

# Bury Council Corporate Performance Management - Organisational Resilience

Appendix 1b

O Organisation Resilience (SOF-Enabler a)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend
I	Q Council Tax Yield	FYQ4 2017	82.637£ (million)	78.748£ (million)	—	↗ 3
I	M Number of calls answered (Council Tax)	Apr 2017	5,813	—	—	↘ 1
I	Q Business Rates Yield	FYQ4 2017	50.681£ (million)	49.260£ (million)	—	↗ 3
I	M Number of calls answered (Business Rates)	Apr 2017	441	—	—	↘ 1
I	M Staff numbers (FTE)	Feb 2017	4,990	—	—	↘ 2
I	A Average age of workforce	HY2 2016	44.4yrs	—	—	↘ 4
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	Feb 2017	5,003	4,494	—	↗ 1
I	M Number of long term absences (over 20 days)	Feb 2017	173	153	—	↗ 1
P Organisation Resilience (SOF-Enabler b)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend
PM	Q Percentage of Council Tax Collected	FYQ4 2017	96.84%	96.50%	—	↗ 3
PM	M Percentage of calls answered (Business Rates)	Apr 2017	95	80	—	→ 1
PM	Q Percentage of Business Rates Collected	FYQ4 2017	94.87%	94.34%	—	↗ 3
PM	M Percentage of calls answered (Council Tax)	Apr 2017	74	80	—	↗ 1
PM	M Percentage of Rents collected	Apr 2017	101.76 %	99.00 %	—	↗ 2
PM	M Rent loss from voids (STH)	Apr 2017	1.53 %	1.60 %	—	↘ 2
PM	Q Number of corporate complaints	FYQ4 2017	44	—	—	↗ 1
PM	Q Number of corporate compliments	FYQ4 2017	33	—	—	↘ 3
PM	A Number of adverse finding as rate of total ombudsman complaints	HY1 2016	1	—	—	→ 0
PM	Q Overall gym membership	FYQ4 2017	4,294	4,100	—	↗ 1

PM	A	Number of apprenticeships created within Bury Council	2016	28	—	—	↗	1
PM	Q	Average contact centre call waiting time	FYQ4 2017	118 seconds	—	—	↗	1
PM	Q	Average time for processing new housing benefit/ Council tax support claims	FYQ4 2017	24.67 working days	26.00 working days	—	↗	1
PM	Q	Average time for processing change events for housing benefit and Council tax support claims	FYQ4 2017	5.24 days	9.50 days	—	↘	1
PM	M	Percentage of Freedom of Information requests responded to within 20 working days	Dec 2016	85%	—	—	↘	1
PM	Q	Percentage of minor planning applications determined within 8 weeks	FYQ3 2017	100%	77%	—	→	1
PM	Q	Percentage of major planning applications determined within 13 weeks	FYQ3 2017	100%	82%	—	→	6