

**Quarterly Performance Report****2004/2005 Quarter 2****CORPORATE & STRATEGIC LEADERSHIP PORTFOLIO - ALL  
SERVICE AREAS - ALL TEAMS****Key to symbols***Targets*

- ^ on or above target
- < within 10% of target
- v below target

*Comparative Performance*

- ^ performance within best quartile
- < performance within mid quartiles
- v performance within worst quartiles

*Trend over time*

- ^ ^ continuous improvement over 3 years
- ^ improvement since equivalent data last year
- < static
- v decline since equivalent data last year
- v v continuous decline in performance over 3 years

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**CM105      Reported percentage of appraisals undertaken***Target :* 100%*Result :* 98% <*Comparative Performance :* No comparative data*Trend over time :* No trend data

2002/2003

2003/2004

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**CM36      BV8 Percentage of undisputed invoices paid within 30 days***Target :* 100%*Result :* 97.45% <*Comparative Performance :* No comparative data*Trend over time :* Improving ^

2002/2003 Quarter 2 96.25%

2003/2004 Quarter 2

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<i>Target :</i>	28%	
<i>Result :</i>	24.39%	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Static	<b>&lt;</b>
2002/2003 Quarter 2	21%	
2003/2004 Quarter 2	24.39%	

**OUT OF TOLERANCE REPORT**

*Mitigation :* Number of women has remained constant but number of posts included has increased by 2.

*Action :* None

**CM55 BV11b Percentage of top 5% of earners from black and minority ethnic communities**

<i>Target :</i>	2.5%	
<i>Result :</i>	0%	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Static	<b>&lt;</b>
2002/2003 Quarter 2	0%	
2003/2004 Quarter 2	0%	

**OUT OF TOLERANCE REPORT**

*Mitigation :* Dependant upon recruitment

*Action :* None

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<i>Target :</i>	4	
<i>Result :</i>	3.5	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Continuous improvement	^ ^
2002/2003 Quarter 2	3.59	
2003/2004 Quarter 2	3.55	

**CM63      % of corporate property maintenance budget spent and committed each quarter**

<i>Target :</i>	65%	
<i>Result :</i>	71.45%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	No trend data	
2002/2003 Quarter 2		
2003/2004 Quarter 2		

**CM73      % of performance targets from Service Area Plans achieved each quarter**

<i>Target :</i>	70%	
<i>Result :</i>	75%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	No trend data	
2002/2003 Quarter 2		
2003/2004 Quarter 2		

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**CM83 % of equalities self assessment checklist actions completed by Legal Services***Target :* 33%*Result :* 100% ^*Comparative Performance :* No comparative data*Trend over time :* No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

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**CM84 % of actions within approved action plan completed within projected deadlines. (Legal Services)***Target :* 100%*Result :* 100% ^*Comparative Performance :* No comparative data*Trend over time :* No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

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**CM92 Issue monthly monitoring reports in accordance with agreed timetable***Target :* 100%*Result :* 100% ^*Comparative Performance :* No comparative data*Trend over time :* No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

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**CM93 Financial Management Implementation Plan in place by 31 July 2004***Target :* Y*Result :* Y

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**CM94 Adherence to agreed Financial Management Implementation Plan***Target :* Y*Result :* Y

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**CM95 Implement new Prudential Code by 1 April 2004 within agreed Council Budget***Target :* Y*Result :* Y

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## 2004/2005 Quarter 2

Result : Y

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**CM99 Publication of accounts by target date***Target :* Y*Result :* Y

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**CS10 % of Corporate Strategy milestone targets achieved***Target :* 85%*Result :* 0% **v***Comparative Performance :* No comparative data*Trend over time :* No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

**OUT OF TOLERANCE REPORT***Mitigation :* Cannot be reported meaningfully at half year stage as Corporate Strategy indicators are generally annual  
- see separate report attached detailing Corporate Strategy Progress*Action :* Recommend this be amended to an annual indicator

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**Quarterly Performance Report****2004/2005 Quarter 2****CORPORATE & STRATEGIC LEADERSHIP PORTFOLIO - ALL  
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<i>Target :</i>	1	
<i>Result :</i>	0	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	<b>v</b>
2002/2003 Quarter 2	26426	
2003/2004 Quarter 2		

**OUT OF TOLERANCE REPORT**

*Mitigation :* The new website was not functioning until October 2004. No data was therefore collected on website visits until 21st October

*Action :* Monitoirng to commence from 21st October

**CU27 Number of hits on the website**

<i>Target :</i>	1	
<i>Result :</i>	0	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	<b>v</b>
2002/2003 Quarter 2	568134	
2003/2004 Quarter 2		

**OUT OF TOLERANCE REPORT**

*Mitigation :* The new website has not been dealing with log files effectively. No data is therefore available for this indicator. Once up and running, the system will be able to measure website "visits" (i.e the number of people who come on to our website) as well as website "hits" (the number of pages they visit). It felt website "visits" is a more appropriate measure of the success of the website than "hits"

*Action :* Technical work to enable the system to colect data. Change definition as above

**Quarterly Performance Report****2004/2005 Quarter 2****CORPORATE & STRATEGIC LEADERSHIP PORTFOLIO - ALL  
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2002/2003

2003/2004

**DS17 BV179 Percentage of standard searches completed within 10 working days***Target :* 100%*Result :* 100% ^*Comparative Performance :* No comparative data*Trend over time :* Static <

2002/2003 Quarter 2 91%

2003/2004 Quarter 2 100%

**HE11 % of HRA Housing Investment Programme spent on and committed each quarter***Target :* 60%*Result :* 84.5% ^*Comparative Performance :* No comparative data*Trend over time :* No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2