

Bury Council Corporate Performance Management - Organisational Resilience

O Organisation Resilience (SOF-Enabler a)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend	
I	M	Number of calls answered (Council Tax)	Sep 2017	5,415	—	—	↗ 2
I	M	Number of calls answered (Business Rates)	Sep 2017	470	—	—	↗ 2
I	M	Staff numbers (FTE)	Sep 2017	4,768	—	—	↘ 9
I	A	Average age of workforce	HY2 2017	45.0yrs	—	—	↗ 1
I	M	Number of FTE days lost due to sickness absence	Sep 2017	3,149	3,435	—	↗ 1
I	M	Number of long term absences (over 20 days)	Sep 2017	98	129	—	↘ 3
P Organisation Resilience (SOF-Enabler b)		Time Period	Actual Value	Target Value	Forecast Value	Current Trend	
PM	Q	Percentage of Council Tax Collected	FYQ2 2018	54.71%	54.91%	—	↘ 1
PM	M	Percentage of calls answered (Business Rates)	Sep 2017	93	80	—	↘ 1
PM	Q	Percentage of Business Rates Collected	FYQ2 2018	56.51%	55.60%	—	↘ 1
PM	M	Percentage of calls answered (Council Tax)	Sep 2017	67	80	—	↘ 4
PM	Q	Number of corporate complaints	FYQ2 2018	44	—	—	↘ 1
PM	Q	Number of corporate compliments	FYQ2 2018	31	—	—	→ 1
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	Q	Average contact centre call waiting time	FYQ2 2018	229 seconds	—	—	↗ 3
PM	Q	Average time for processing new housing benefit/ Council tax support claims	FYQ2 2018	27.54 working days	26.00 working days	—	↗ 2
PM	Q	Average time for processing change events for housing benefit and Council tax support claims	FYQ2 2018	7.12 days	9.50 days	—	↗ 1
PM	M	Percentage of Freedom of Information requests responded to within 20 working	Oct 2017	97%	—	—	→ 1

days

PM



Percentage of minor planning applications determined within 8 weeks

FYQ1 2018

100%

77%

—

→ 3

PM



Percentage of major planning applications determined within 13 weeks

FYQ1 2018

100%

82%

—

→ 8