

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)	Oct 2018	5,550	—	—	↗ 1
I	M	Number of calls answered (Business Rates)	Oct 2018	304	—	—	↘ 1
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	Nov 2018	3,652	4,560	—	↘ 1
I	M	Number of long term absences (over 20 days)	Nov 2018	151	140	—	↗ 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 2019	54.28%	54.91%	—	↗ 1
PM	M	Percentage of calls answered (Business Rates)	Oct 2018	94	80	—	→ 1
PM	Q	Percentage of Business Rates Collected	FYQ2 2019	56.77%	56.51%	—	↗ 1
PM	M	Percentage of calls answered (Council Tax)	Oct 2018	77	80	—	↗ 2
PM	Q	Number of corporate complaints	FYQ2 2019	62	—	—	↗ 2
PM	Q	Number of corporate compliments	FYQ2 2019	31	—	—	↘ 1
PM	A	Number of adverse finding as rate of total ombudsman complaints	HY1 2016	1	—	—	→ 0
PM	Q	Overall gym membership	FYQ4 2018	3,866	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 days	Oct 2017	97%	—	—	→ 1
PM	Q	Percentage of minor planning applications determined within 8 weeks	FYQ1 2018	100%	77%	—	→ 3
PM	Q	Percentage of major planning applications determined within 13 weeks	FYQ1 2018	100%	82%	—	→ 8