

Bury Council Corporate Performance Management - Organisational Resilience

O Organisation Resilience (SOF-Enabler a)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend	
I	Q	Council Tax Yield	FYQ3 2017	69.946£ (million)	67.142£ (million)	—	↗ 2
I	M	Number of calls answered (Council Tax)	Feb 2017	4,493	—	—	↘ 1
I	Q	Business Rates Yield	FYQ3 2017	42.483£ (million)	41.893£ (million)	—	↗ 2
I	M	Number of calls answered (Business Rates)	Jan 2017	522	—	—	↗ 1
I	M	Staff numbers (FTE)	Feb 2017	4,990	—	—	↘ 2
I	A	Average age of workforce	HY2 2016	44.4yrs	—	—	↘ 4
I	A	Number of online forms completed	HY1 2016	13,215	—	—	→ 0
I	A	Percentage of employees over the age of 50	2016	35.7%	—	—	→ 0
I	M	Number of FTE days lost due to sickness absence	Jan 2017	4,862	5,004	—	↘ 2
I	M	Number of long term absences (over 20 days)	Dec 2016	170	153	—	↗ 4
P Organisation Resilience (SOF-Enabler b)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend	
PM	Q	Percentage of Council Tax Collected	FYQ3 2017	81.85%	82.61%	—	↗ 2
PM	M	Percentage of calls answered (Business Rates)	Jan 2017	96	80	—	↘ 2
PM	Q	Percentage of Business Rates Collected	FYQ3 2017	79.23%	79.39%	—	↗ 2
PM	M	Percentage of calls answered (Council Tax)	Jan 2017	88	80	—	↘ 1
PM	M	Percentage of Rents collected	Dec 2016	99.98 %	98.00 %	—	↗ 1
PM	M	Rent loss from voids (STH)	Dec 2016	2.01 %	1.78 %	—	↘ 1
PM	Q	Number of corporate complaints	FYQ3 2017	31	—	—	↘ 2
PM	A	Number of adverse finding as rate of total ombudsman complaints	HY1 2016	1	—	—	→ 0
PM	Q	Overall gym membership	FYQ3 2017	3,743	4,100	—	↘ 3

PM	A	Number of apprenticeships created within Bury Council	2016	28	—	—	↗	1
PM	M	Evaluation scores for attendees of the Leadership and Management Programme [Placeholder]	—	—	—	—	—	—
PM	Q	Average contact centre call waiting time	FYQ3 2017	56 seconds	—	—	↘	1
PM	Q	Average time for processing new housing benefit/ Council tax support claims	FYQ3 2017	23.50 working days	26.00 working days	—	↘	1
PM	Q	Average time for processing change events for housing benefit and Council tax support claims	FYQ3 2017	8.98 days	9.50 days	—	↗	3
PM	M	Percentage of Freedom of Information requests responded to within 20 working days	Oct 2016	91%	—	—	↗	1
PM	Q	Percentage of minor planning applications determined within 8 weeks	FYQ2 2017	100%	77%	—	↗	2
PM	Q	Percentage of major planning applications determined within 13 weeks	FYQ2 2017	100%	82%	—	→	5