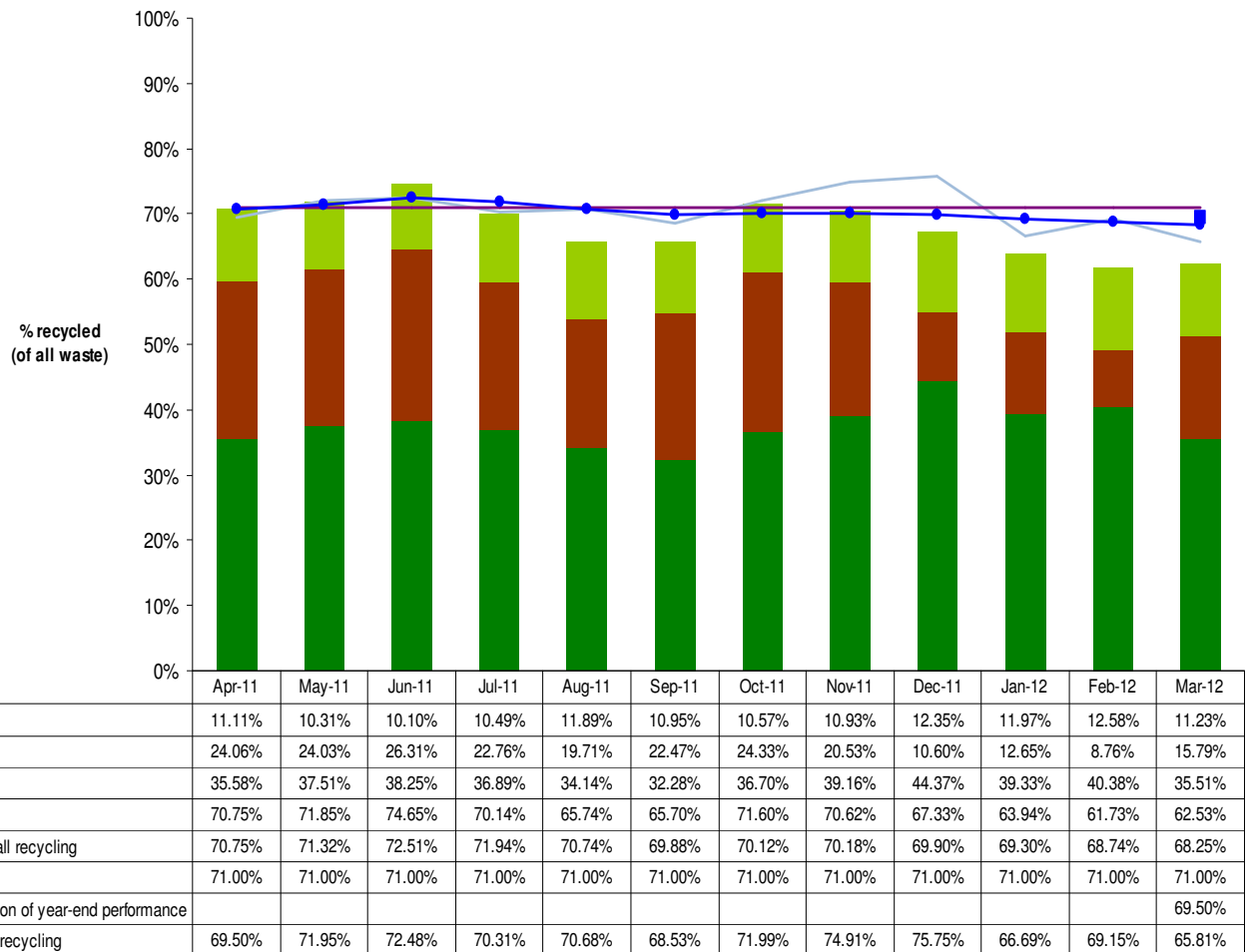
so they may change minimally; if this is the case, the final figures will appear in the April report.

2. The reasons for the difference in the amount of waste generated between Vale and South remain unclear but it is likely it is a combination of factors that produce this outcome. Biffa have undertaken analysis and we are waiting on the results, which may help inform our understanding of this situation. If the analysis shows the residual waste contains waste that could be recycled we will undertake some targeted education to reduce the differential. If the analysis shows it is purely residual waste there is little we can do as the difference will be down to South residents consuming more non recyclable goods and packaging.

Recycling rate (high is good)

South

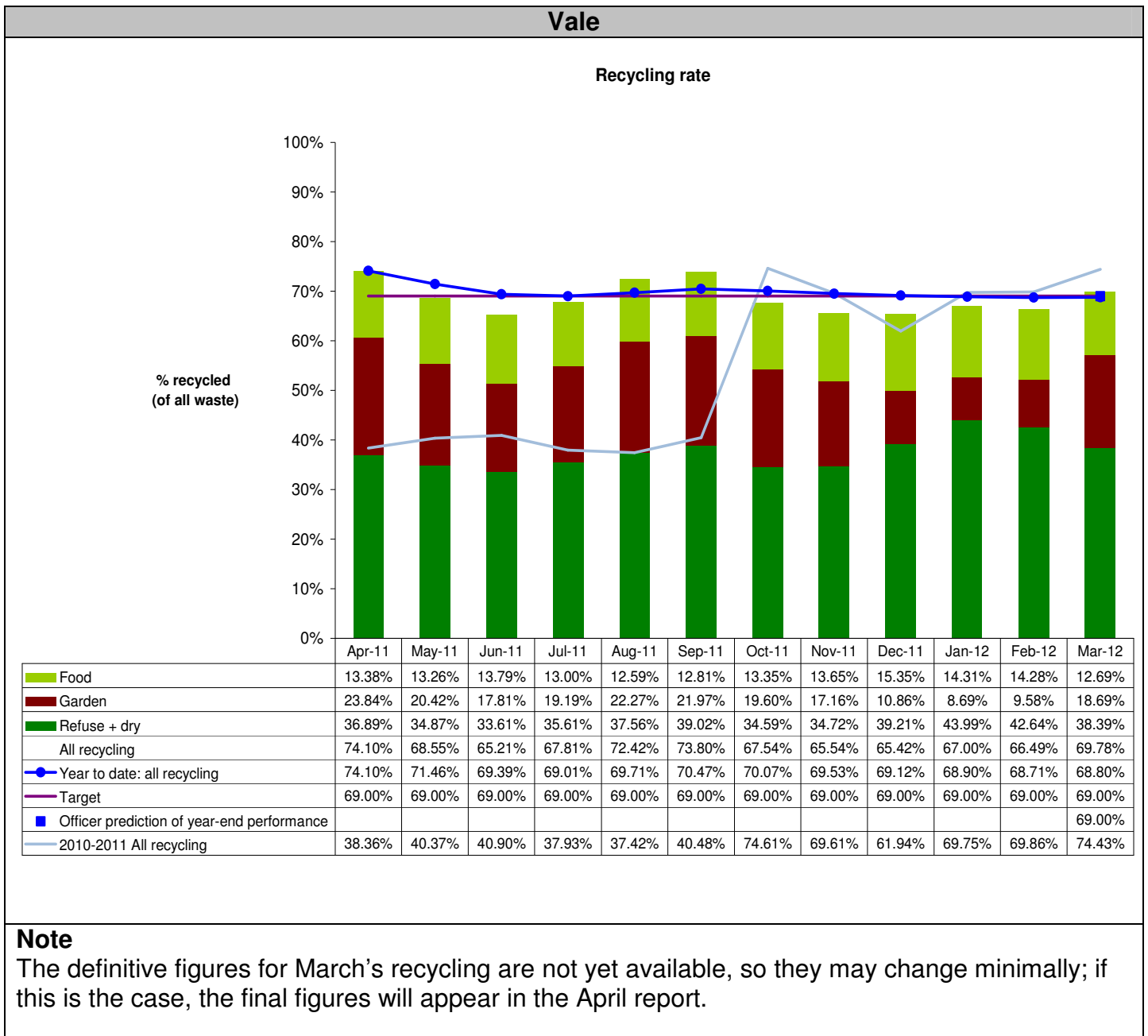
Recycling rate



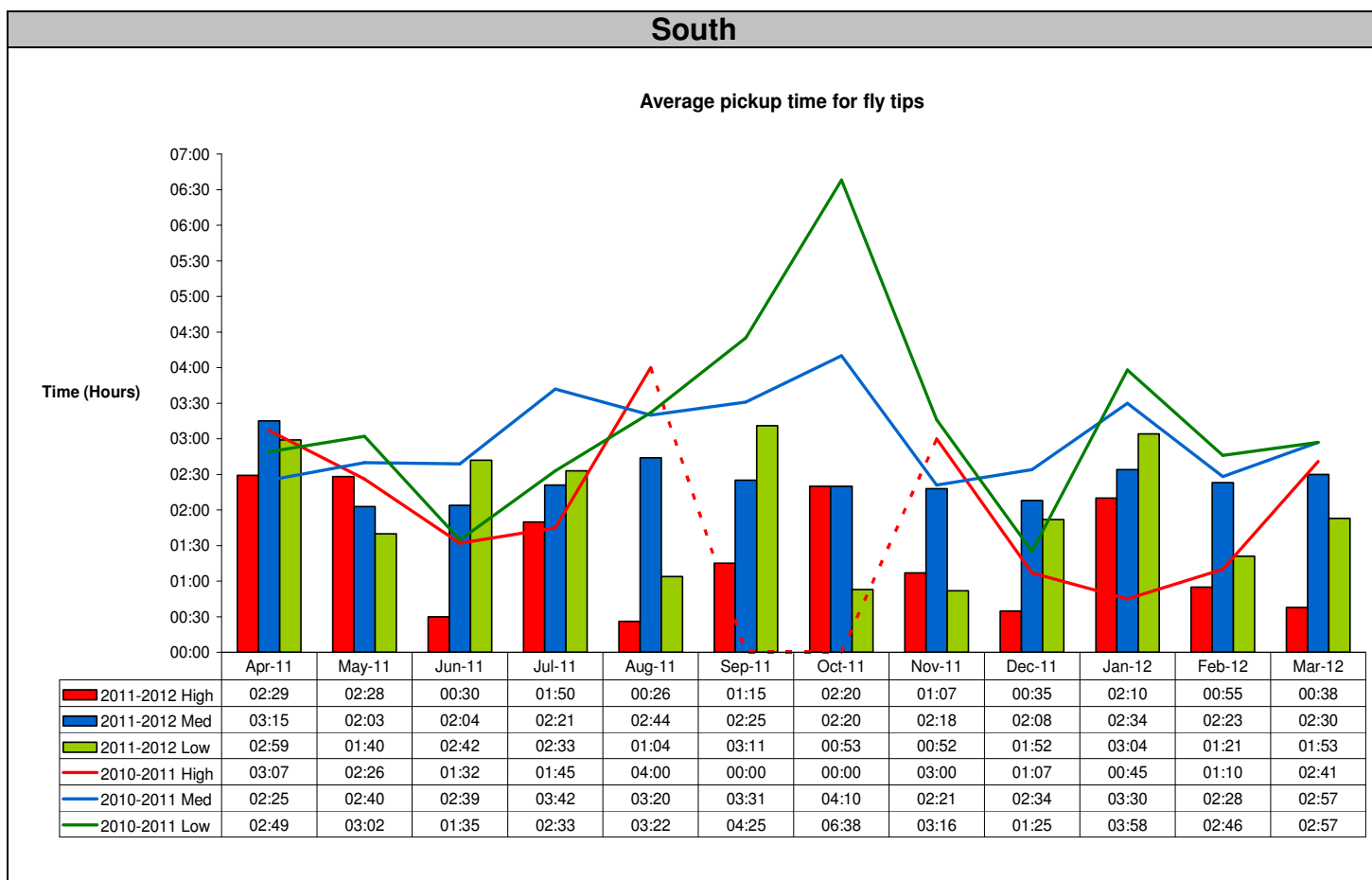
Note

The definitive figures for March's recycling are not yet available, so they may change minimally; if this is the case, the final figures will appear in the April report.

Recycling rate (high is good)



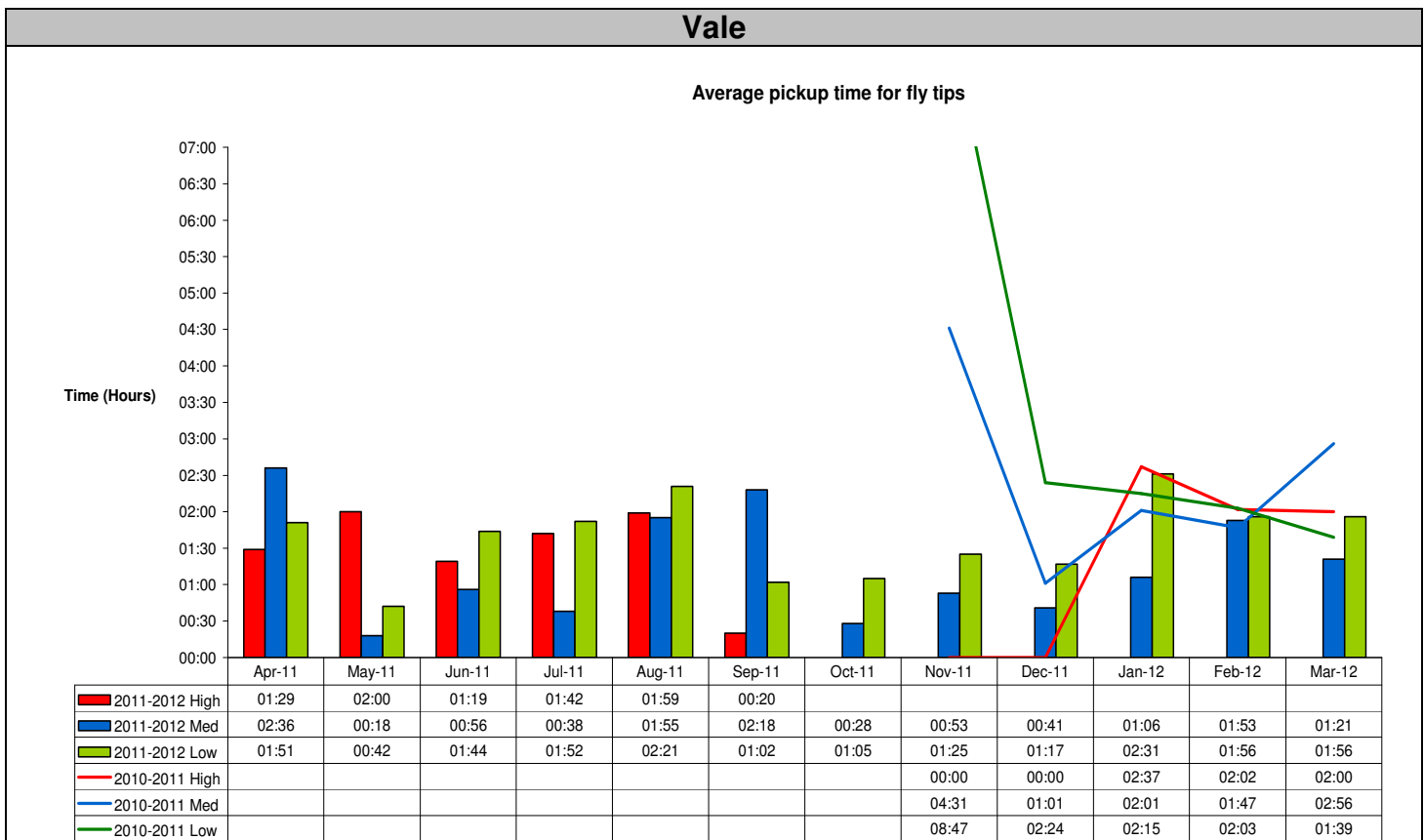
Fly tipping (South clearance time)



Notes

- South and Vale: Land is divided into zones corresponding to their intensity of use: High, Med and Low. The following definitions are used:
 - High - busy public areas
 - Medium - 'everyday' areas, including most housing areas occupied by people most of the time
 - Low - lightly trafficked areas that do not impact upon most people's lives most of the time
- Does not include private land for either South or Vale since this is the responsibility of the landowner.

Fly tipping (Vale clearance time)



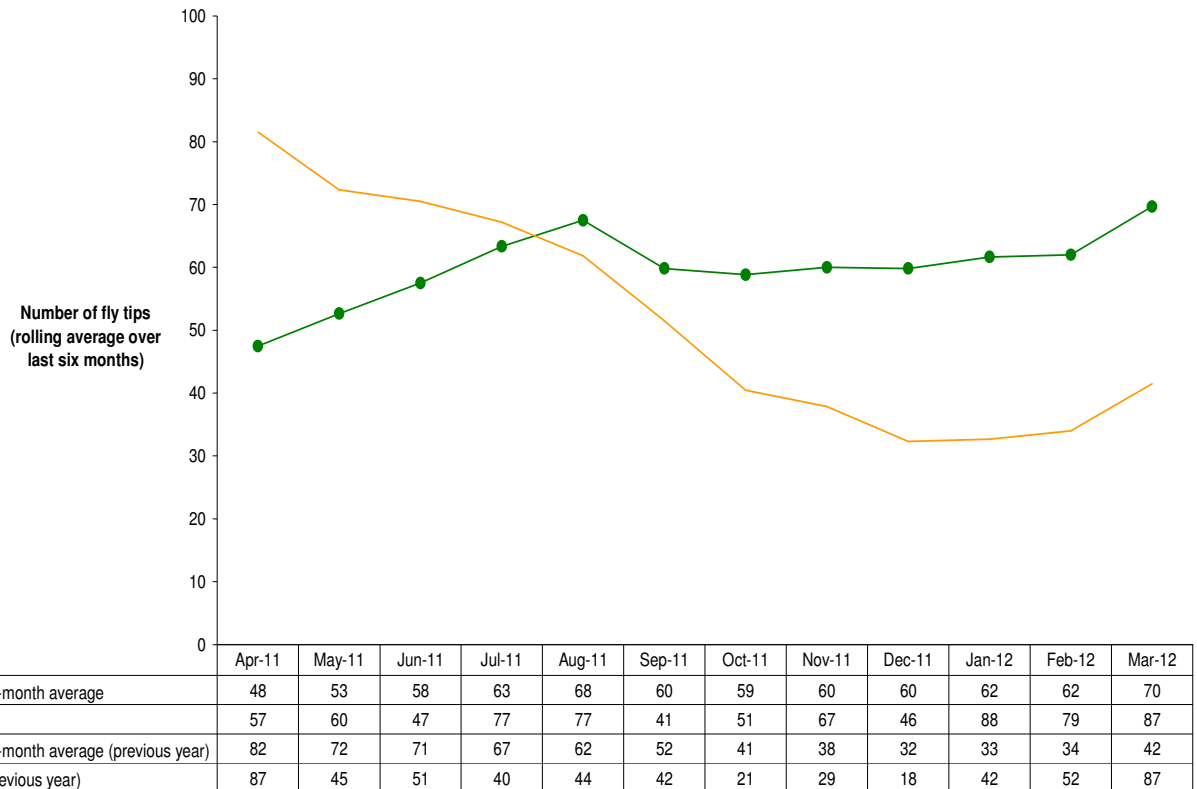
Notes

1. Data started to be collected for Vale in November 2010.
2. Does not include private land for either South or Vale since this is the responsibility of the landowner.
3. There were no fly tips reported in the High Zone in October – March inclusive.

Number of fly tips (rolling six-month average)

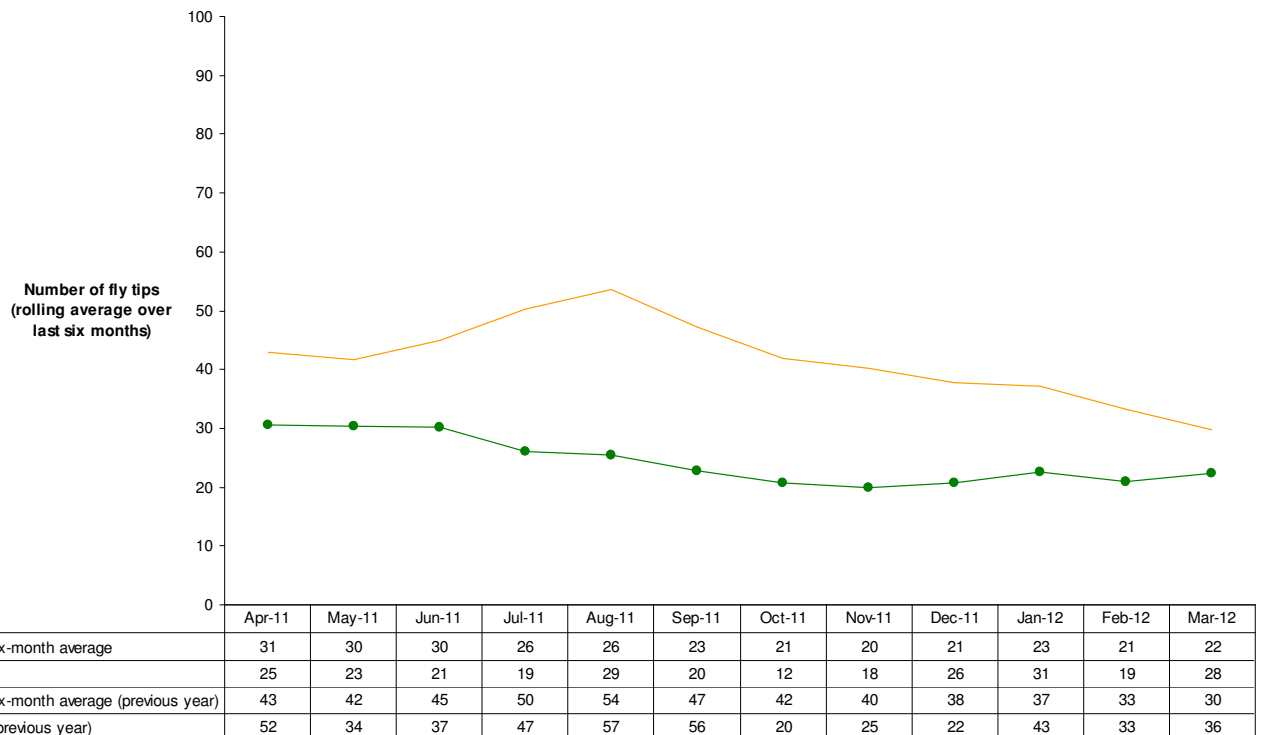
South

Number of fly tips: rolling six-month average



Vale

Number of fly tips: rolling six-month average



Notes

- Does not include private land for either South or Vale since this is the responsibility of the landowner.

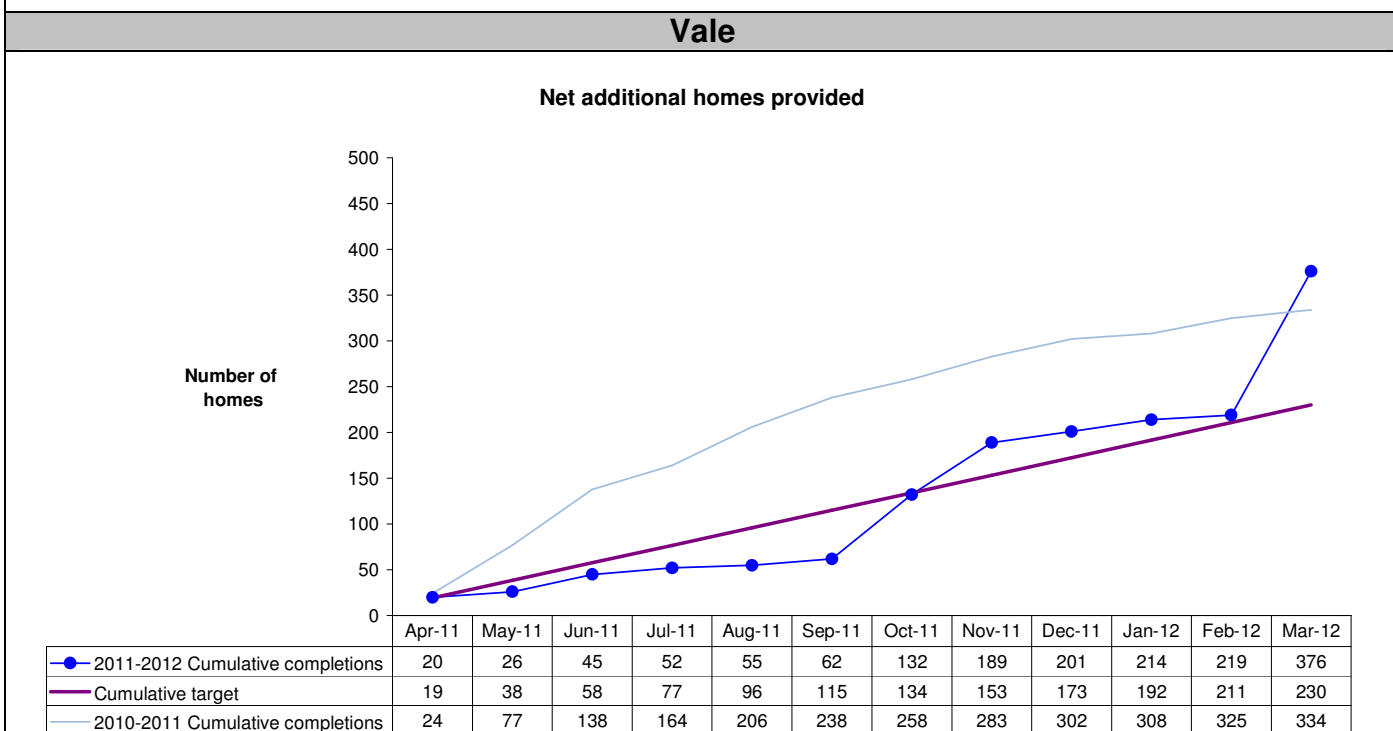
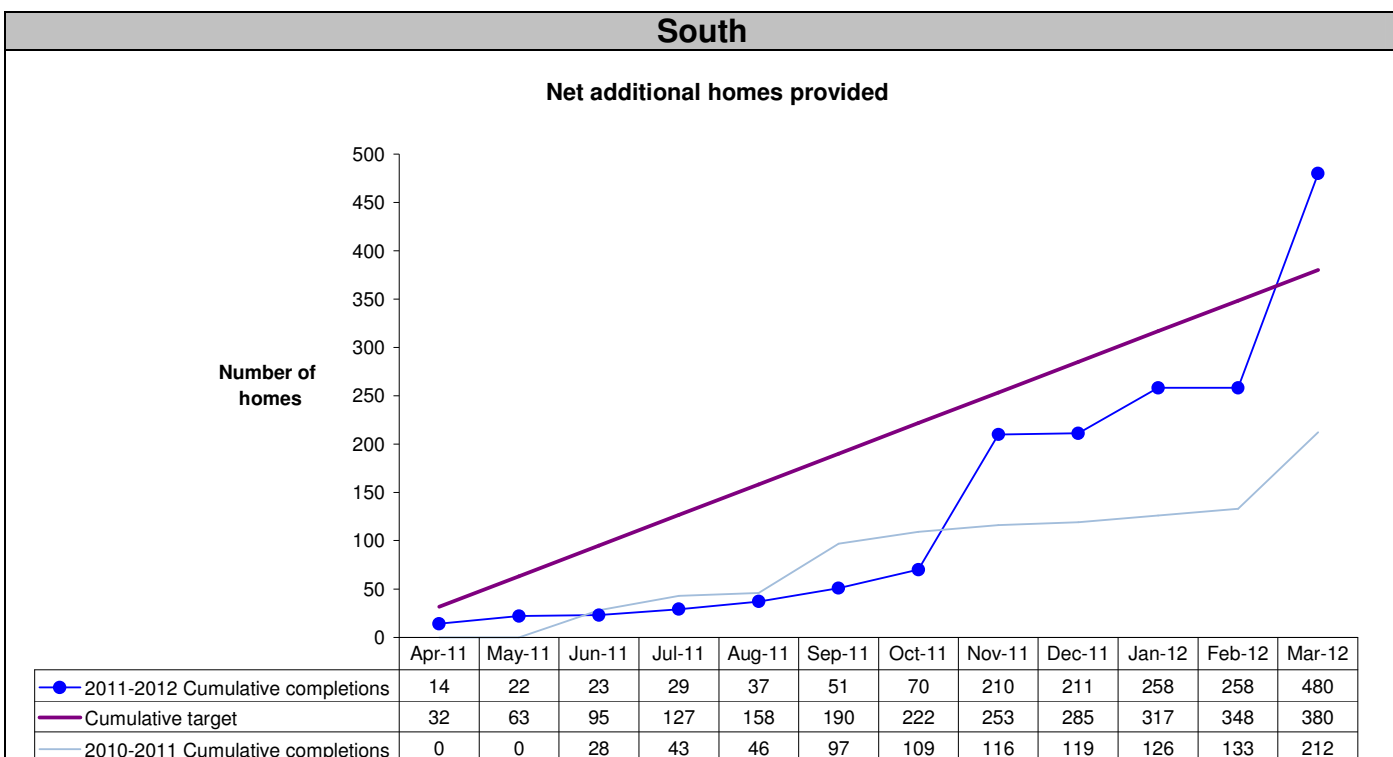
2. South - conclusions as to why there are comparatively higher levels of fly tipping when compared to Vale, that are supported by evidence are hard to find but officers believe that a combination of the reasons below apply:

- (a) The economic downturn leading to contractors and others seeking to save costs by fly tipping.
- (b) The waste disposal licence regime operating across the county which means that both contractors and DIY enthusiasts now have to pay to have a licence to dump waste at any of the recycling/waste sites in the county.
- (c) The fact that South is relatively “permeable” as a district. It is easy to drive through and turn off into rural areas, fly tip and then leave. It is therefore perhaps a “softer” target than other districts.

A new enforcement officer was appointed at South on 19 March, as a result of which South and Vale will have similar levels of officer resources dedicated to tackling fly tipping. It is expected that this will result in a noticeable and sustained reduction in the incidence of fly tipping at South in the long-term. It should, however, be noted that the nature of the enforcement process means that the expected reduction will be gradual rather than immediate.

SECTION 3 – HOUSING

Net additional homes provided (high is good)



Notes

- Vale** – 157 completions were reported in March. Many of these completions were actually in earlier months, but were reported to the council at year-end; it has not been possible retrospectively to allocate them to the correct months. A significant proportion of the completions were at the Folly Farm site; the remainder were at smaller sites.
- South** – there were 222 completions reported in March. The majority of these were at

the following sites:

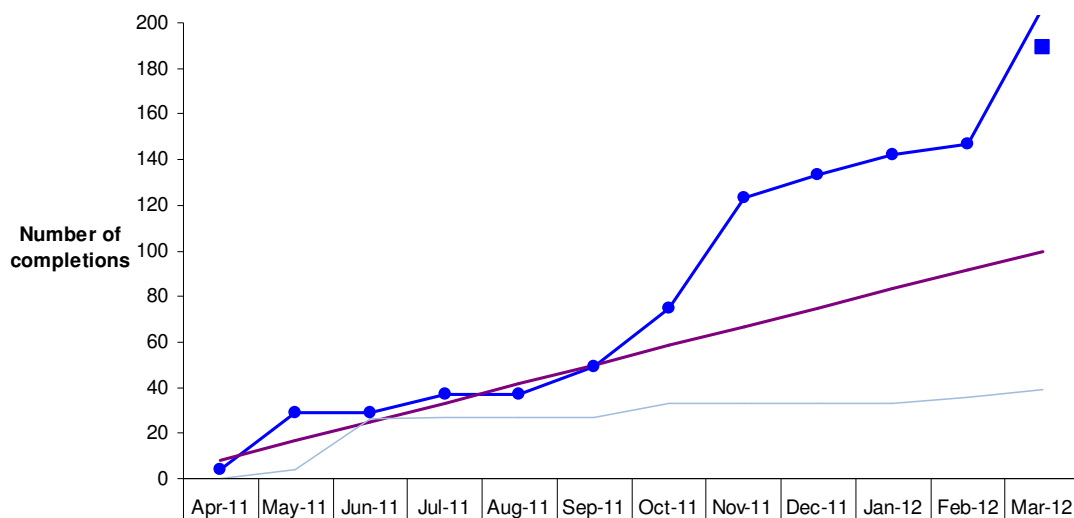
- Great Western Park;
- Fairmile Hospital at Cholsey;
- Chinnor Cement Works; and
- Thame United Football Club Site.

In addition, some of the completions reported in March were at smaller sites, where actual completion was not necessarily in March. It has not been possible retrospectively to allocate them to the correct months.

Affordable housing achieved against target (high is good)

South

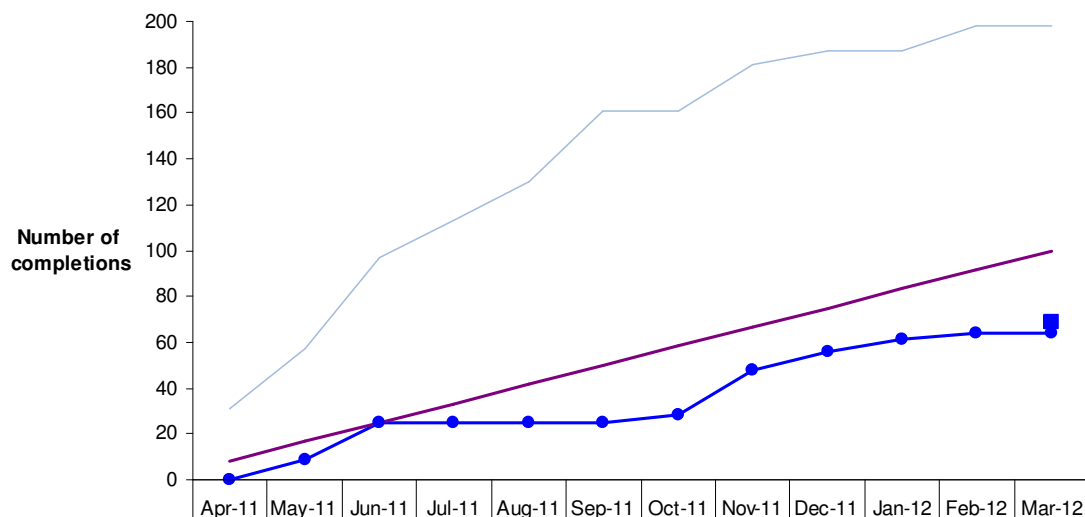
Affordable houses achieved against target



2011-2012 Cumulative completions	4	29	29	37	37	49	75	123	133	142	147	207
Cumulative target	8	17	25	33	42	50	58	67	75	83	92	100
Officer prediction of year-end performance												189
2010-2011 Cumulative completions	0	4	26	27	27	27	33	33	33	33	36	39

Vale

Affordable houses achieved against target



2011-2012 Cumulative completions	0	9	25	25	25	25	28	48	56	61	64	64
Cumulative target	8	17	25	33	42	50	58	67	75	83	92	100
Officer prediction of year-end performance												69
2010-2011 Cumulative completions	31	57	97	113	130	161	161	181	187	187	198	198

Notes

- Vale** - major sites have delivered significant numbers of new affordable homes over the last couple of years, however, with some sites having finished, only one major site at Faringdon continued throughout the current year. One other major site at Cumnor Hill could only recently recommence following sewage plant works but not in time for more homes to be completed by March 2012. The planning process on other major sites at Grove Airfield and Great Western Park is well under way and will provide a good pipeline

of delivery in future years. Construction has started on the Chilton Fields site and completions are expected from 2012/13 onwards.

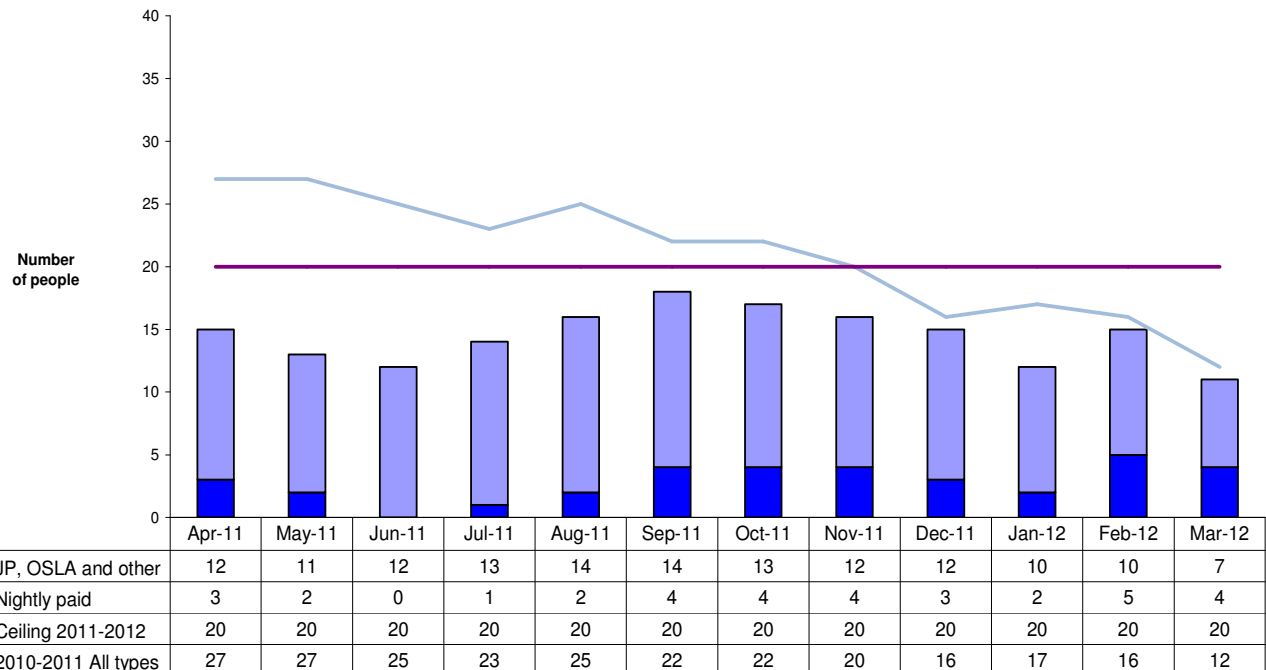
2. **South** - the vast majority of the affordable housing achieved in March was at the following sites:
 - Great Western Park;
 - Fairmile Hospital at Cholsey; and
 - Chinnor Cement Works.

3. **For both South and Vale** - it is possible for the number of 'Affordable completions' to exceed the 'Net additional homes provided', as has happened in May (both councils) and, for South, both July and February, for the following reasons:
 - 'Affordable completions' can more easily be attributed to the exact month in which the houses were completed, as this can be ascertained directly from the housing association concerned. 'Net additional homes provided' relies on completion certificates. Some third parties produce these certificates in 'job lots' rather than as and when each home is completed.
 - 'Net additional homes provided' subtracts demolitions; 'Affordable completions' does not.
 - 'Affordable completions' also includes properties made available under the Open Market Homebuy scheme, which are not necessarily new-builds.

Homeless people in temporary accommodation (low is good)

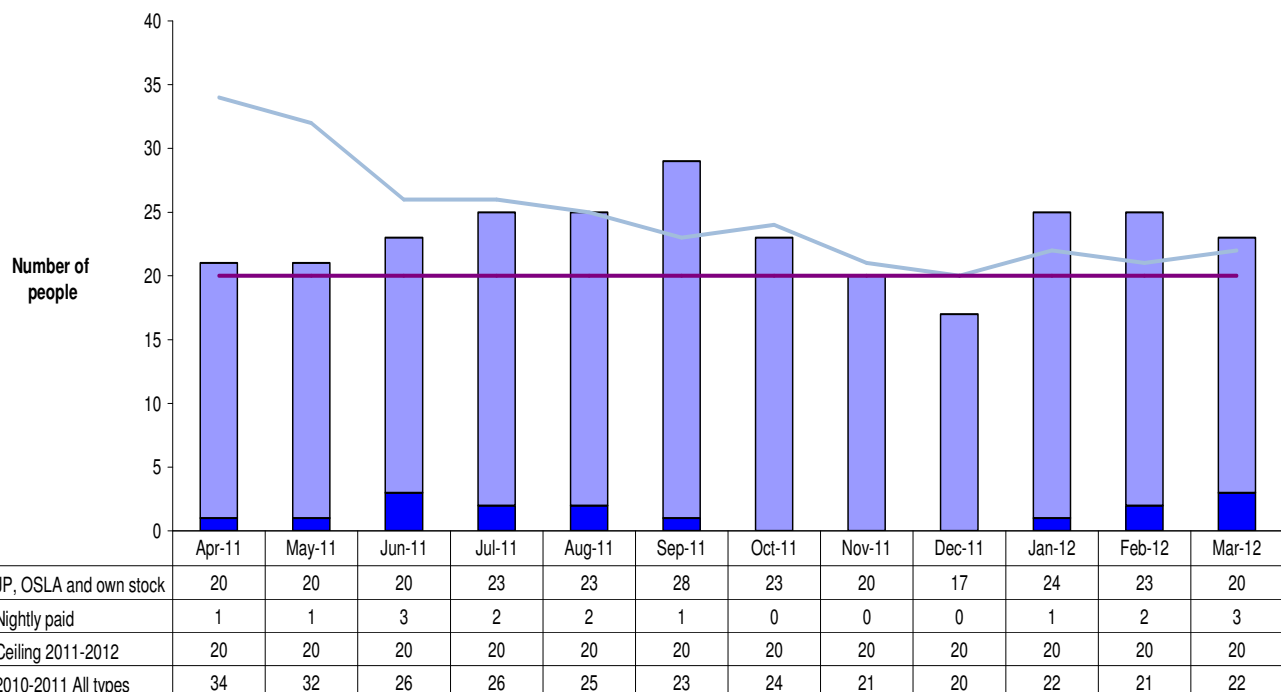
South

Numbers of people in type of accommodation



Vale

Numbers of people in type of accommodation



Notes

- JP** – Joint protocol. This refers to protocols between each council and their housing association (Sovereign Vale and South Oxfordshire Housing Association) whereby some properties have been retained as temporary accommodation.
- OSLA** – Oxford Social Lettings Agency

3. Vale - the difference in performance between South and Vale over the year is explained as follows below:

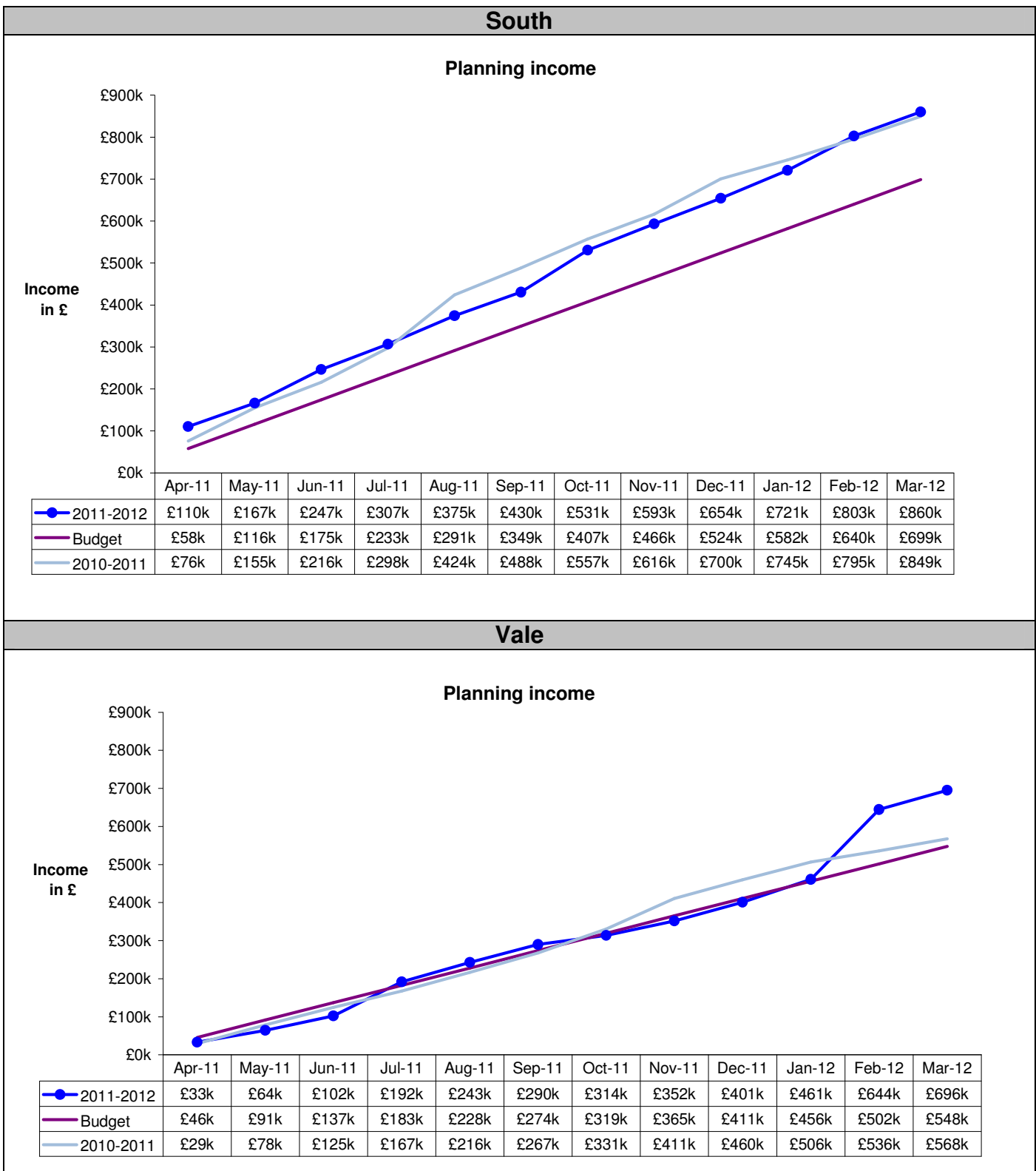
There are two key elements that affect the numbers in temporary accommodation (TA):

- (i) Demand, i.e. how many people present and are accepted. This figure is similar for both South and Vale.
- (ii) The supply of affordable housing. Most people moving out of TA (90% plus) do so because they are offered permanent accommodation via the Housing Register. A small number move on as they abandon TA, usually because they return to friends or family.

In Vale, the level of completions of new builds is markedly down on recent years, whereas the picture is the opposite in South. This means that people are staying in TA longer in Vale, as there is reduced supply. Our Housing development team are aware of this.

SECTION 4 – FINANCE – INCOME

Planning income vs. profile (high is good)

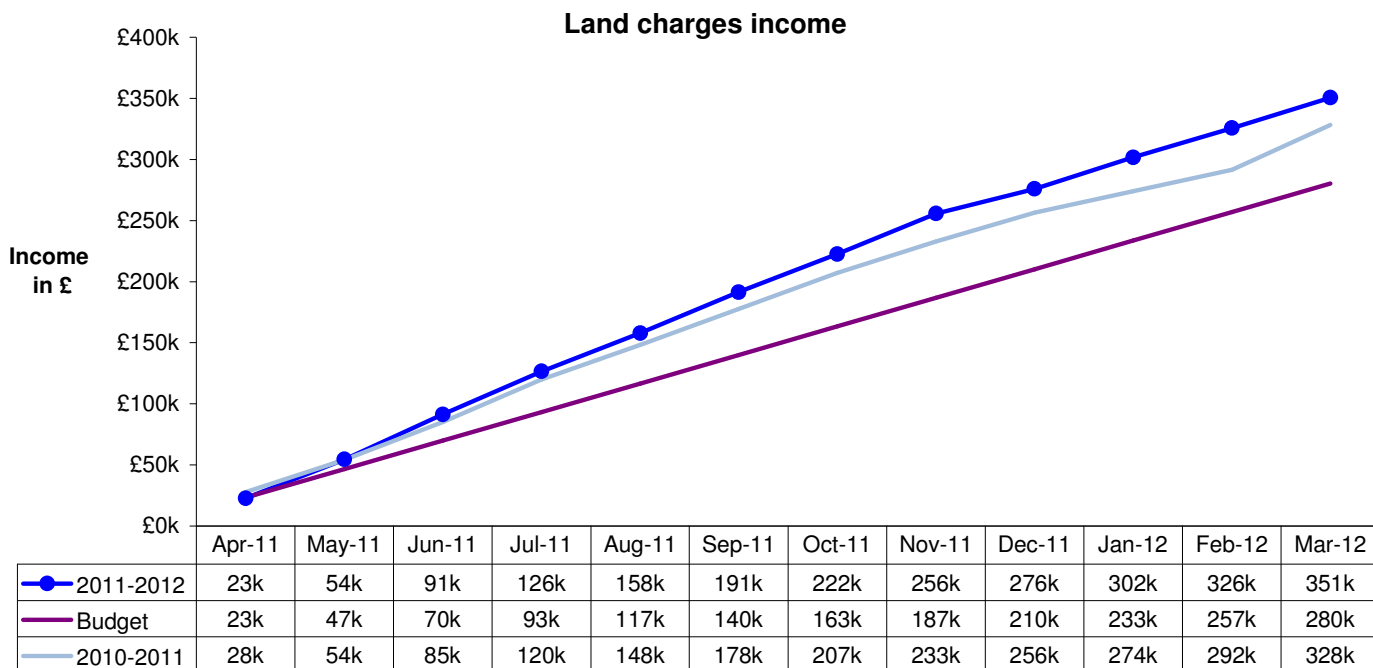


Notes

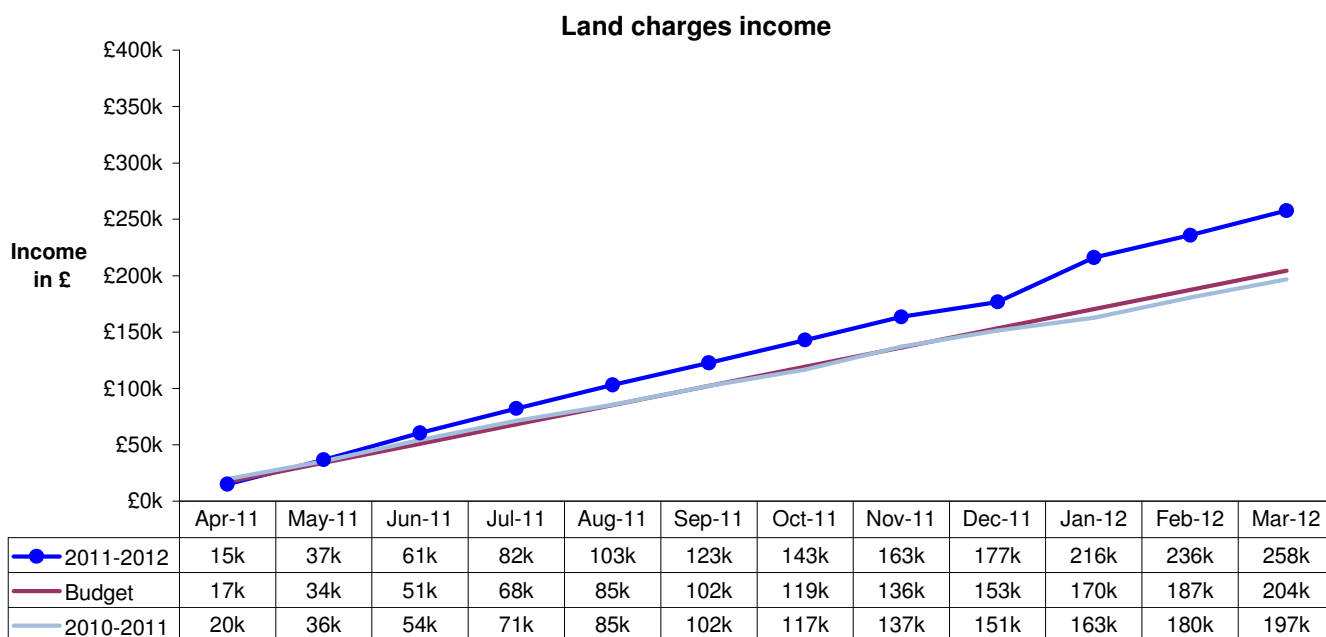
1. South and Vale data taken straight from the councils' financial management system, Agresso, from Jan 11 onwards.
2. For both councils, the following total net income is shown (building control is excluded):
 - Condition monitoring
 - Pre-applications
 - Minor amendments
 - Planning applications
 - Informal Permitted Development Enquiries
 - Lawful Development (Proposed)
 - Photocopying
3. **South** - planning fee income has been higher than expected as planning application numbers have generally remained steady (rather than falling) and the take up of the paid pre-application advice service has exceeded expectations. We have recently revised our projection for next year's fee income accordingly.
4. **Vale** - the income increase for February is due to the receipt of a housing development planning application at Grove airfield (£125,000). If this is removed as a one off event, then fee income is on track.

Land charges – income vs. profile (high is good)

South



Vale



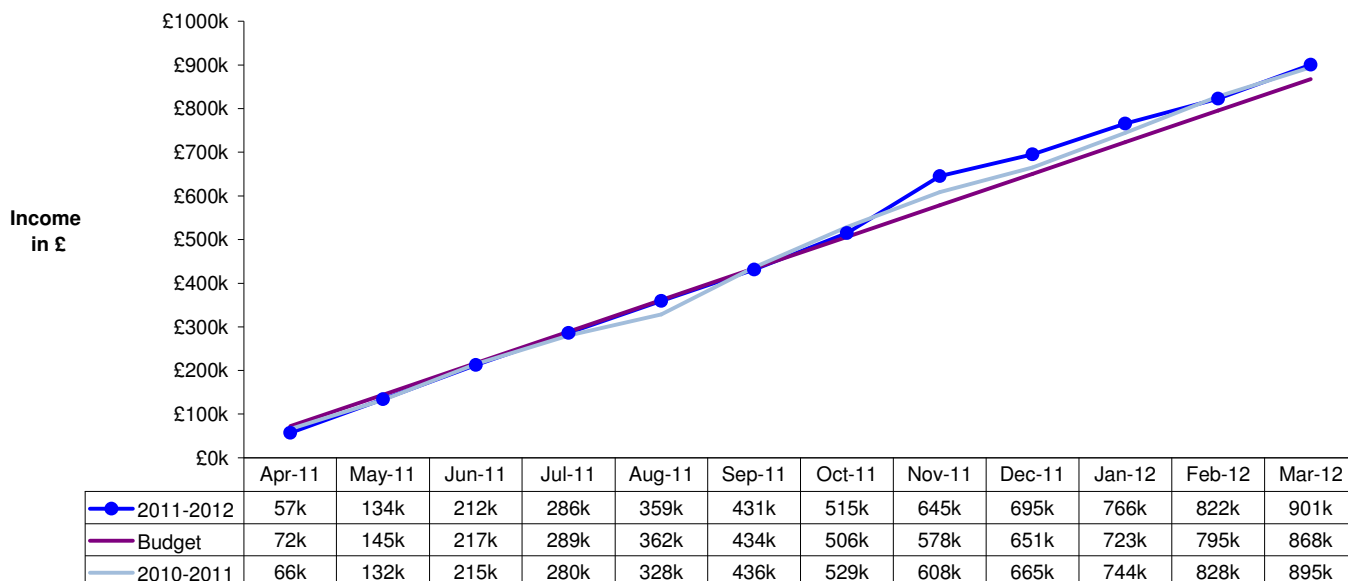
Notes

- South** - the Land Charges budget under-estimated the number of searches which would be made – this is why the actual performance is ahead of budget.
- Vale** - a housing association made 84 searches in January, which explains the higher than expected income (£39k as opposed to a budgeted income of £17k).

Car parking – income vs. profile (high is good)

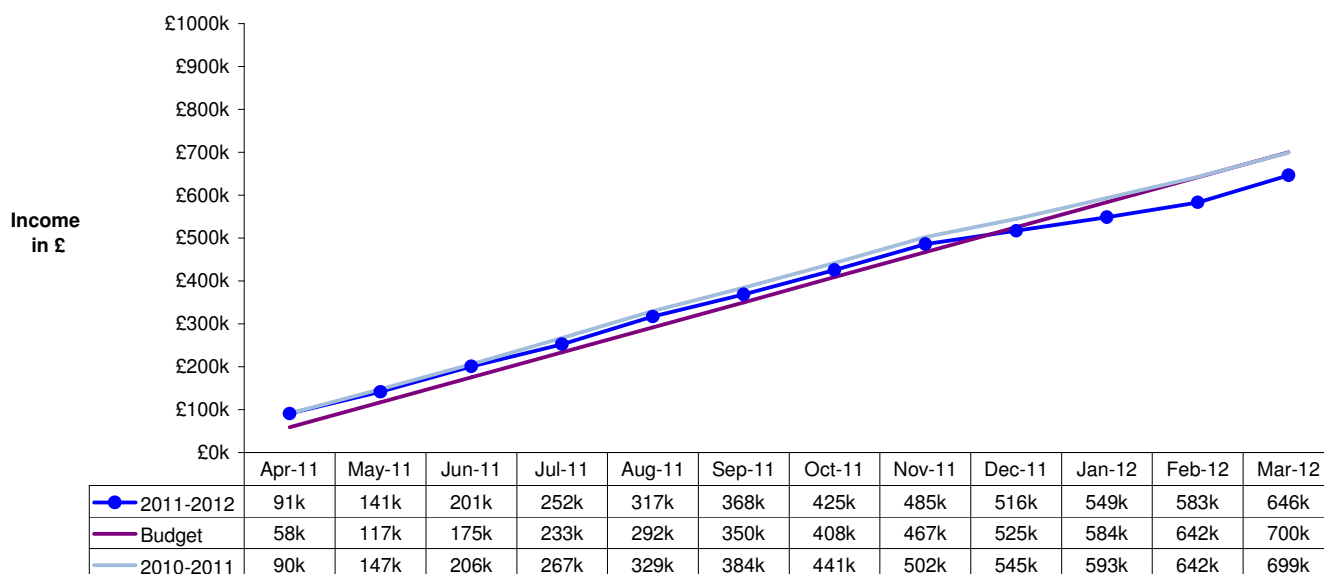
South

Car parking income profile



Vale

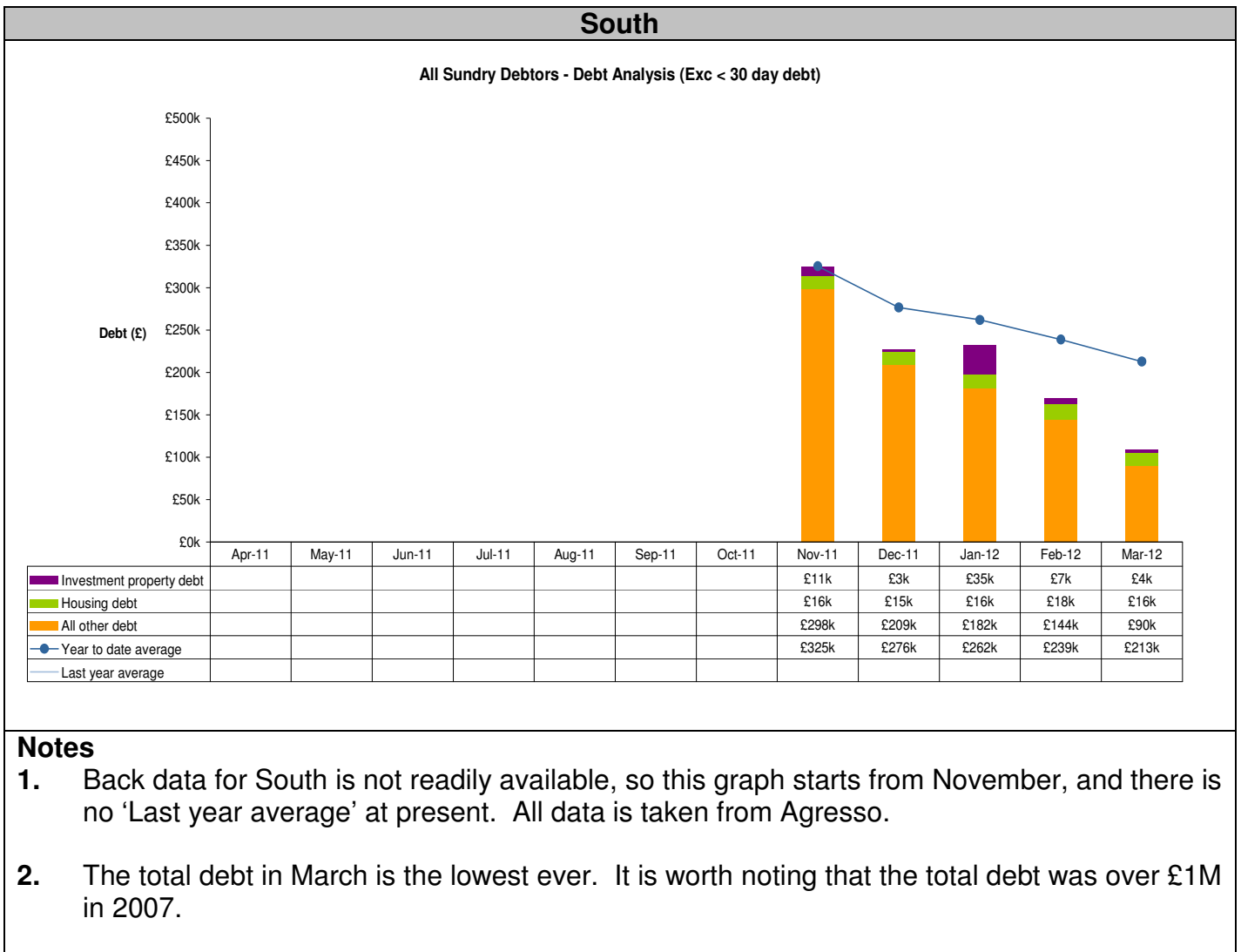
Car parking income profile



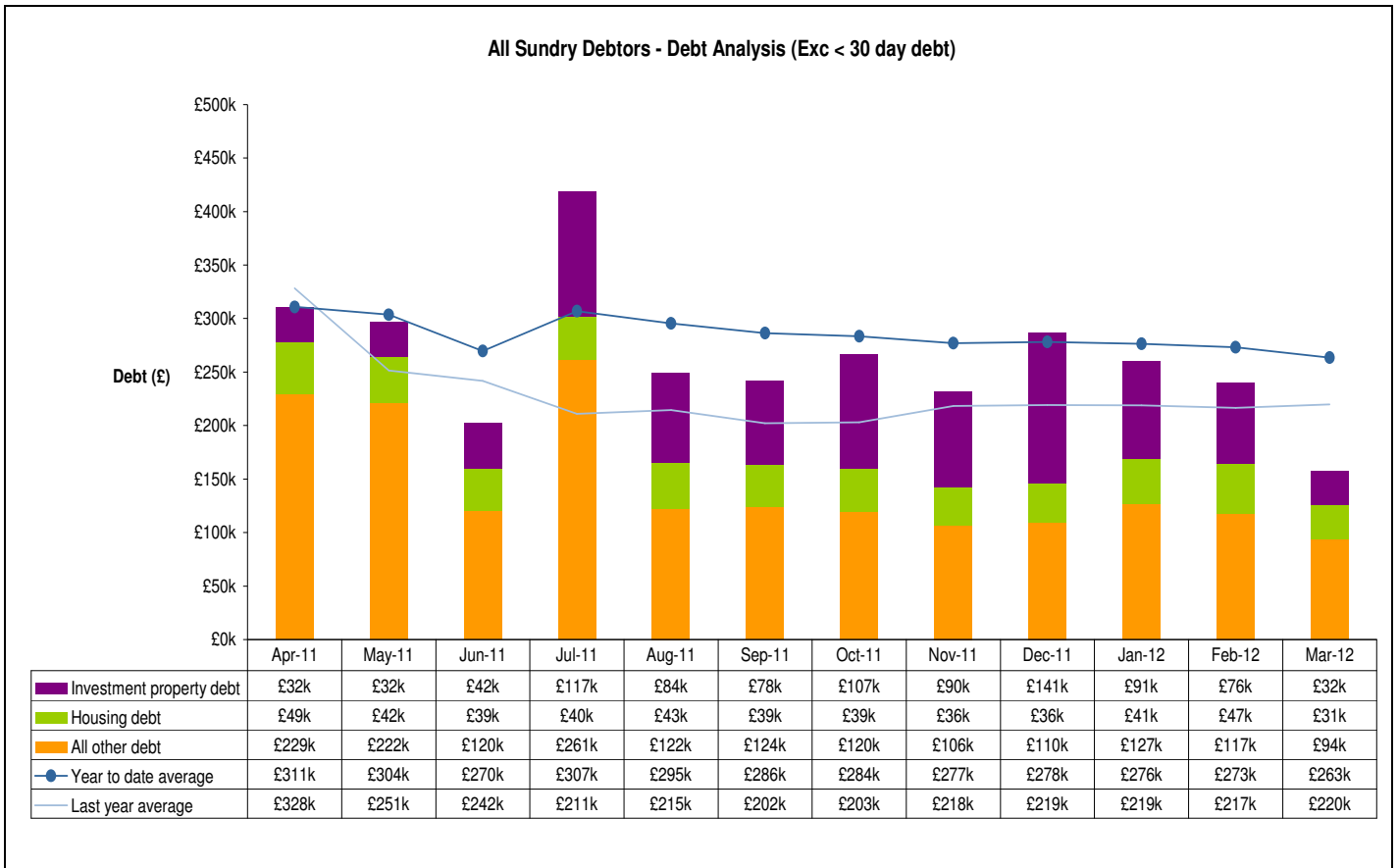
Notes

- Vale** - the free parking was introduced on 9 December. At the end of the financial year, the car parking income was £646k, so the budget was under-achieved by £54k. This loss is less than predicted as, before the free parking was introduced, the projected under-achievement was £64K (from 9 December to 31 March).

Debt analysis: South – all debts (low is good)



Debt analysis: Vale – all debts (low is good)



Notes

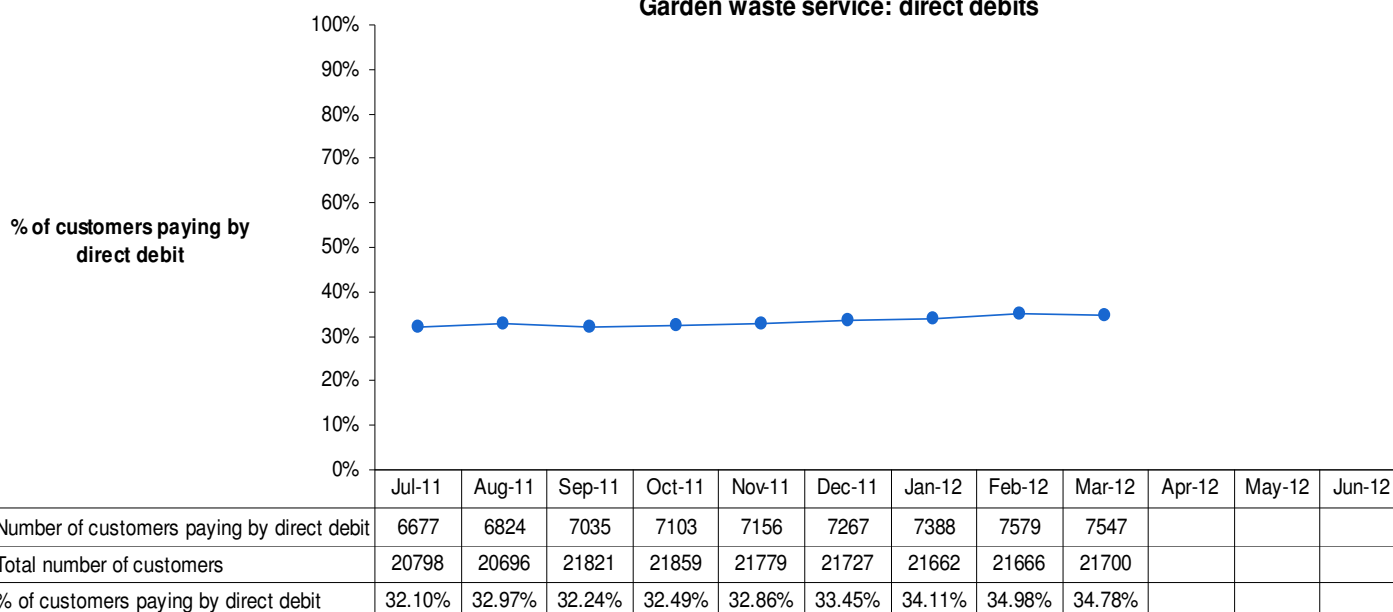
1. The components of the debt are:
 - Sundry debts held on the Agresso system;
 - Housing debts held on the Abritas system; and
 - Those property debts which are not held on Agresso.

2. The total debt in March is the lowest ever. It is worth noting that the total debt was over £1M in 2007.

Garden waste service: direct debits

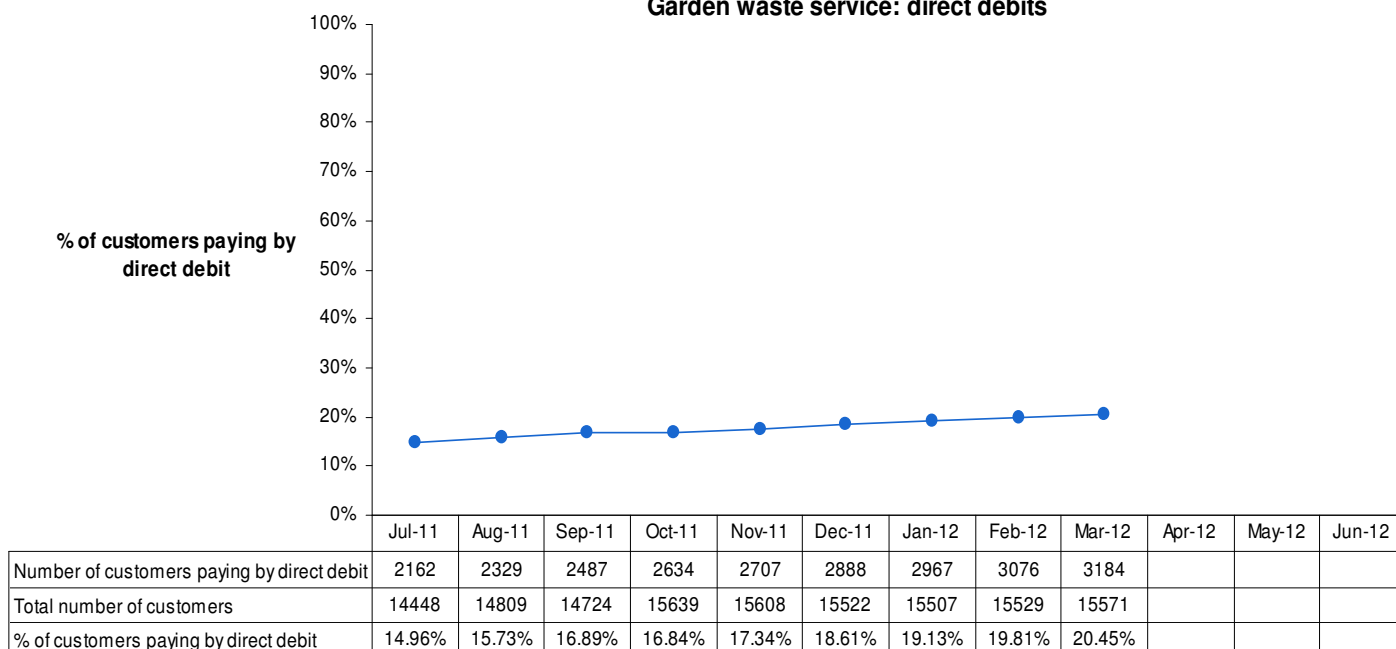
South

Garden waste service: direct debits



Vale

Garden waste service: direct debits



Notes

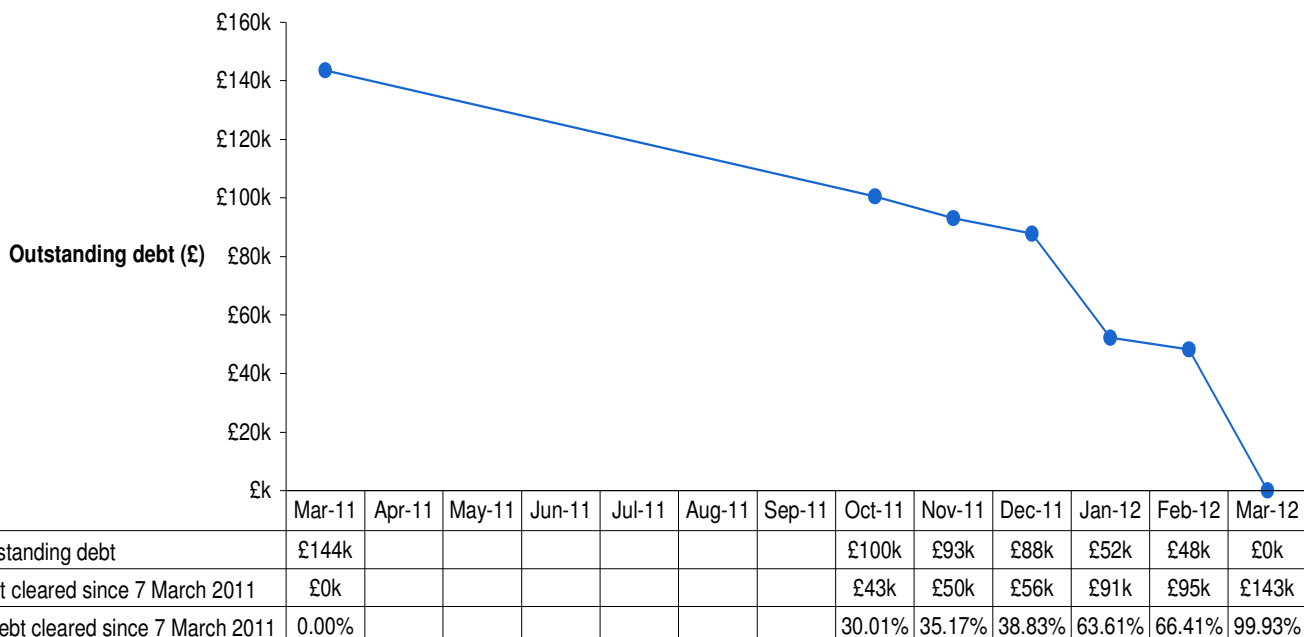
1. The accounts will reduce as Capita amalgamate the accounts of those people with more than one account. Therefore we will see a decrease in accounts over the next year but this does not reflect customers leaving the scheme.

2. The proportion of direct debit customers should increase rapidly from May onwards as we start the process of converting the service to direct debit only.

Garden waste service: outstanding debt

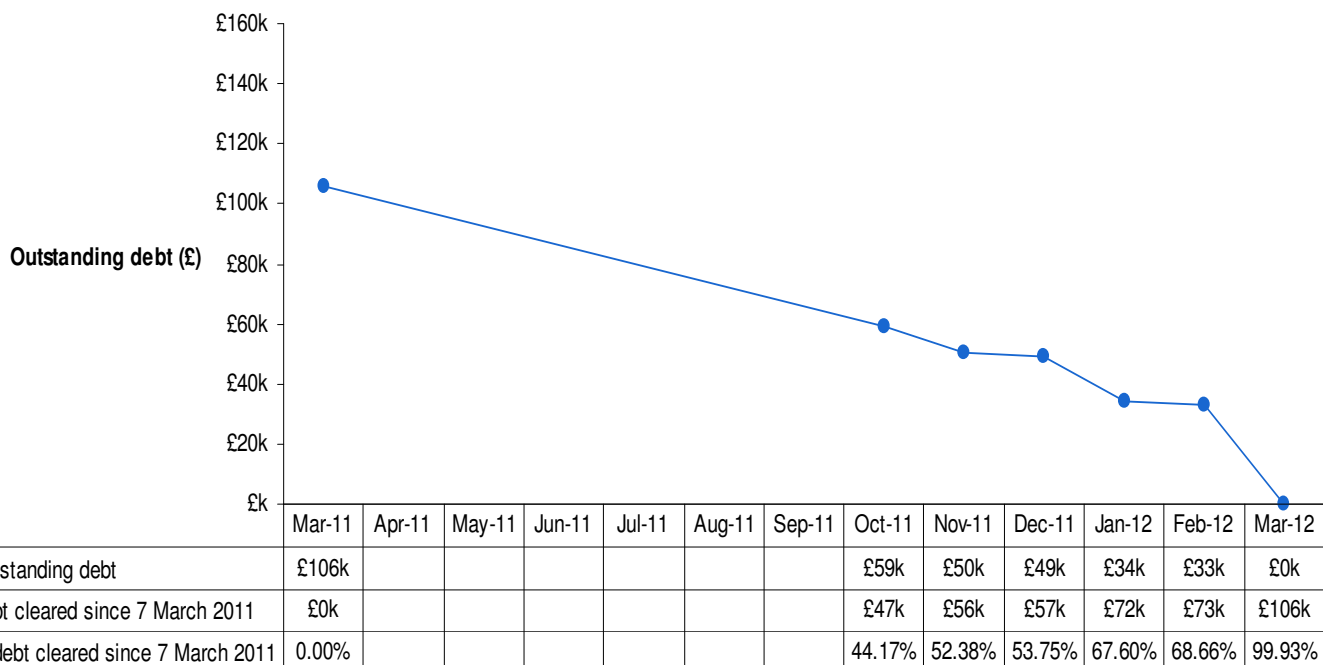
South

Garden waste service: outstanding debt



Vale

Garden waste service: outstanding debt



Notes

- 1** These graphs show the garden waste service debt outstanding at the end of each month relative to the starting historical debt at each council, as measured at 7 March 2011. Data was not available for the inclusive period April 2011 – September 2011.
- 2.** For the debt as a whole, from 7 March 2011 until the end of March 2012, we have the following:

	South	Vale
Starting debt	£143,573.50	£105,978.53
Cancellations	£12,420.00	£5,208.00
Write-offs	£98,003.22	£77,004.10
Money collected	£33,150.28	£23,766.43

Where:

A write-off is

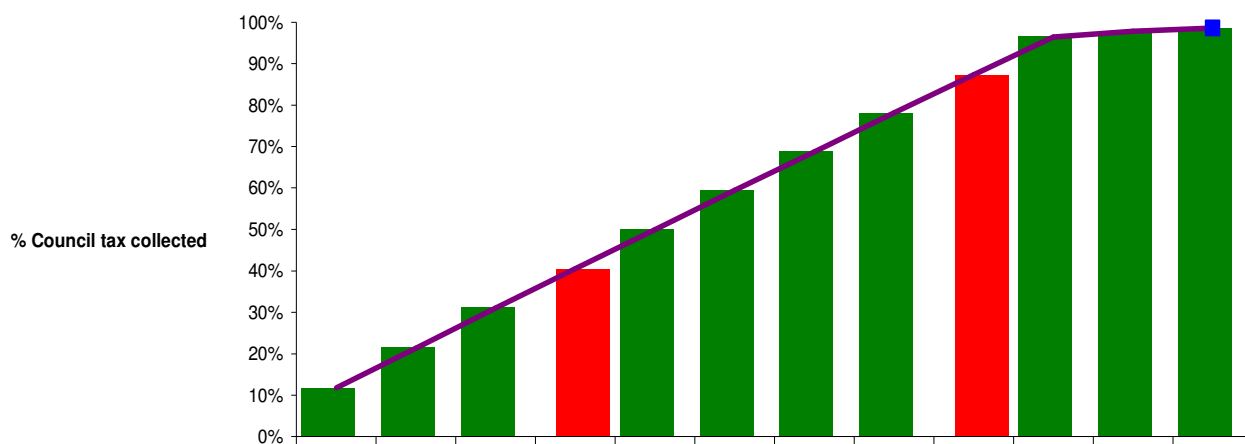
- (i) A debt which is pre -1 January 2010, and which has been deemed uneconomical to pursue further; or
- (ii) Where the service has been received, but the customer has not paid the invoice and has then moved giving no address.

A cancellation is where the user only received part of the service (e.g. for one month) or did not use it at all (e.g. because the user moved house before the invoice was raised). Consequently, the invoice should never have been issued and needs to be cancelled.

Council tax collection (% each month) (high is good)

South

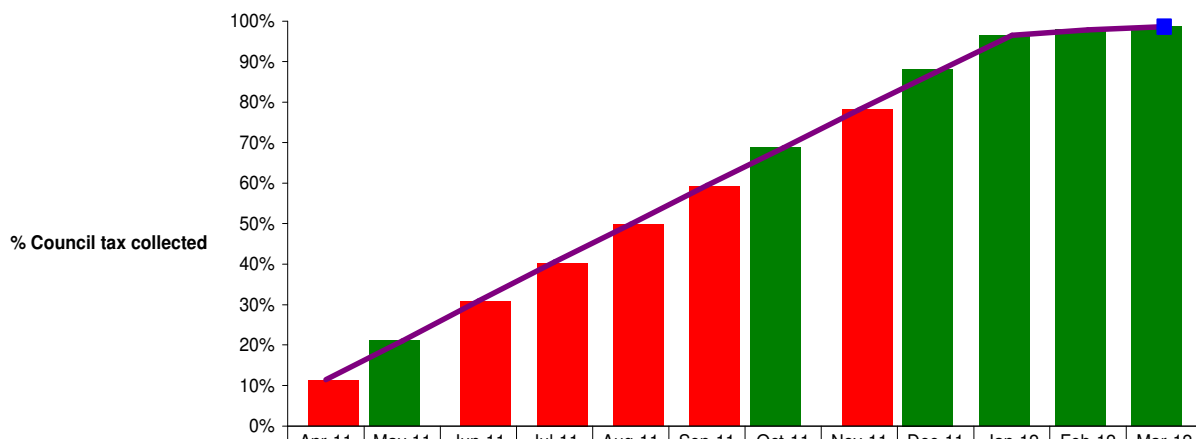
Council tax collection



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Above cumulative target	11.85%	21.66%	31.19%	0.00%	49.95%	59.46%	68.87%	78.21%	0.00%	96.59%	97.95%	98.64%
Below cumulative target	0.00%	0.00%	0.00%	40.54%	0.00%	0.00%	0.00%	0.00%	87.26%	0.00%	0.00%	0.00%
Target	11.80%	21.35%	31.00%	40.55%	49.90%	59.40%	68.70%	78.15%	87.30%	96.50%	97.80%	98.60%
Officer prediction of year-end performance (%)												98.60%
2010-2011	11.99%	21.62%	31.22%	40.53%	49.91%	59.46%	68.75%	77.98%	87.15%	96.28%	97.87%	98.65%

Vale

Council tax collection



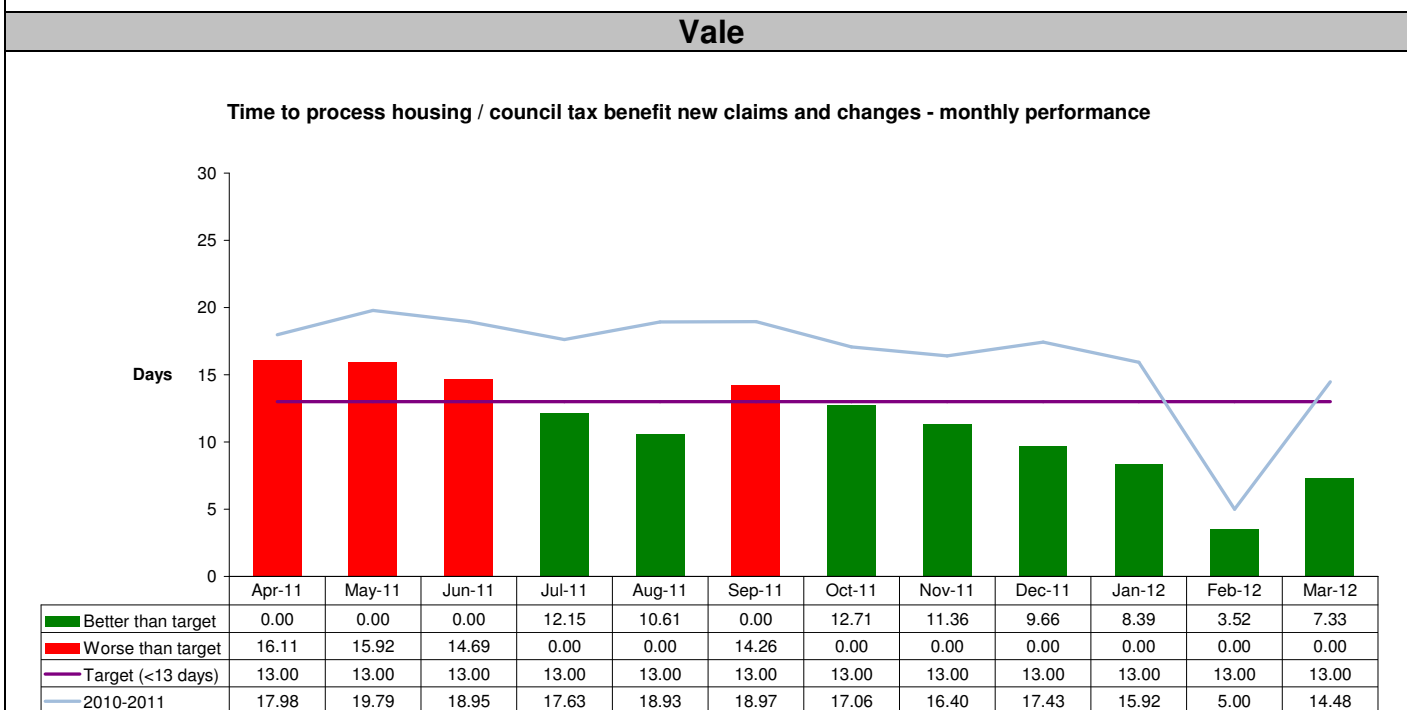
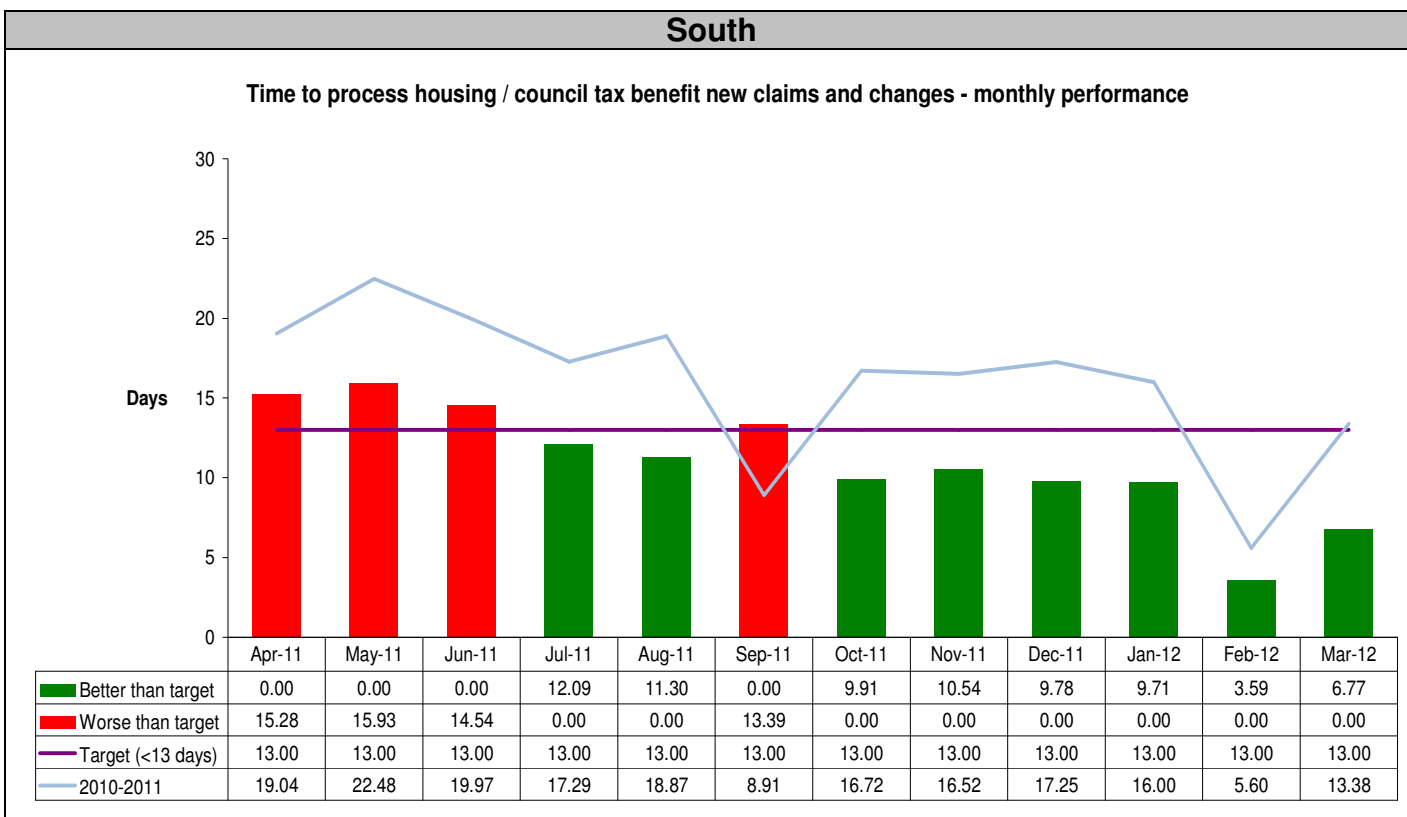
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Above cumulative target	0.00%	21.19%	0.00%	0.00%	0.00%	0.00%	68.72%	0.00%	88.19%	96.54%	98.01%	98.71%
Below cumulative target	11.22%	0.00%	30.83%	40.31%	49.76%	59.14%	0.00%	78.11%	0.00%	0.00%	0.00%	0.00%
Target	11.40%	21.05%	30.90%	40.50%	49.90%	59.40%	68.70%	78.15%	87.30%	96.50%	97.80%	98.60%
Officer prediction of year-end performance (%)												98.60%
2010-2011	11.35%	21.15%	30.85%	40.27%	49.61%	59.19%	68.58%	77.76%	86.93%	96.14%	97.73%	98.68%

Notes

- South and Vale** - although this is a cumulative graph, bars have been used to aid readability, because the performance is so close to the target. The 2010-2011 data has not been plotted, for the same reason, although it does appear in the data table.
- Vale** - the year-end council tax collection rate (98.71%) is the best since council tax was introduced.

SECTION 5 – BENEFITS

Time to process housing / council tax benefit new claims and changes, monthly (low is good)



Notes

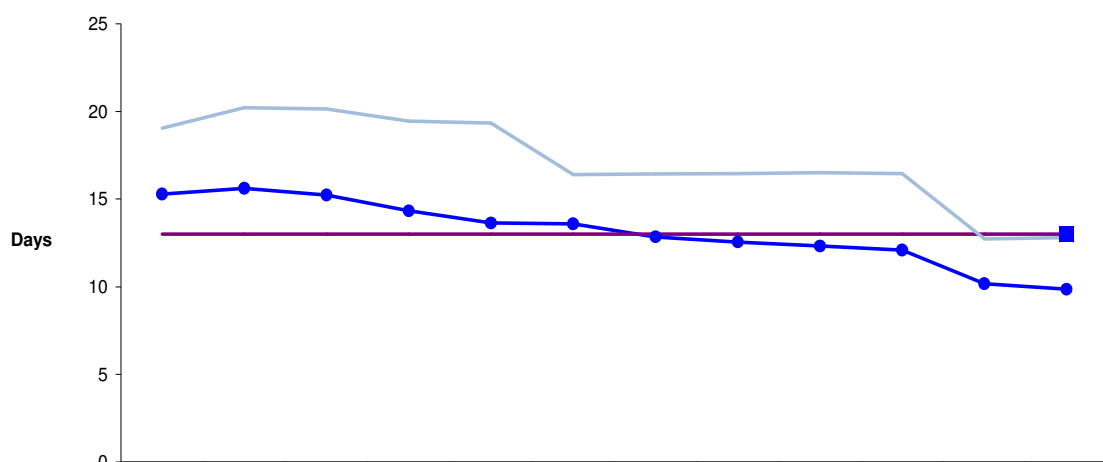
- South and Vale** - the target this year (13 days) was far more ambitious than that of last year (20 days). So, in a minority of months (four out of twelve for each council), the performance is below target. However, the performance for each month this year (with the exception of South in September) has been better than in the same month last year.

2. South and Vale - although underlying performance has been improving throughout the year, February saw a great number of rent increase changes from our social landlords, which can be processed automatically with minimal manual intervention.

Time to process housing / council tax benefit new claims and changes, cumulative (low is good)

South

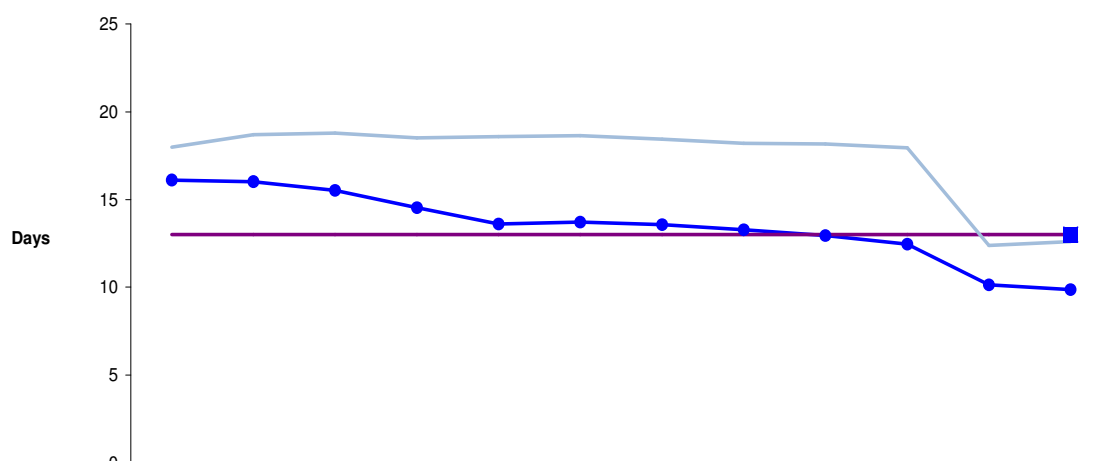
Time to process housing / council tax benefit new claims and changes - cumulative performance



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
2011-2012	15.28	15.62	15.23	14.33	13.64	13.59	12.85	12.55	12.32	12.09	10.18	9.86
Target (<13 days)	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00
Officer prediction of year-end performance												13.00
2010-2011	19.04	20.21	20.14	19.44	19.33	16.39	16.43	16.44	16.50	16.46	12.73	12.81

Vale

Time to process housing / council tax benefit new claims and changes - cumulative performance



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
2011-2012	16.11	16.01	15.52	14.54	13.60	13.71	13.56	13.27	12.94	12.46	10.13	9.86
Target (<13 days)	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00
Officer prediction of year-end performance												13.00
2010-2011	17.98	18.70	18.78	18.50	18.58	18.64	18.44	18.21	18.17	17.96	12.39	12.60

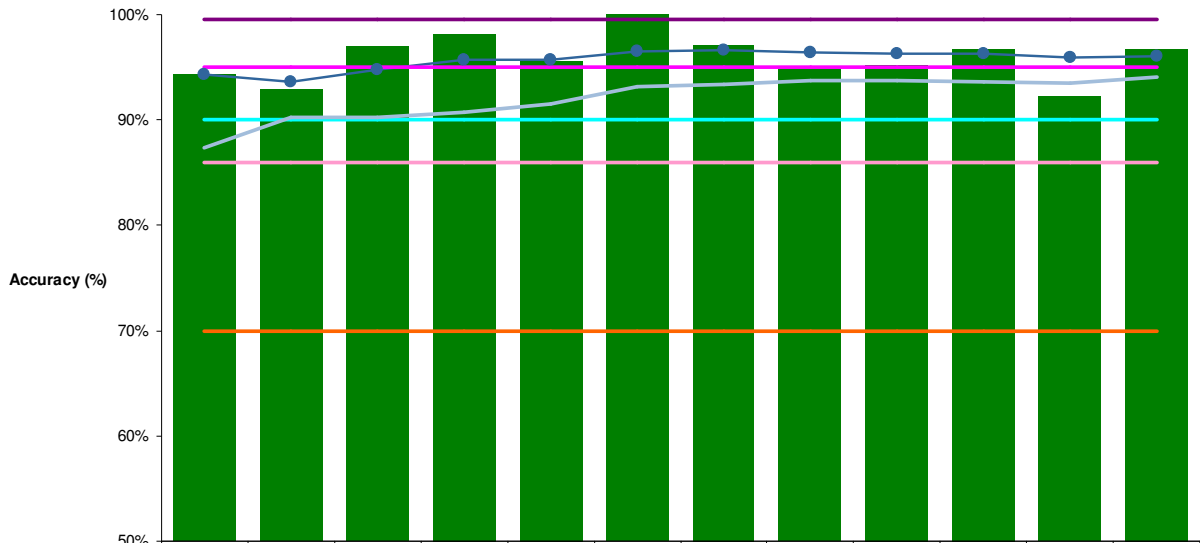
Notes

- South and Vale** - the target this year (13 days) was far more ambitious than that of last year (20 days). Despite this, performance in South has been lower (i.e. better) than the target since October. Additionally, in Vale, the performance as at the end of December was better than target for the first time, and this improvement has been subsequently sustained.
- South and Vale** - the performance at year-end (9.86 days for both South and Vale) is the best since the inception of the financial services contract in 2006.

Financial accuracy of benefit claims (high is good)

South

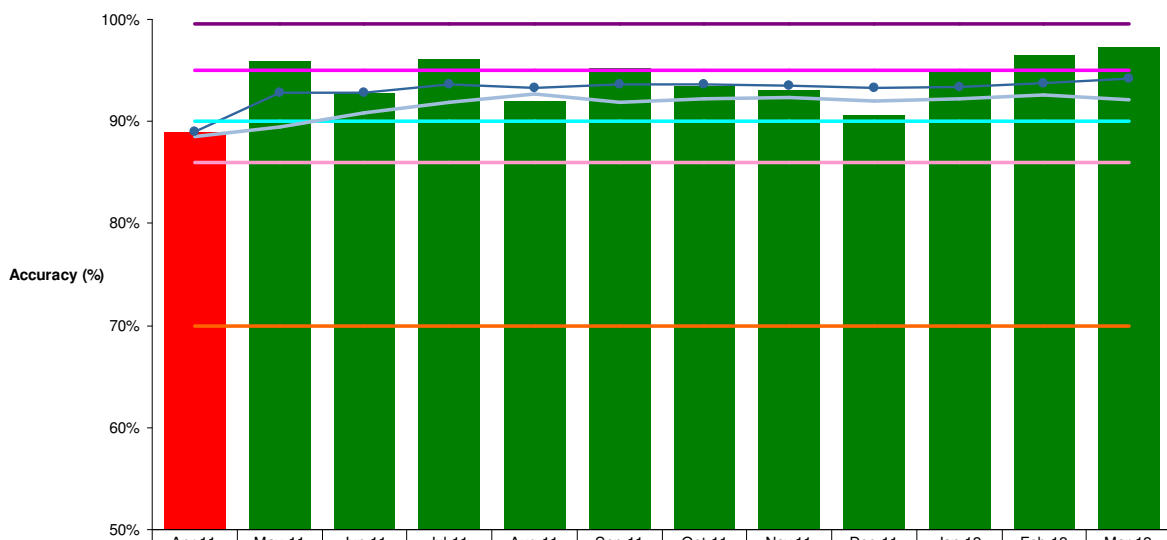
Benefits accuracy (monthly performance and cumulative)



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
■ Better than 'Median target (lower)'	94.32%	92.93%	97.00%	98.13%	95.58%	100.00%	97.06%	94.92%	95.29%	96.77%	92.23%	96.77%
■ Worse than 'Median target (lower)'	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
● Year-to-date (i.e. cumulative)	94.32%	93.58%	94.77%	95.69%	95.66%	96.50%	96.58%	96.35%	96.25%	96.30%	95.93%	96.03%
— Upper target (5% bonus)	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%
— Median target (upper)	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
— Median target (lower)	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%
— Lower target (4% penalty)	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%
— 16% penalty	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%
— 2010-2011	87.38%	90.24%	90.28%	90.67%	91.57%	93.19%	93.39%	93.68%	93.73%	93.61%	93.46%	94.11%

Vale

Benefits accuracy (monthly performance and cumulative)



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
■ Better than 'Median target (lower)'	0.00%	95.96%	92.86%	96.00%	92.04%	95.19%	93.46%	93.00%	90.59%	95.10%	96.49%	97.24%
■ Worse than 'Median target (lower)'	89.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
● Year-to-date (i.e. cumulative)	89.02%	92.82%	92.83%	93.67%	93.29%	93.62%	93.60%	93.52%	93.24%	93.43%	93.75%	94.16%
— Upper target (5% bonus)	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%
— Median target (upper)	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
— Median target (lower)	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%
— Lower target (4% penalty)	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%	86.00%
— 16% penalty	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%
— 2010-2011	88.51%	89.47%	90.79%	91.84%	92.74%	91.93%	92.24%	92.31%	92.01%	92.18%	92.54%	92.11%

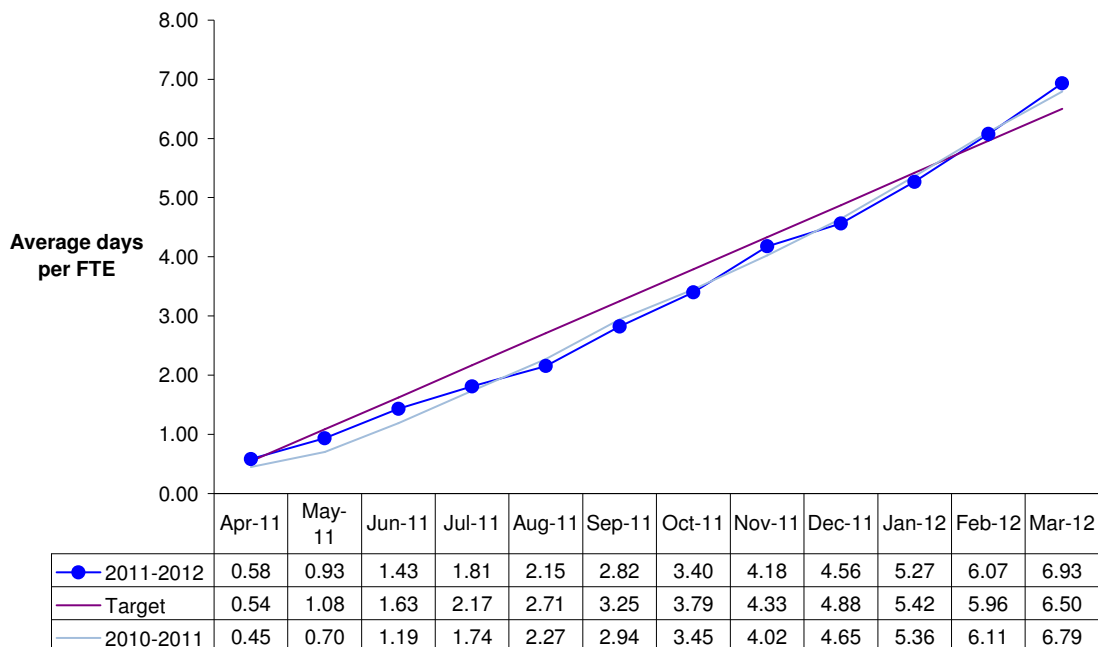
Note: South and Vale - the year-end cumulative accuracy rates are the best since the inception of the financial services contract in 2006.

SECTION 6 – HUMAN RESOURCES

Sickness absence (low is good)

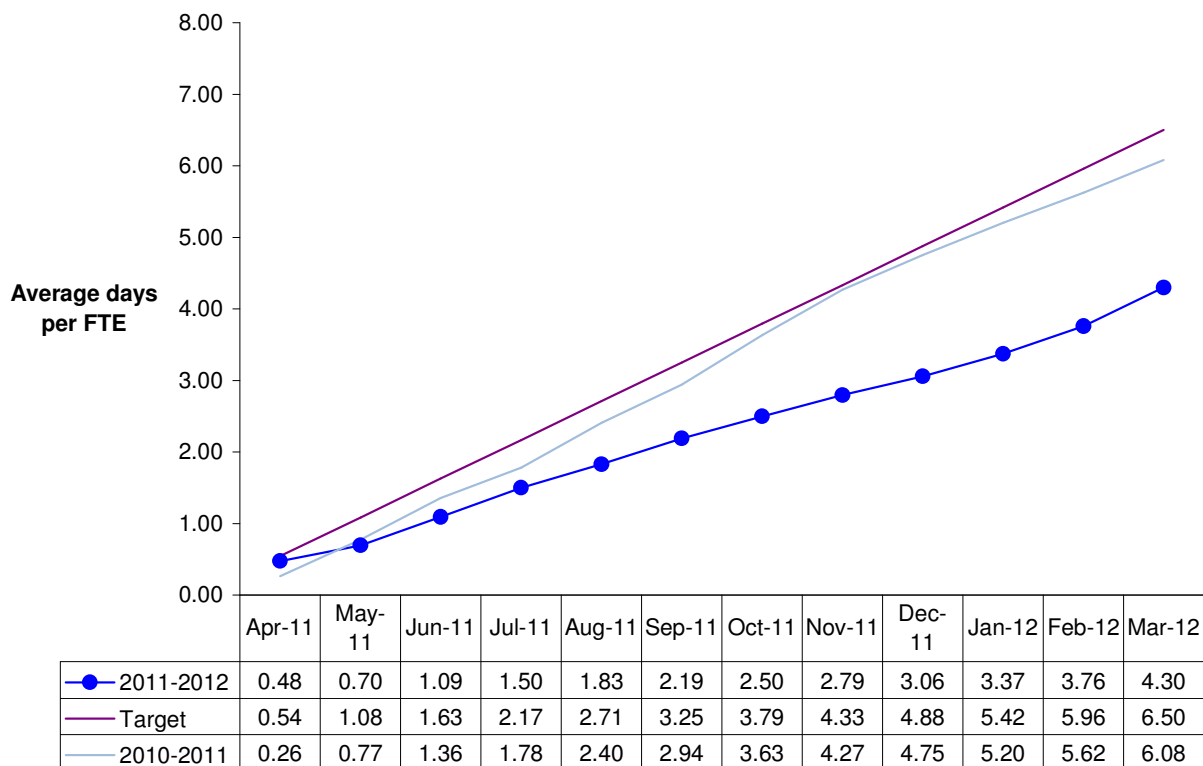
South

Sickness absence



Vale

Sickness absence



Notes

South - the difference in year-end sickness rates between South (6.93) and Vale (4.30) is due

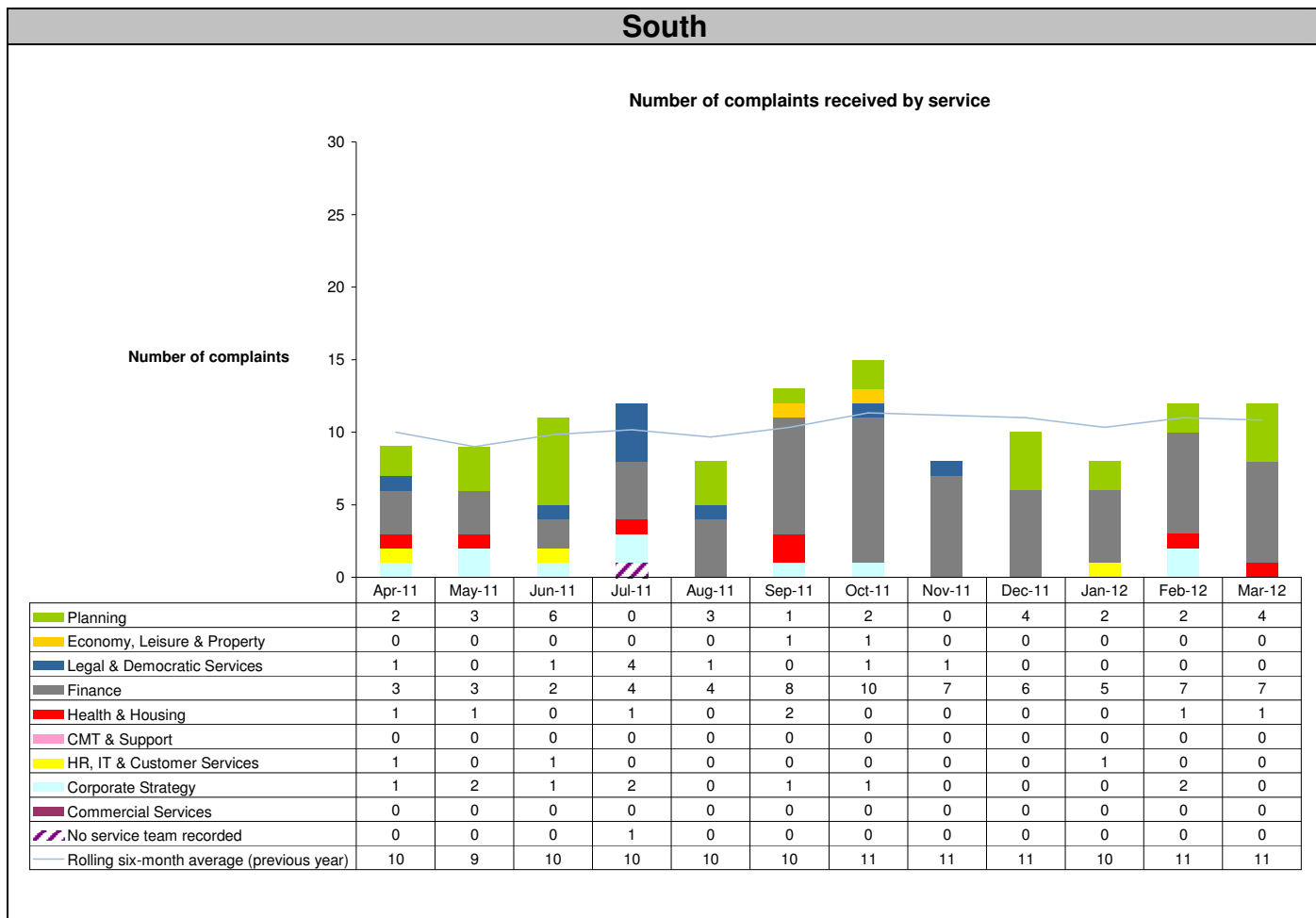
to the number of significant absences at South. Taking the last three months, for example:

- January (4 members of staff off for a total of 78 days);
- February (6 members of staff off for a total of 82 days); and.
- March (6 members of staff off for a total of 126 days).

It is worth noting that the average total sick days per fte for other district councils is 8.6 days per annum, which has been bettered this year by both Vale and South.

SECTION 7 – COMPLAINTS

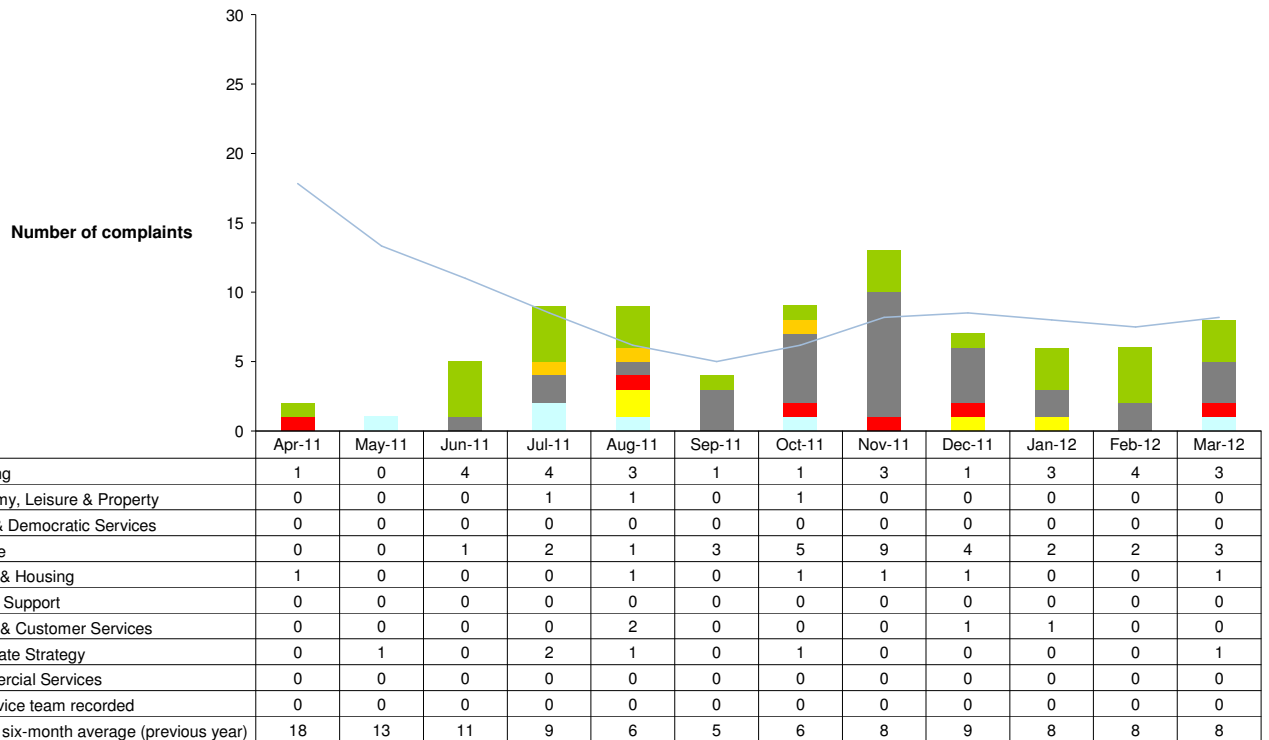
Number received per month (low is good)



Number received per month (low is good)

Vale

Number of complaints received by service



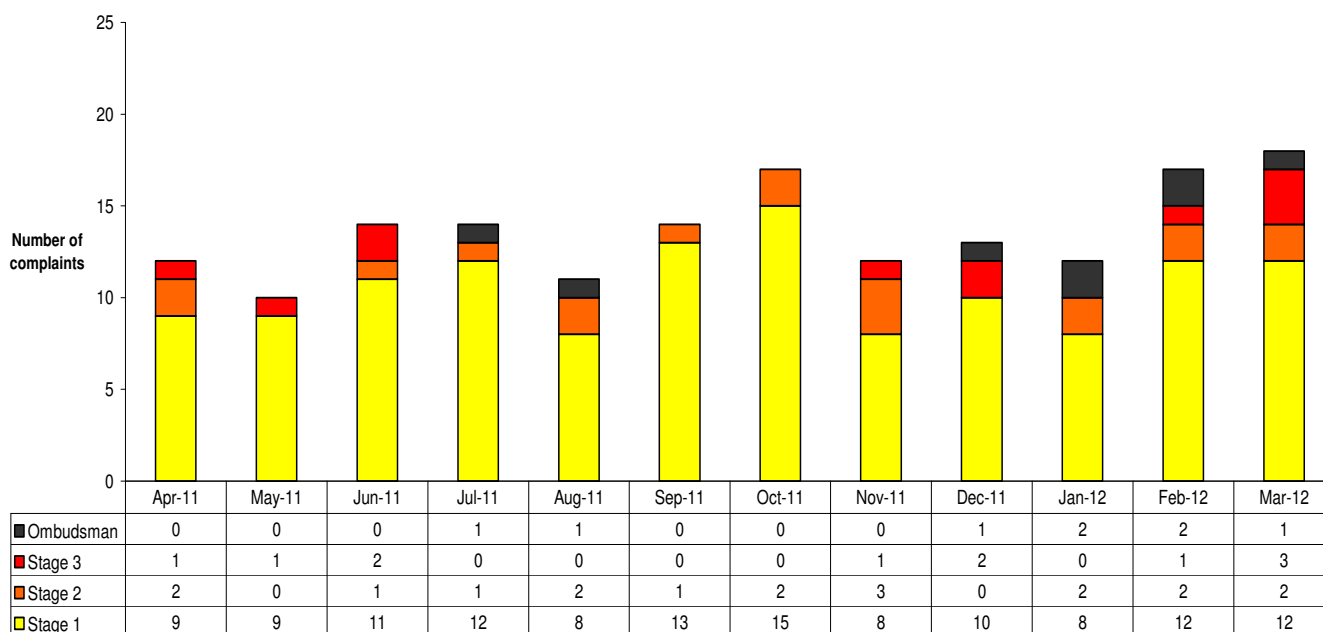
Note

Both charts include only those complaints investigated as part of the formal complaints process.

Number received/escalated per month by Stage of complaint (low is good)

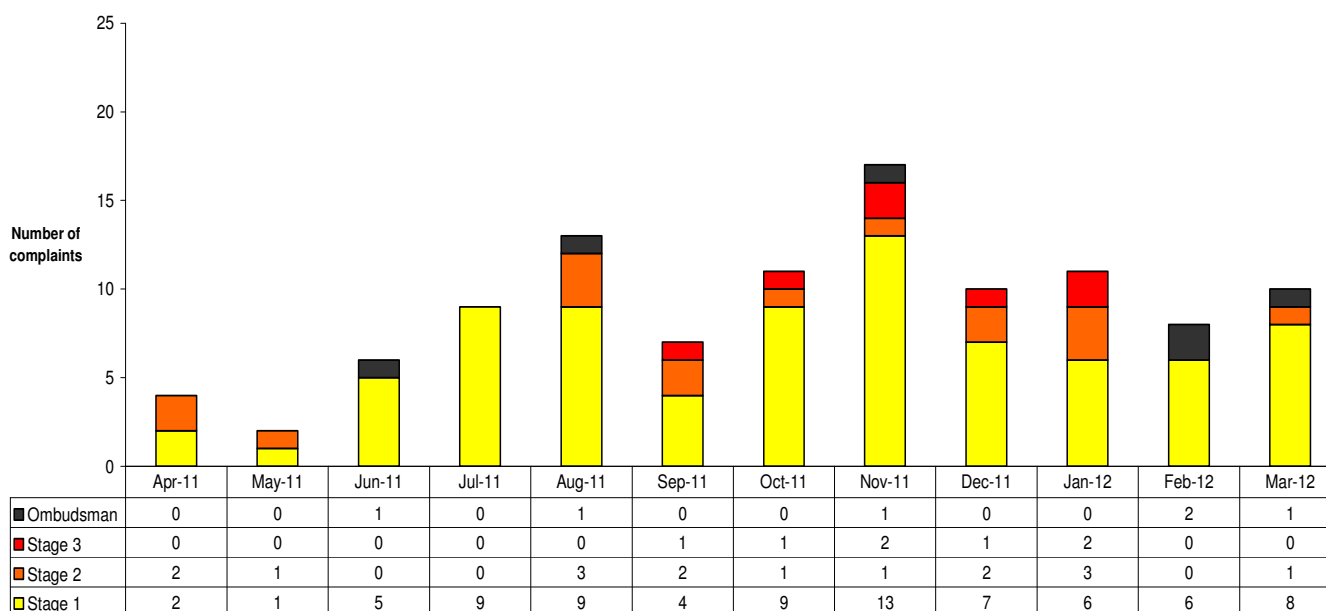
South

Complaints by stage received/escalated



Vale

Complaints by stage received/escalated



Notes

1. For a given month, this chart includes both newly received and escalated complaints. Note that the totals for a given month in this chart will not necessarily match those in the 'Number received per month' chart because this chart includes both new complaints and escalations of existing ones. Retrospective data is not yet easily available for Vale.
2. Both charts include only those complaints investigated as part of the formal complaints process.

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Last updated 8 May 2012.