

Bury Council Corporate Performance Management - Organisational Resilience

R Organisation Resilience (SOF-Enabler a)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend	Baseline % Change
I	Q Council Tax Yield	FYQ2 2017	46.888£ (million)	45.106£ (million)	—	↗ 1	4% ↑
I	Q Business Rates Yield	FYQ2 2017	30.009£ (million)	29.370£ (million)	—	↗ 1	2% ↑
I	M Staff numbers (FTE)	Sep 2016	5,079	—	—	↗ 1	-5% ↓
I	A Average age of workforce	HY1 2016	44.7yrs	—	—	↘ 3	-3% ↓
I	M Spend on agency staff	Oct 2015	£151,081	—	—	↘ 3	-29% ↓
I	A Number of online forms completed	HY1 2016	13,215	—	—	→ 0	0% →
P Organisation Resilience (SOF-Enabler b)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend	Baseline % Change
PM	M Rent loss from voids (STH)	Sep 2016	2.09 %	1.78 %	—	→ 1	0% →
PM	Q Number of corporate complaints	FYQ2 2017	37	—	—	↘ 1	-52% ↓
PM	A Number of adverse finding as rate of total ombudsman complaints	HY1 2016	1	—	—	→ 0	0% →
PM	Q Percentage of Council Tax Collected	FYQ2 2017	54.91%	55.52%	—	↗ 1	-1% ↓
PM	Q Percentage of Business Rates Collected	FYQ2 2017	55.60%	55.57%	—	↗ 1	0% →
PM	M Percentage of Rents collected	Sep 2016	97.95 %	98.00 %	—	↘ 1	0% →
PM	Q Overall gym membership	FYQ2 2017	4,031	4,100	—	↘ 2	-1% ↓
PM	A Number of apprenticeships created within Bury Council	2016	15	—	—	↘ 2	-40% ↓
PM	M Number of FTE days lost due to sickness absence	Sep 2016	3,434	—	—	↗ 1	-2% ↓
PM	M Number of long term absences (over 20 days)	Sep 2016	129	—	—	↗ 1	-6% ↓
PM	M Evaluation scores for attendees of the Leadership and Management Programme [Placeholder]	—	—	—	—	—	—
PM	Q Average contact centre call waiting time						

			FYQ2 2017	182 seconds	—	—	↗ 3	119%	↑
PM	M	Percentage of Freedom of Information requests responded to within 20 working days	Oct 2016	91%	—	—	↗ 1	5%	↑
PM	Q	Average time for processing new housing benefit/ Council tax support claims	FYQ2 2017	24.09 working days	—	—	↗ 1	-19%	↓
PM	Q	Average time for processing change events for housing benefit and Council tax support claims	FYQ2 2017	8.78 days	—	—	↗ 2	-9%	↓
PM	Q	Percentage of minor planning applications determined within 8 weeks	FYQ1 2017	99%	77%	—	↗ 1	4%	↑
PM	Q	Percentage of major planning applications determined within 13 weeks	FYQ1 2017	100%	82%	—	→ 4	0%	→