



# ROSC Performance Indicators

Quarter 1

April – June 2017

Grace Crawford

Senior Performance & Strategy Officer

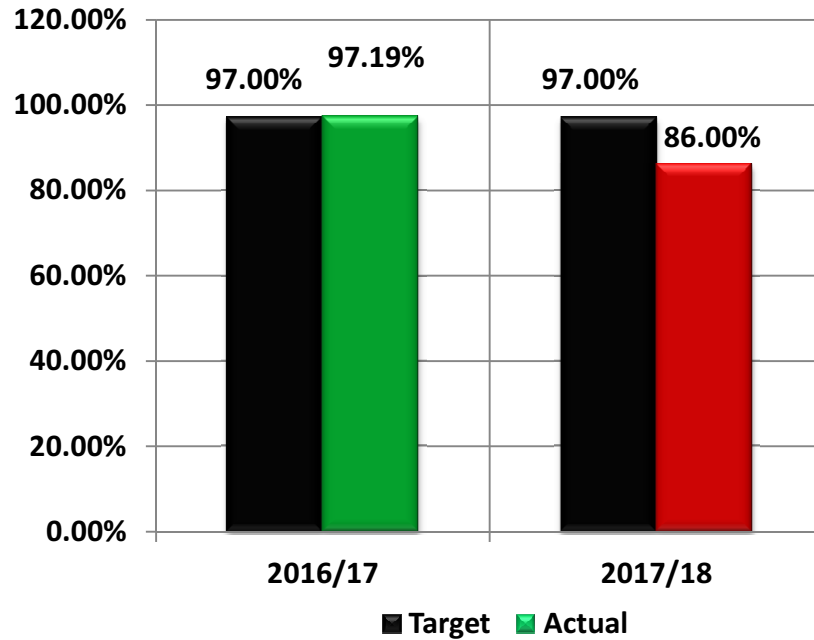


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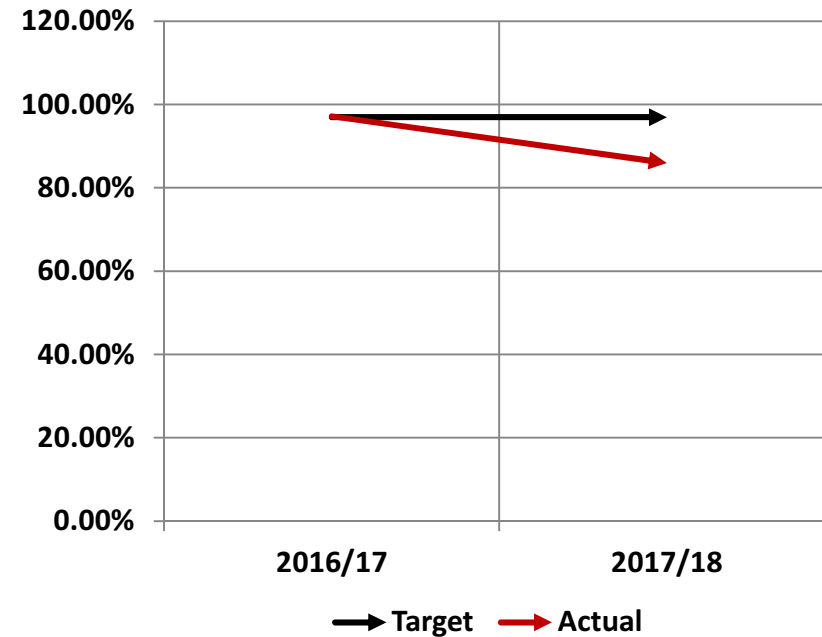
## Performance Indicator – 1

The percentage of all invoices paid within 30 days or within stated terms

### Q1



### Performance Trend



### Service Comments

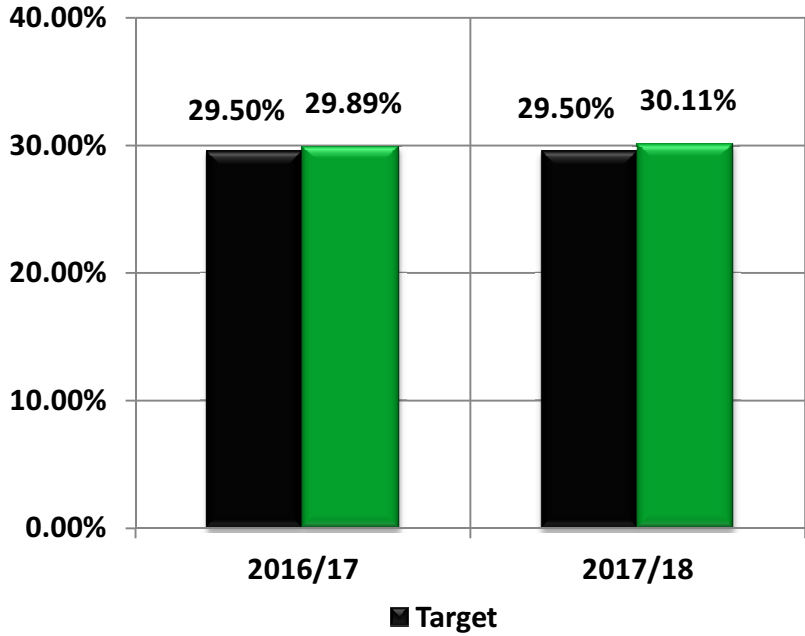
Performance has been below target in this quarter mainly due to the retirement of the long-standing Accounts Payable Officer and periods of staff leave and sickness. The month on month figures below show improvement:

April 2017	84.1%
May 2017	80.8%
June 2017	92.6%

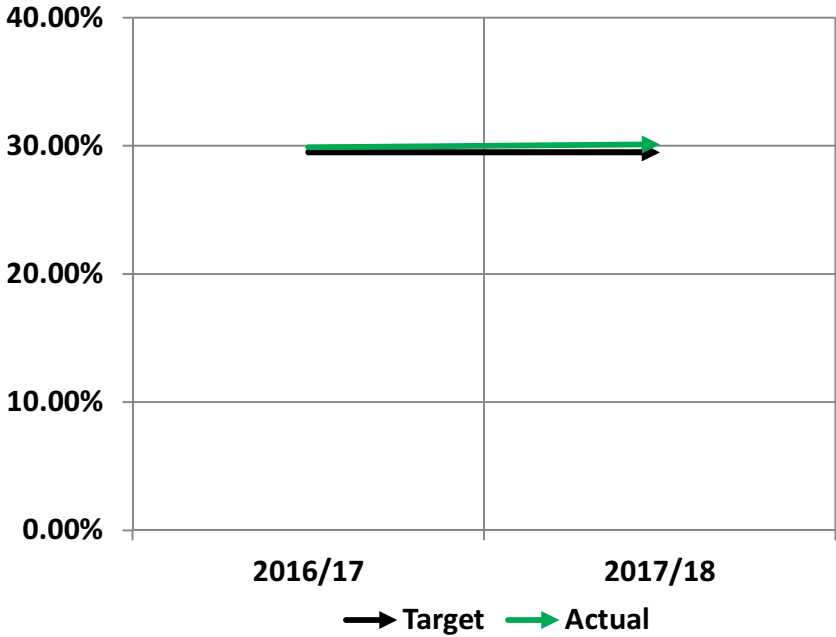
# Performance Indicator – 2

The level of council tax collected as a percentage of the total due

## Q1



## Performance Trend

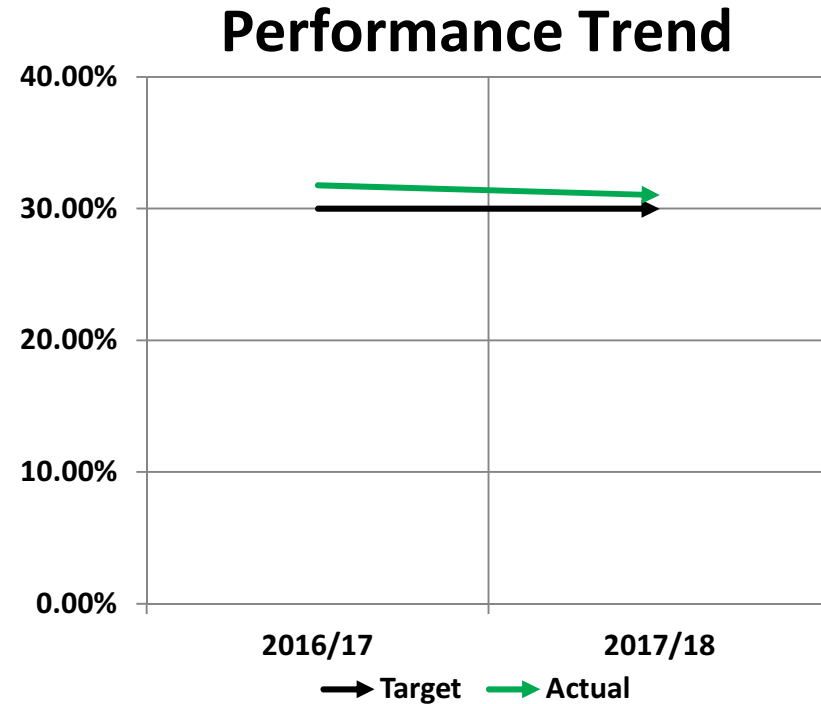
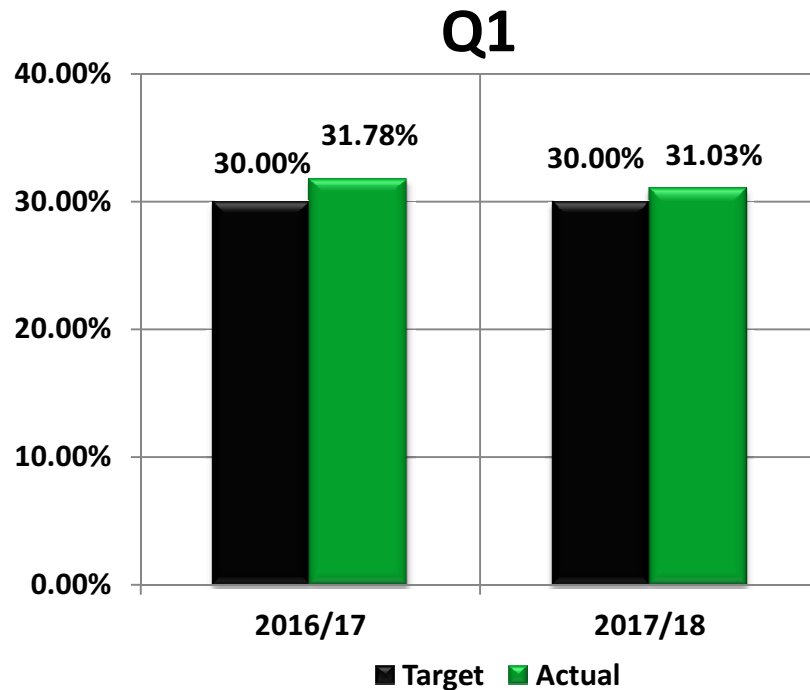


## Service Comments

Performance is very good and above target. This is despite the challenges this year with the welfare reform changes which makes it difficult to collect council tax from households with less income.

## Performance Indicator – 3

The level of business rates collected as a percentage of the total due



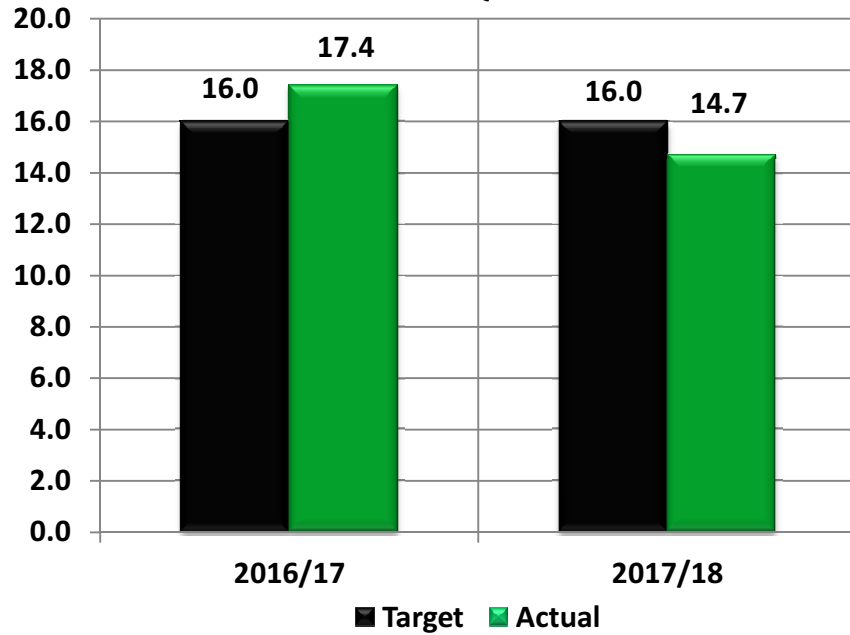
## Service Comments

Performance is very good and ahead of a challenging target despite businesses now paying over 12 months rather than 10.

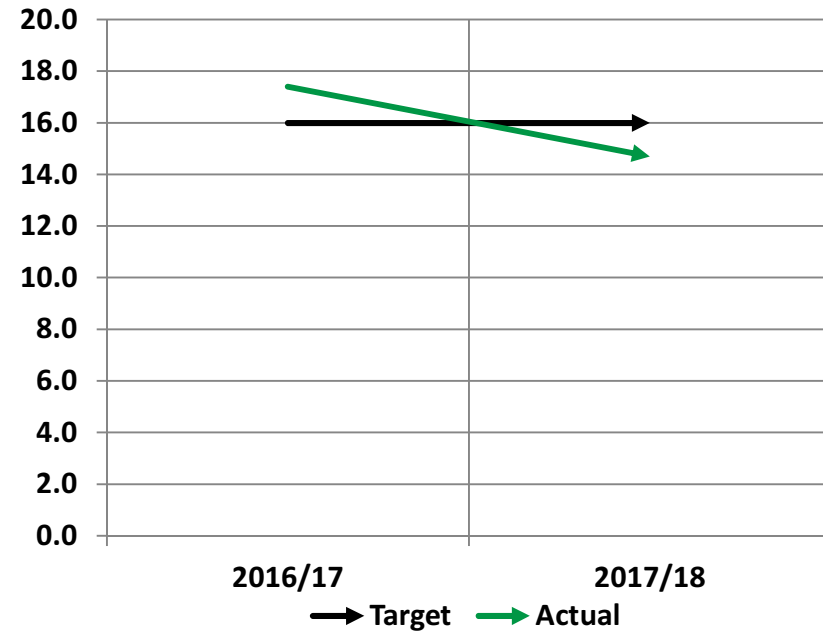
## Performance Indicator – 4

The time taken to process new housing benefit / council tax benefit claims in working days

### Q1



### Performance Trend

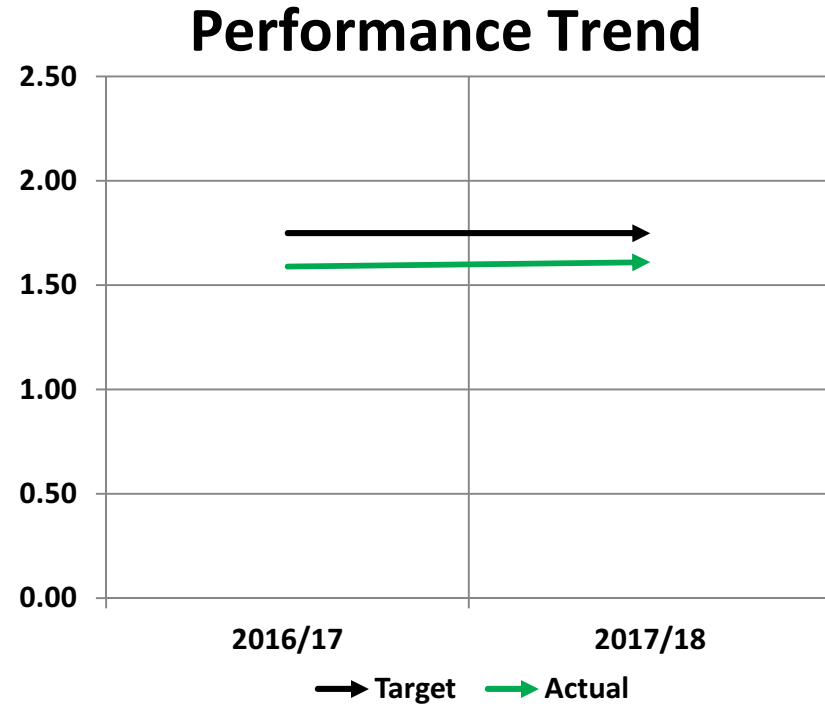
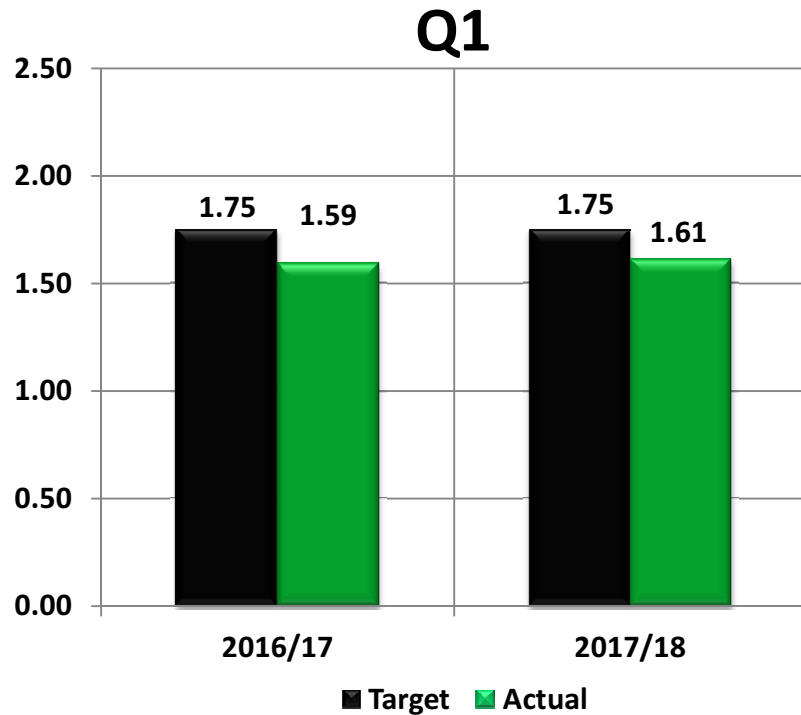


### Service Comments

Performance for quarter one is excellent and comfortably ahead of target.

## Performance Indicator – 5

The number of employee working days lost due to sickness absence, per full-time equivalent member of staff



## Service Comments

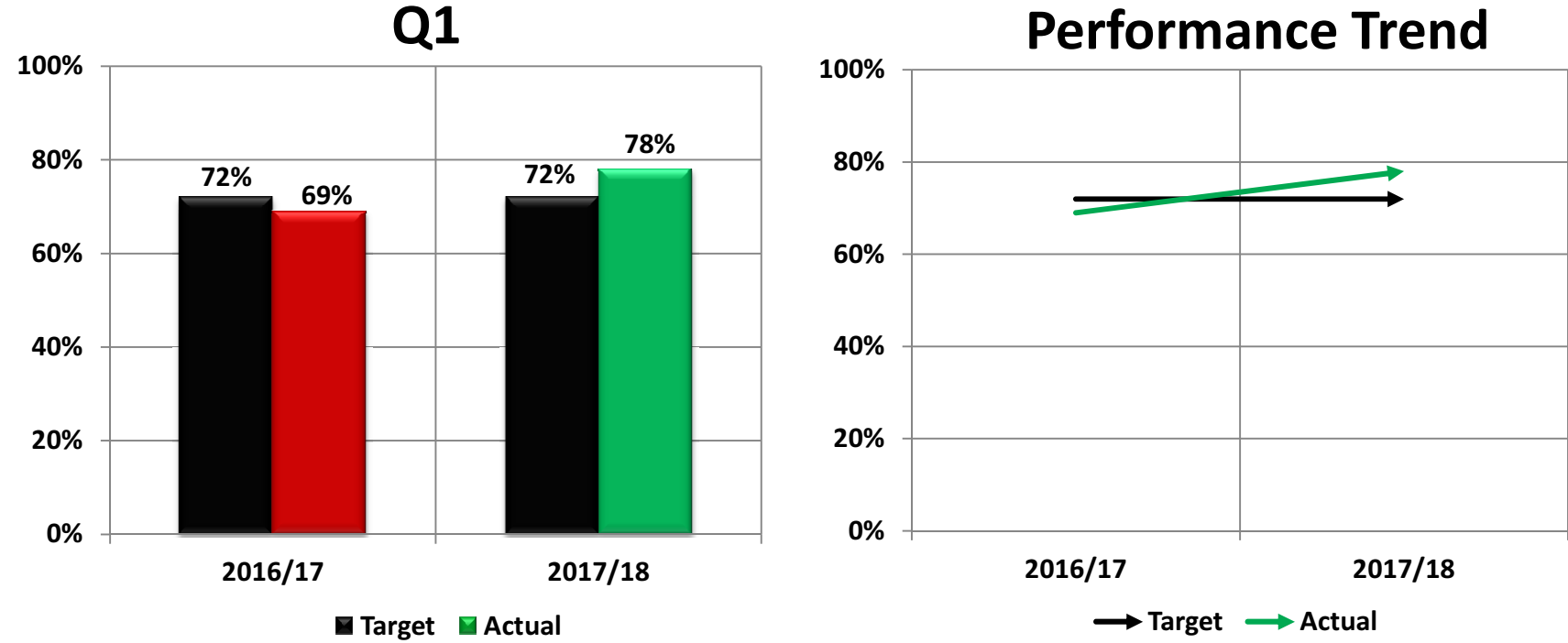
Sickness absence during this quarter is below the target.

Long term absences (20 plus days) have accounted for 43% of the total absences for reasons including surgery and cancer / tumours.

Short term absences account for 57% of the absences. The main reasons for these absences are musculoskeletal, gastrointestinal, cold/flu and migraines.

# Performance Indicator – 10

## The percentage of residents who feel ‘well informed’ about council services



### Service Comments

The percentage of local residents who felt well informed about council services exceeded its target for this quarter. In the previous quarter, there was significant local publicity about subscribing to the garden waste collection service. There was also much communication and debate in the early months of 2017 ahead of the submission of the council’s proposed Local Plan for the borough. These issues are likely to have influenced how well informed residents felt when they were surveyed.