



## Board report

A graphical summary of the councils' performance

OCTOBER 2012

# South and Vale board report

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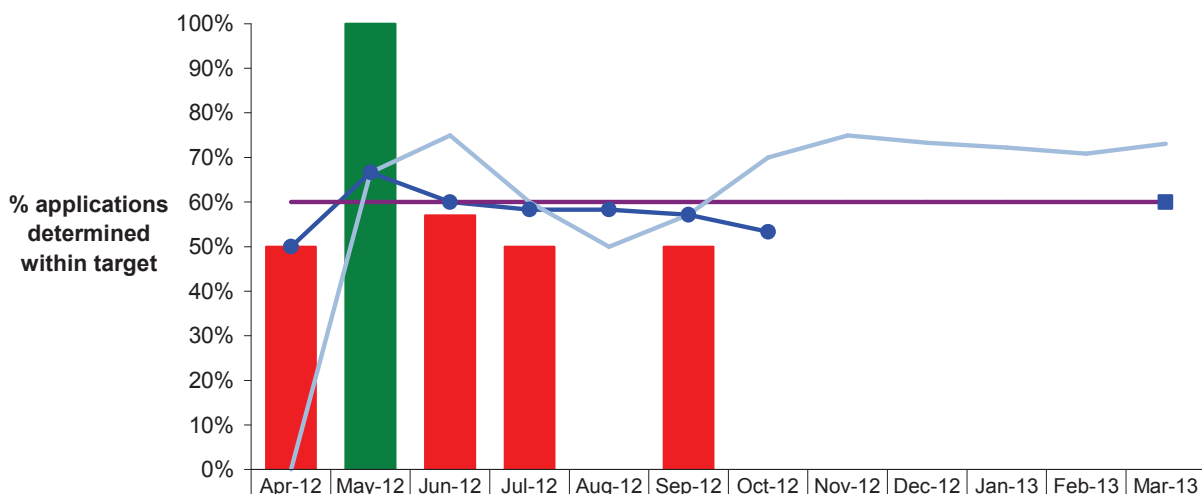
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# SECTION 1 – PLANNING

## Major planning applications determined in 13 weeks (high is good)

### South

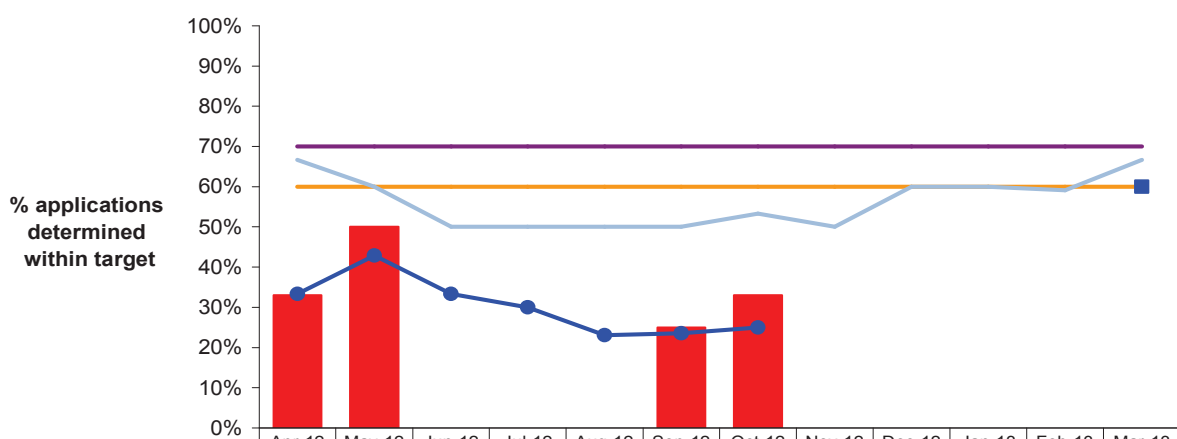
Major Applications determined within target (of those determined this month)



Major Applications determined within 13 weeks (on or above target)		100%			0%							
Major Applications determined within 13 weeks (below target)	50%		57%	50%	0%	50%	0%					
Year to date %	50%	67%	60%	58%	58%	57%	53%					
Target (local and national)	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
Officer prediction of year-end performance												60%
2011-2012 Year to date %	0%	67%	75%	60%	50%	57%	70%	75%	73%	72%	71%	73%

### Vale

Major Applications determined within target (of those determined this month)



Major Applications determined within 13 weeks (on or above target)												
Major Applications determined within 13 weeks (below target)	33%	50%	0%	0%	0%	25%	33%					
Year to date %	33%	43%	33%	30%	23%	24%	25%					
Local target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
National target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
Officer prediction of year-end performance												60%
2011-2012 Year to date %	67%	60%	50%	50%	50%	50%	53%	50%	60%	60%	59%	67%

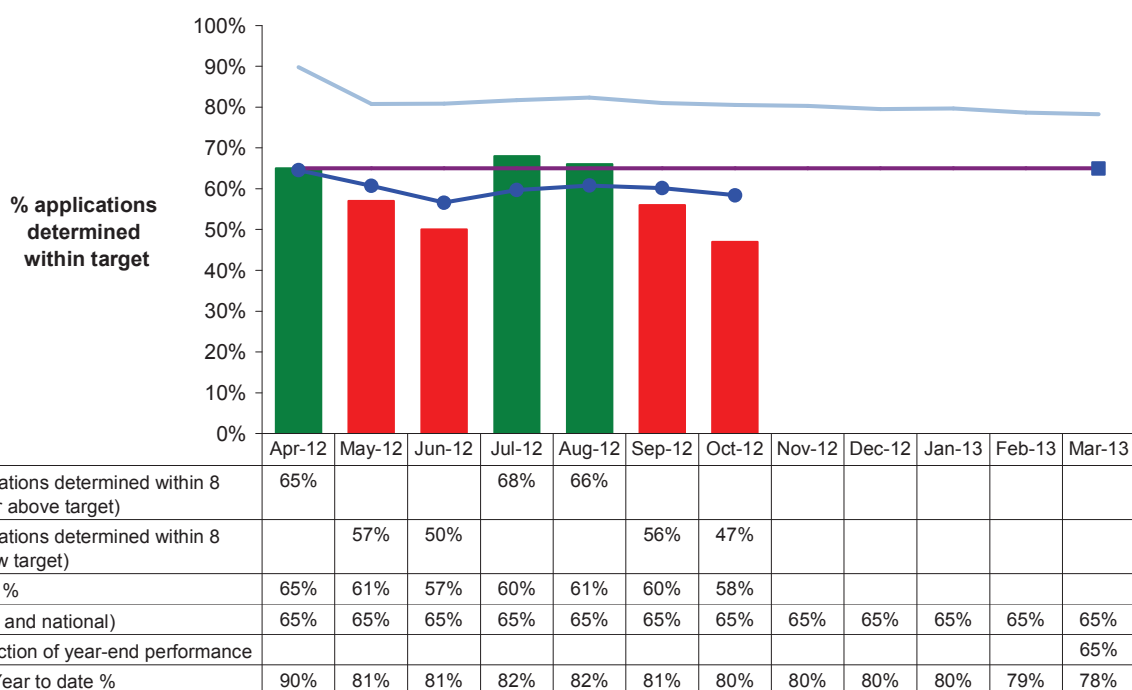
## Notes

1. **South and Vale** - a low number of major planning applications are being processed by the councils at any one time.
2. **South and Vale** - in line with national planning policy (NPPF) we need to be more enabling to help deliver economic growth and much-needed housing. Experience has shown that this can best be achieved by negotiating improvements to schemes to enable planning permission to be granted. This can result in decisions being made outside the 13 week target, which is why both councils are now making more use of Planning Performance Agreements (PPAs) to ensure decisions are made in a timely manner albeit outside the prescriptive 13 weeks target.  
  
Recognising these facts, South have agreed to lower the local target to national levels (60%), but Vale are keen to maintain the local target (70%). However, it is unrealistic to expect Vale to reach the locally set target, but we expect to meet the national target.
3. **South** - only one major application was determined in October. It was for an affordable housing scheme which was approved by the Planning Committee subject to the completion of a S106 planning obligation. The obligation took several months to complete. Officers are now using PPAs wherever possible – six current major schemes have PPAs.
4. **Vale** – three major applications were decided in October, two of which were decided outside the 13 week target. One of those required S106 planning obligations which took a number of months to complete, and the other was considered in conjunction with a large-scale major housing scheme which took a number of months to manage and present to planning committee.

## Minor planning applications determined in 8 weeks (high is good)

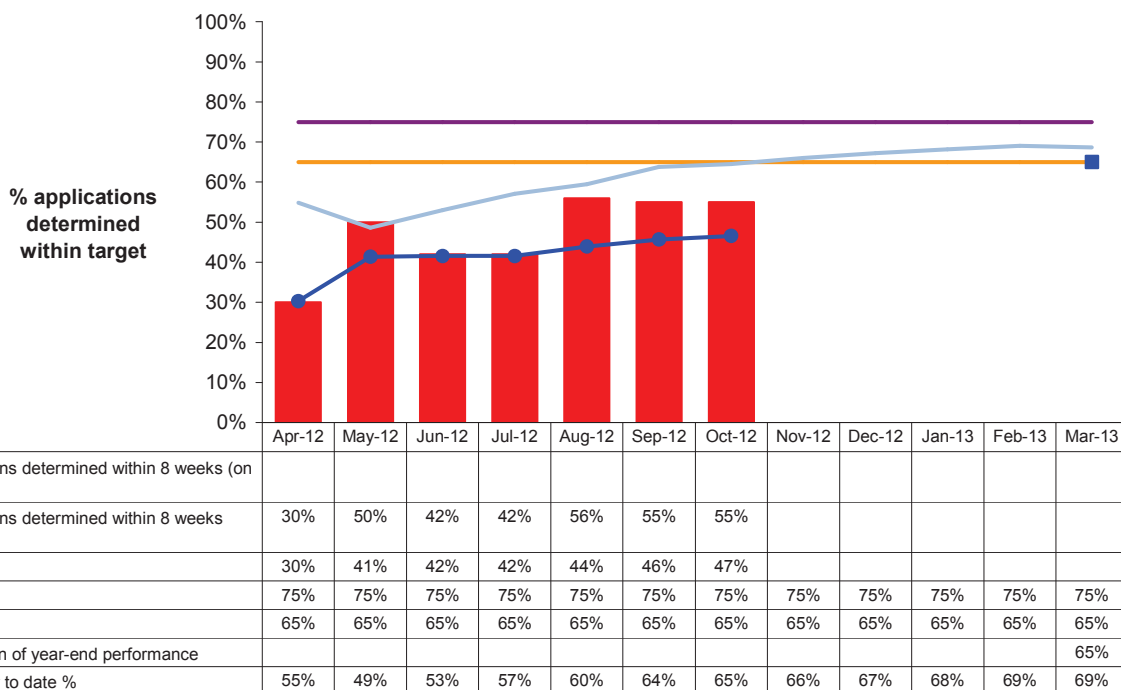
### South

Minor Applications determined within target (of those determined this month)



### Vale

Minor Applications determined within target (of those determined this month)



### Notes

- South** – daily monitoring of application determination is in place. The main reason for the drop in performance was that a larger than normal number of minor applications were referred to the Planning Committee (11 minor applications were referred to the two meetings in October). Officers are now focusing on determining as many minor

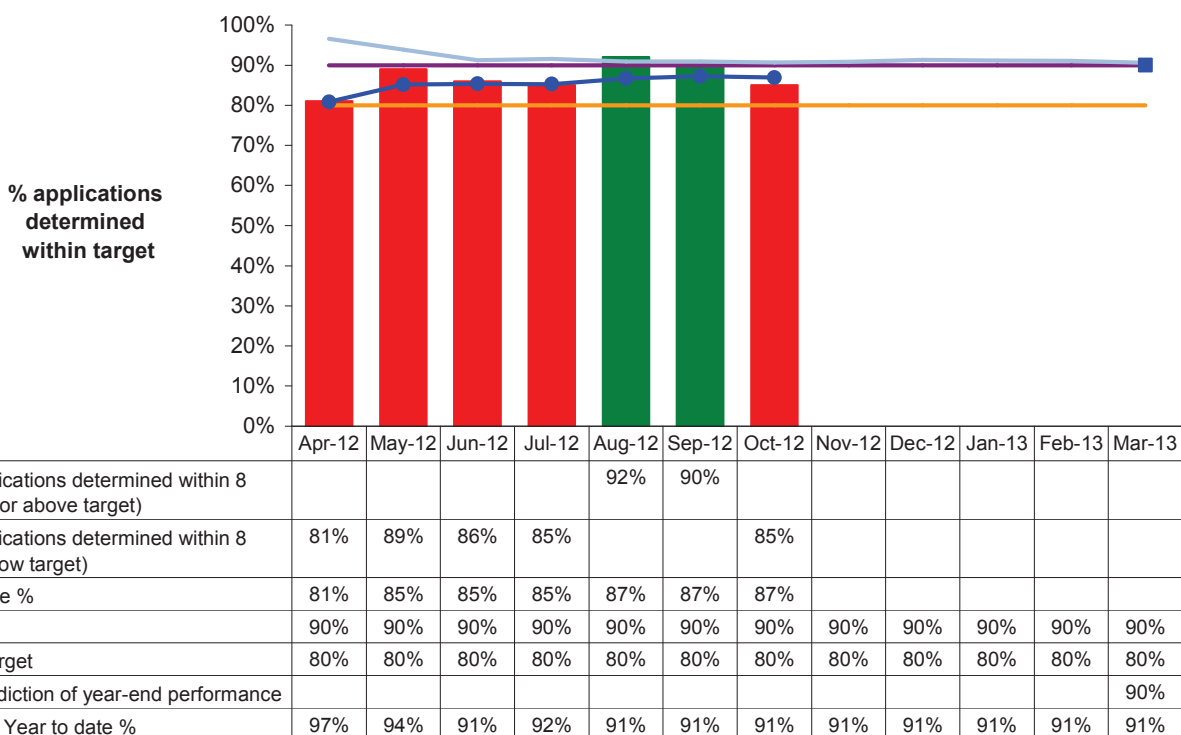
applications within target as possible.

2. **Vale** – an action plan is in place to improve staff use of the new computer system and to focus on determining applications on target. Performance is slowly recovering. Additional resources are being secured in the development management team following recent staff changes. However, given the low level of performance during the first four months of the year it is unlikely that we will hit the local target (75%), but we do expect to meet the national target (65%).

## Other planning applications determined in 8 weeks (high is good)

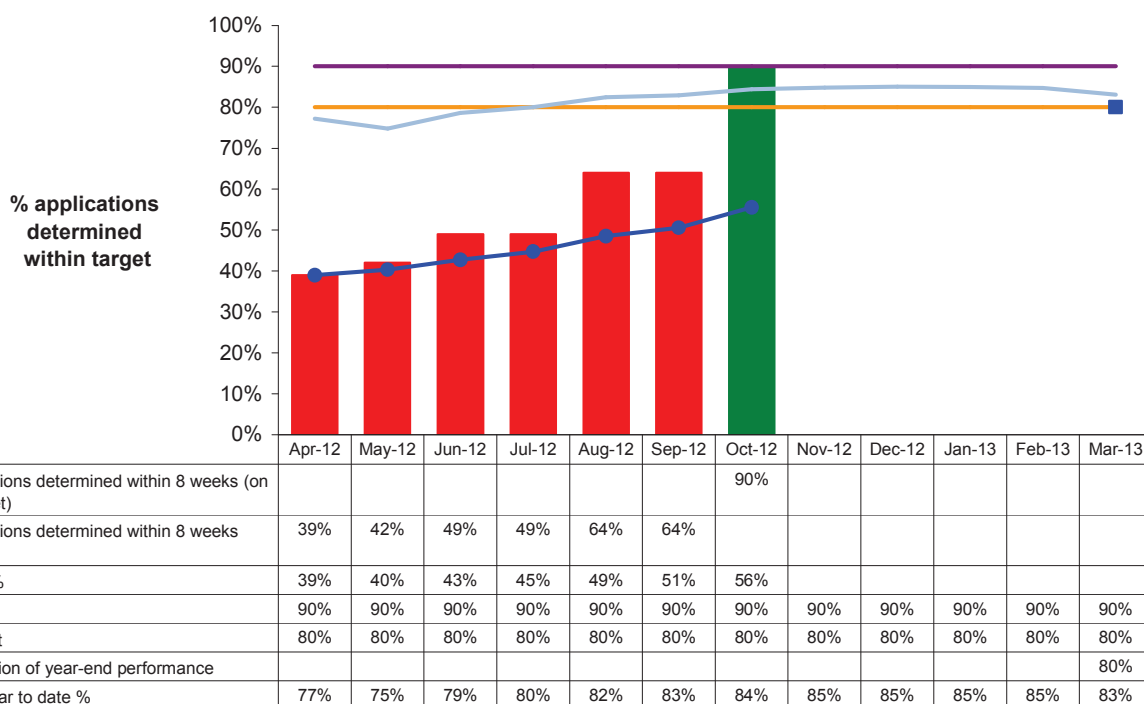
### South

#### Other Applications determined within target (of those determined this month)



### Vale

#### Other Applications determined within target (of those determined this month)



#### Notes

1. **South** - performance on other applications was 5% below target in October. The



applications that went over target were ones which involved negotiations with the applicant to secure approvals. However, officers are making every effort to ensure we hit the local target of 90% by year-end.

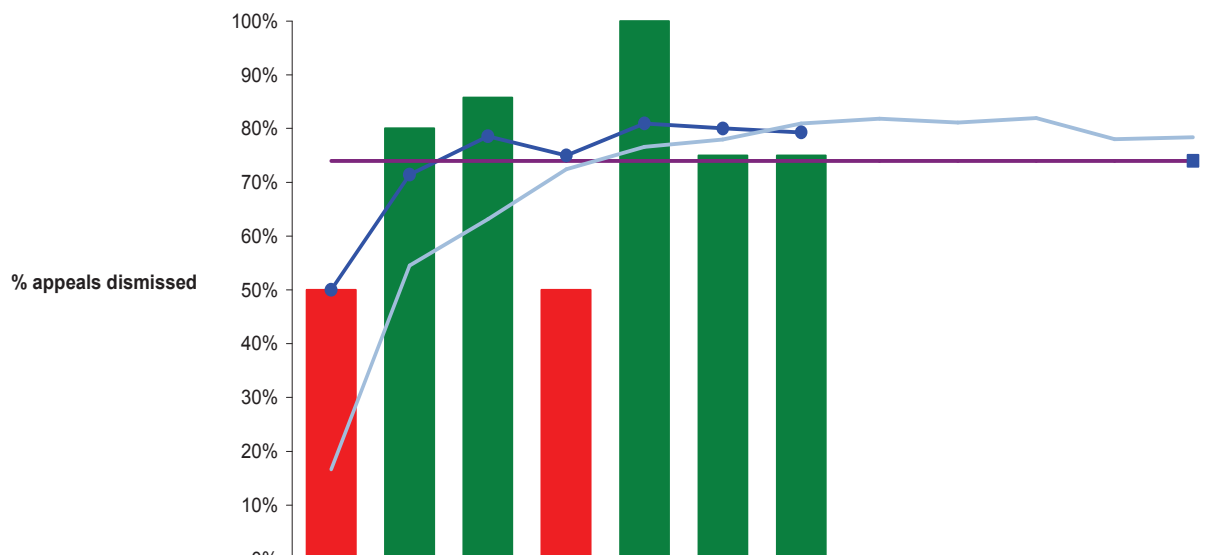
2. **Vale** - an action plan is in place to address staff use of the new computer system. Performance is recovering and expected to continue to improve. Additional resources have been secured in the development management team following recent staff changes. However, given the low level of performance during the first four months of the year it is unlikely that we will hit the local target (90%). Although challenging, we expect to meet the national target (80%).



# Planning appeals decisions

## South

### Appeals Decided

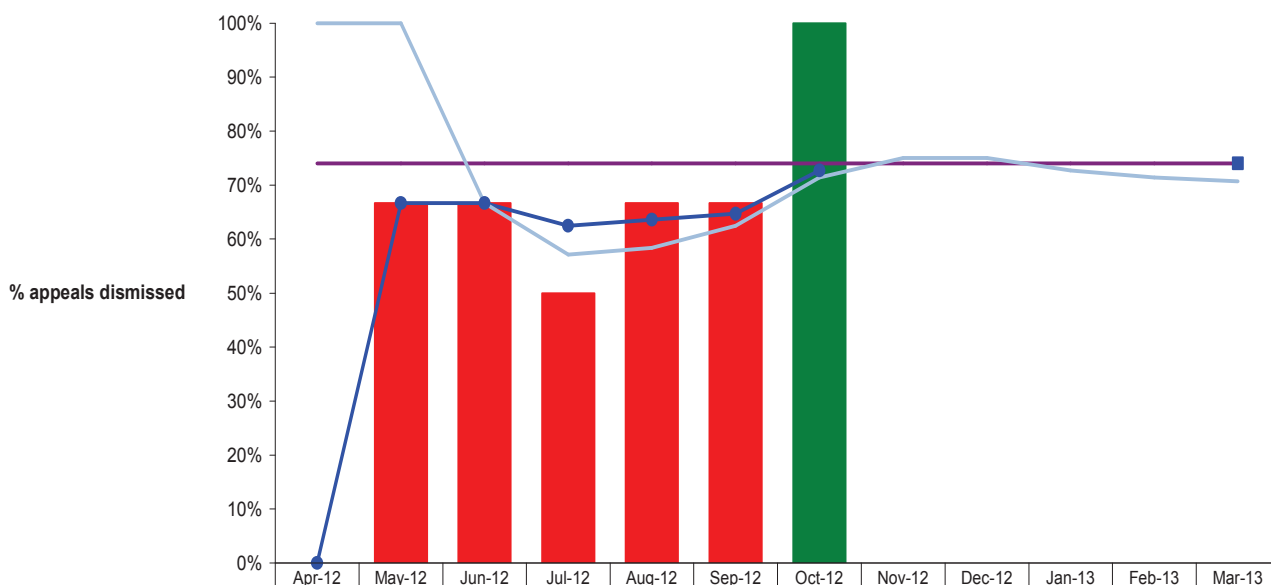


	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
<span style="color: green;">■</span> % Appeals Dismissed (on or above target)		80%	86%		100%	75%	75%					
<span style="color: red;">■</span> % Appeals Dismissed (below target)	50%			50%								
No. Appeals Dismissed	1	4	6	1	5	3	3					
No. Appeals Allowed	1	1	1	1	0	1	1					
No. Appeals Decided	2	5	7	2	5	4	4					
<span style="color: blue;">●</span> Year to date %	50%	71%	79%	75%	81%	80%	79%					
<span style="color: purple;">—</span> Target	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%
<span style="color: blue;">■</span> Officer prediction of year-end performance												74%
<span style="color: lightblue;">—</span> 2011-2012 Year to date %	17%	55%	63%	72%	77%	78%	81%	82%	81%	82%	78%	78%

# Planning appeals decisions

## Vale

### Appeals Decided



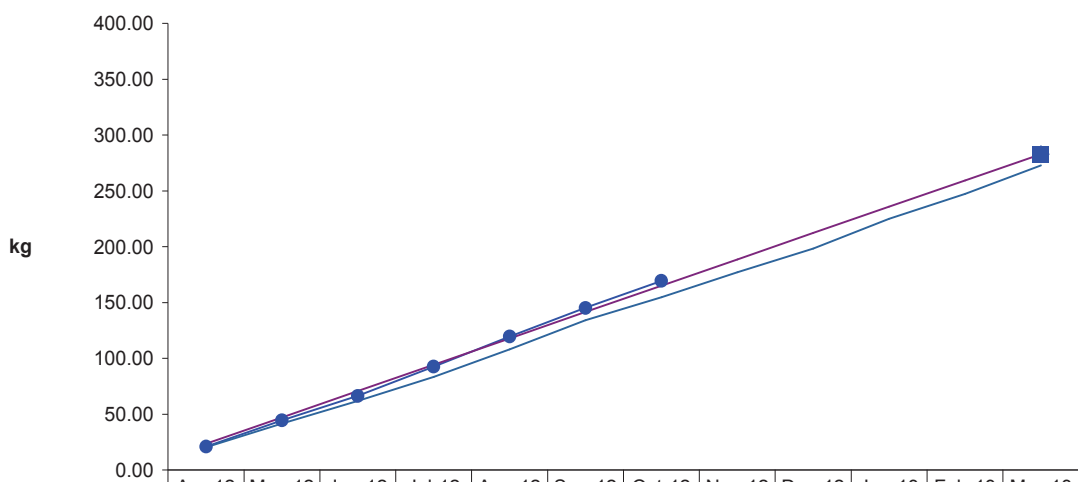
<span style="color: green;">■</span> % Appeals Dismissed (on or above target)						100%							
<span style="color: red;">■</span> % Appeals Dismissed (below target)		67%	67%	50%	67%	67%							
No. Appeals Dismissed	0	2	2	1	2	4	5						
No. Appeals Allowed	0	1	1	1	1	2	0						
No. Appeals Decided	0	3	3	2	3	6	5						
<span style="color: blue;">●</span> Year to date %	0%	67%	67%	63%	64%	65%	73%						
<span style="color: purple;">—</span> Target	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%	74%
<span style="color: blue;">■</span> Officer prediction of year-end performance													74%
<span style="color: lightblue;">—</span> 2011-2012 Year to date %	100%	100%	67%	57%	58%	63%	71%	75%	75%	73%	71%	71%	

## SECTION 2 – ENVIRONMENT

### Residual waste (kg/household) (low is good)

#### South

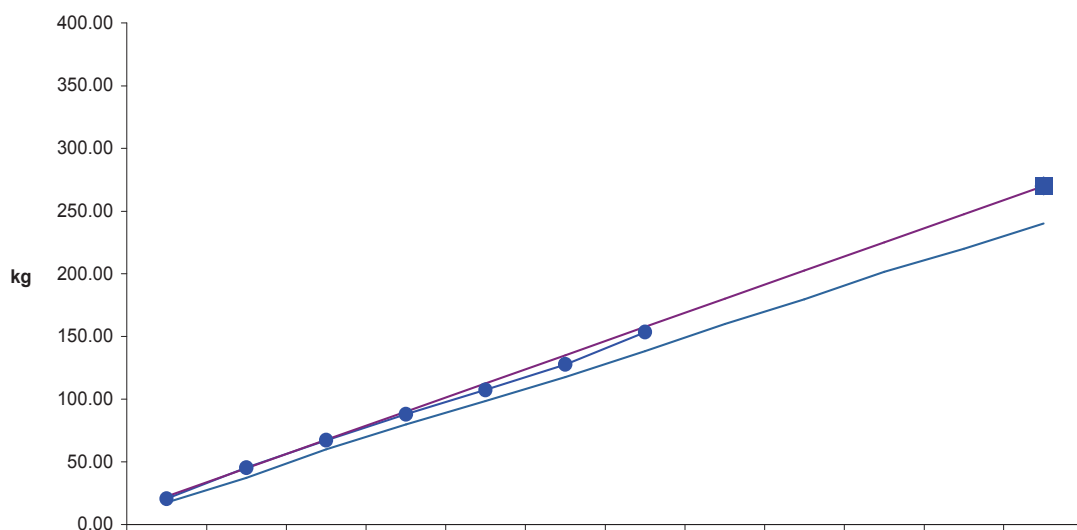
Waste per household



	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Year to date	21.00	44.57	66.37	92.73	119.71	145.15	169.48					
Target	23.58	47.17	70.75	94.33	117.92	141.50	165.08	188.67	212.25	235.83	259.42	283.00
Officer prediction of year-end performance												283.00
2011-2012	20.48	41.46	61.96	83.61	107.96	134.18	154.84	177.19	198.48	224.96	247.44	272.96

#### Vale

Waste per household

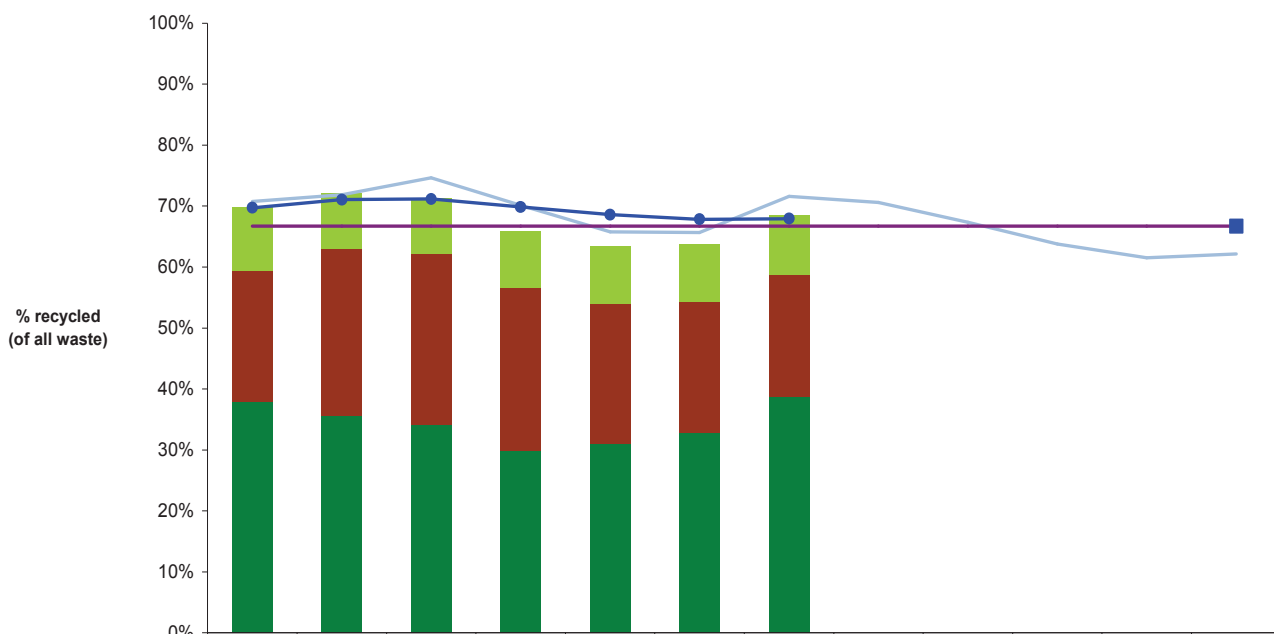


	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Year to date	20.67	45.29	67.17	87.93	107.28	127.56	153.50					
Target	22.50	45.00	67.50	90.00	112.50	135.00	157.50	180.00	202.50	225.00	247.50	270.00
Officer prediction of year-end performance												270.00
2011-2012	17.72	37.22	59.79	79.88	98.47	117.76	138.15	159.85	179.67	201.71	220.02	240.10

## Recycling rate (high is good)

### South

Recycling rate

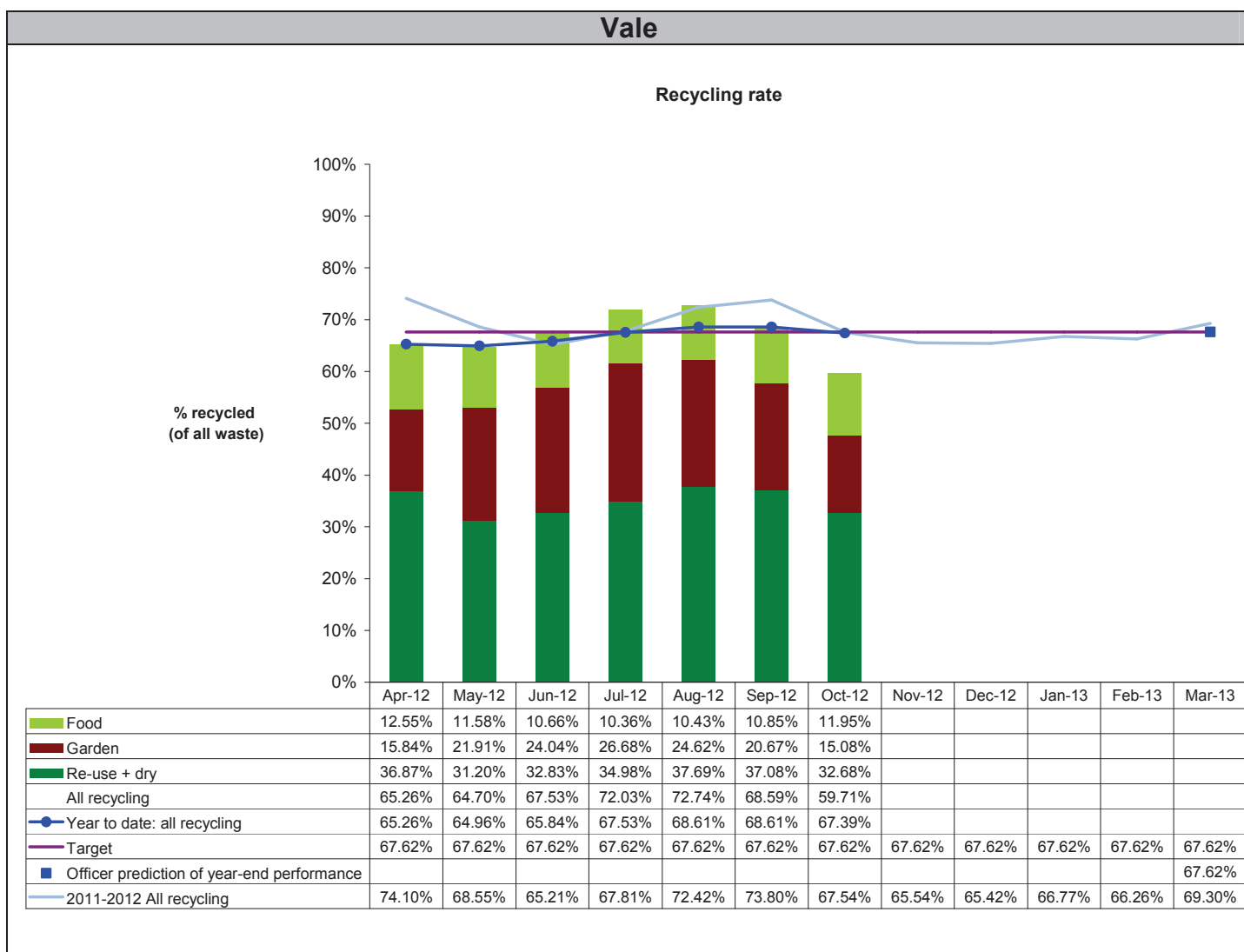


	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Food	10.36%	9.08%	9.15%	9.39%	9.45%	9.47%	9.68%					
Garden	21.49%	27.42%	28.04%	26.75%	22.93%	21.49%	19.88%					
Re-use + dry	37.89%	35.65%	34.16%	29.83%	31.05%	32.81%	38.83%					
All recycling	69.75%	72.15%	71.35%	65.97%	63.43%	63.78%	68.39%					
Year to date: all recycling	69.75%	71.07%	71.16%	69.85%	68.61%	67.86%	67.94%					
Target	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%	66.72%
Officer prediction of year-end performance												66.72%
2011-2012 All recycling	70.75%	71.85%	74.65%	70.14%	65.74%	65.70%	71.60%	70.62%	67.33%	63.75%	61.54%	62.14%

### Note

Although we can no longer include street sweepings in recycling, this has had no noticeable impact on our overall recycling rate to date.

## Recycling rate (high is good)



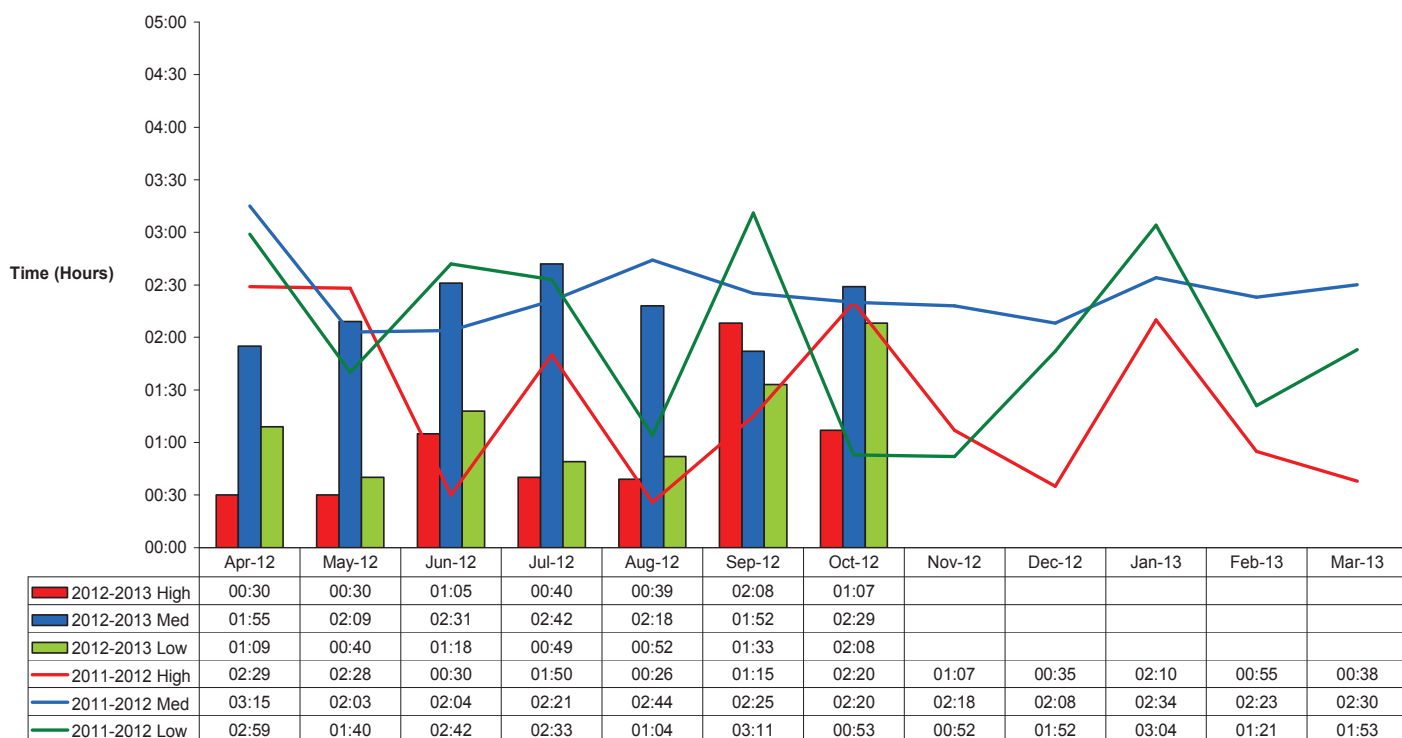
### Notes

- Although we can no longer include street sweepings in recycling, this has had no noticeable impact on our overall recycling rate to date.
- Reasons for the low 'All recycling' rate in October (59.71%) include the following:
  - there were more refuse days than recycling days in October for the Vale (13/10);
  - there was a reduction in the amount of garden waste collected and
  - there is a higher recycling rejection rate this quarter, 6.01% instead of 4.56% last quarter. (Rejected recycling goes to landfill.)

## Fly tipping clearance time – contractor perspective (South)

### South

Average pickup time for fly tips - contractor perspective



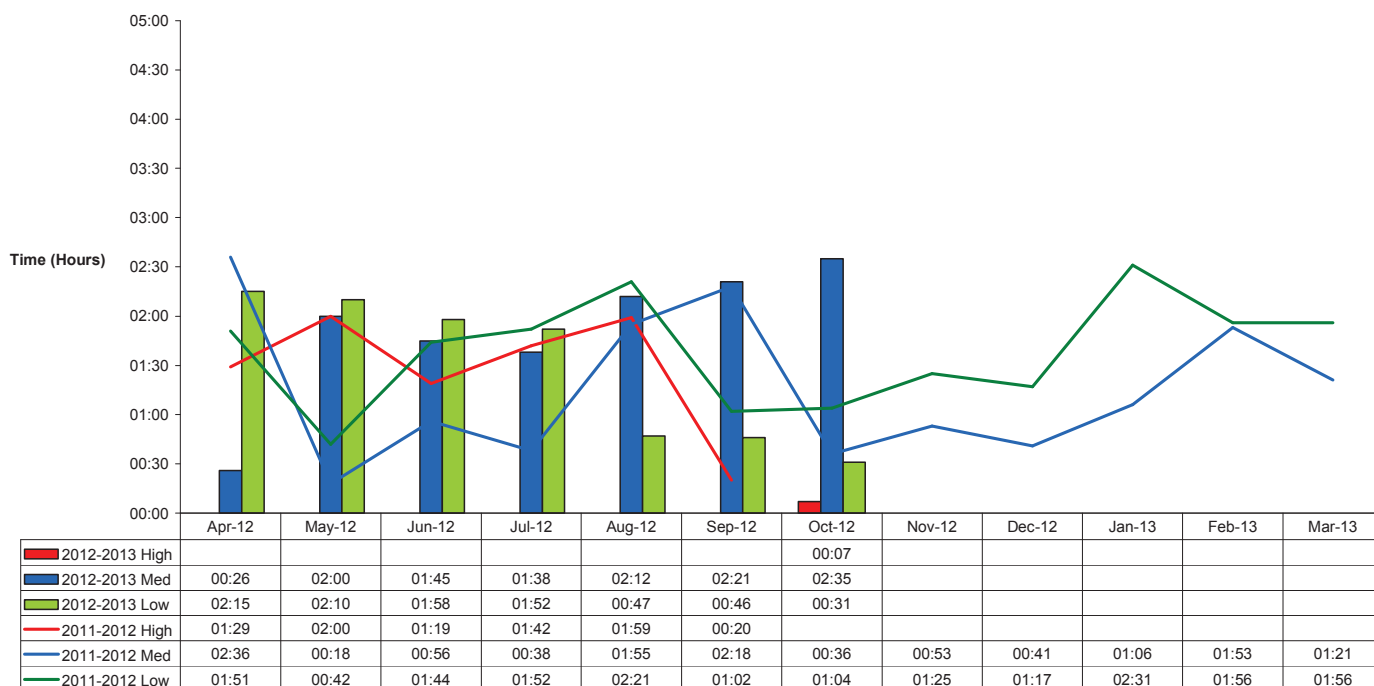
### Notes

1. This graph records the average clearance time (in hours) per month per zone. For a given fly tip, the clearance time is defined as the time between the contractor's employee receiving a work-sheet detailing the tip to be cleared and the clearance of that tip. The tip is cleared on the same day that the worksheet is received.
2. South and Vale - land is divided into zones corresponding to their intensity of use: High, Med and Low. The following definitions are used:  
 High - busy public areas  
 Medium - 'everyday' areas, including most housing areas occupied by people most of the time  
 Low - lightly trafficked areas that do not impact upon most people's lives most of the time
3. Does not include private land for either South or Vale since this is the responsibility of the landowner.

## Fly tipping clearance time – contractor perspective (Vale)

### Vale

Average pickup time for fly tips - contractor perspective

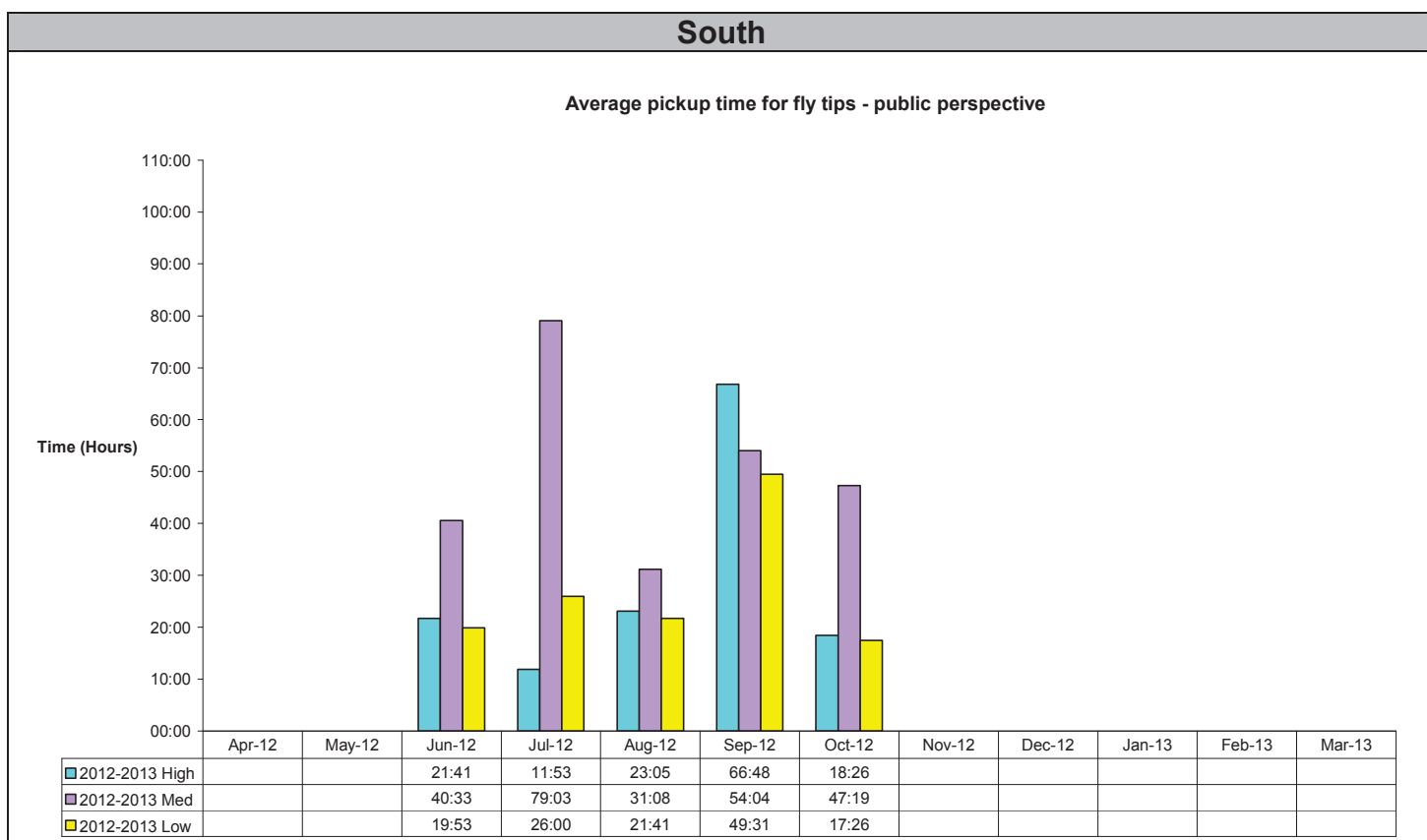


### Notes

1. There were no fly tips in the High zone between October 2011 and September 2012 inclusive.
2. Please see **Notes** on page 14 for further details.



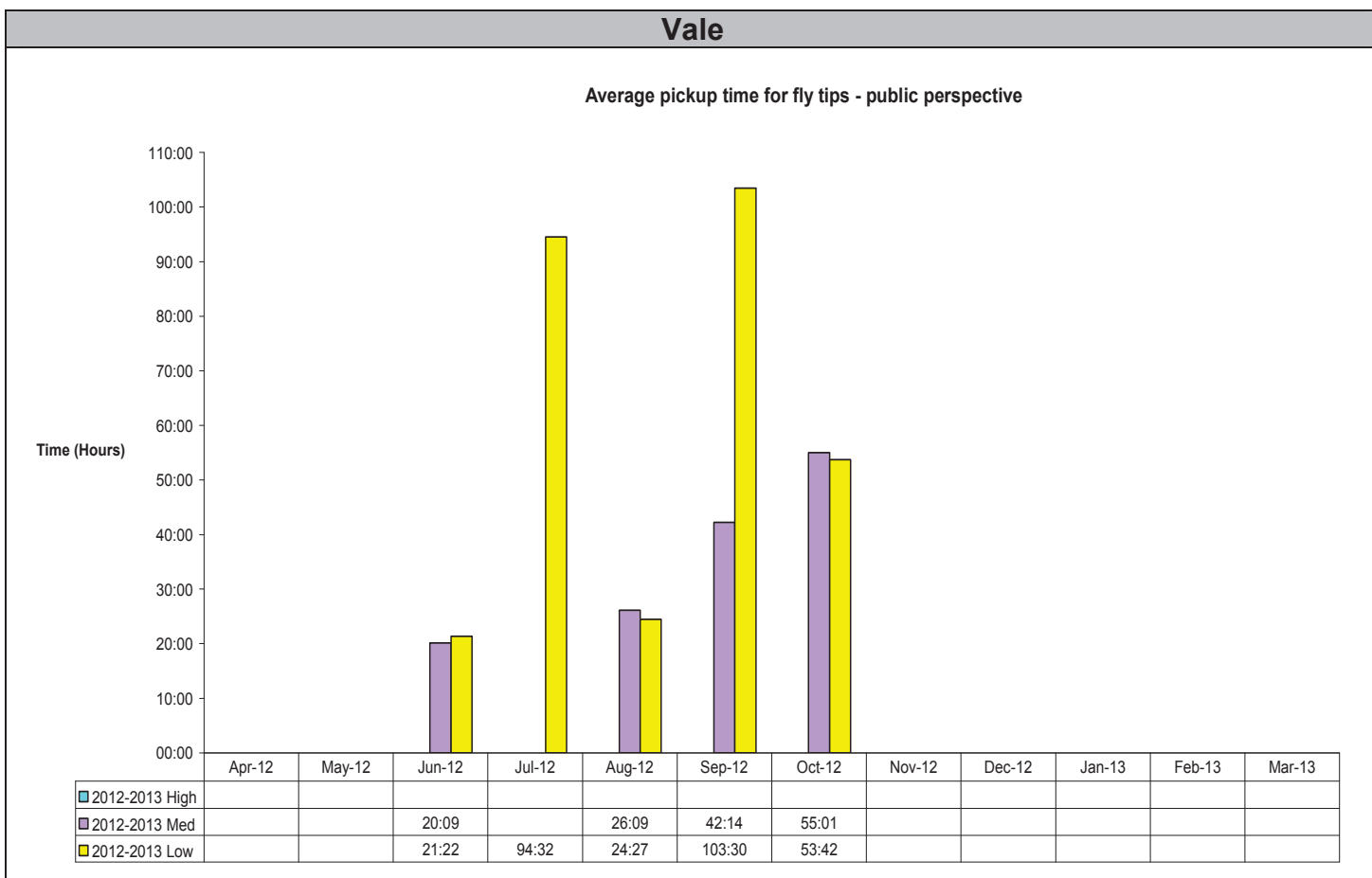
## Fly tipping clearance time – public perspective (South)



### Notes

1. This graph records the average clearance time (in hours) per month per zone. The time measured is the total elapsed time, i.e. it is inclusive of weekends, evenings and bank holidays. For a given fly tip, the clearance time is defined as the time between the receipt of a report about a fly tip from a member of the public and the clearance of that tip.
2. Data is only available from June 2012 onwards.
3. The average times in this graph are higher than those in the corresponding 'contractor perspective' graph. There are several reasons for this, but typical examples would be:
  - For some fly tips, it is necessary to arrange for additional equipment to be brought in;
  - There are some instances where collection of a fly tip will be delayed whilst Environmental Protection officers carry out their initial investigation to sift for evidence amongst the fly tip. The officers prioritise this type of work, and always conduct these investigations as promptly and efficiently as possible;
  - There may be uncertainty around land ownership, which will need to be established before arranging for removal;
  - The contractor's supervisor may need to attend before the crew is actually sent out;
  - It may not be possible to locate a fly tip on the first occasion due to insufficient or inaccurate information being provided by a member of the public; and
  - Reports received after a certain time will not be issued to crews until the following morning unless the report is considered urgent. Routine reports received over the weekend or out of hours will not be picked up until the next normal working day.
4. Please see **Notes 2** and **3** on page 14 for further details about zones and land types.

## Fly tipping clearance time – public perspective (Vale)



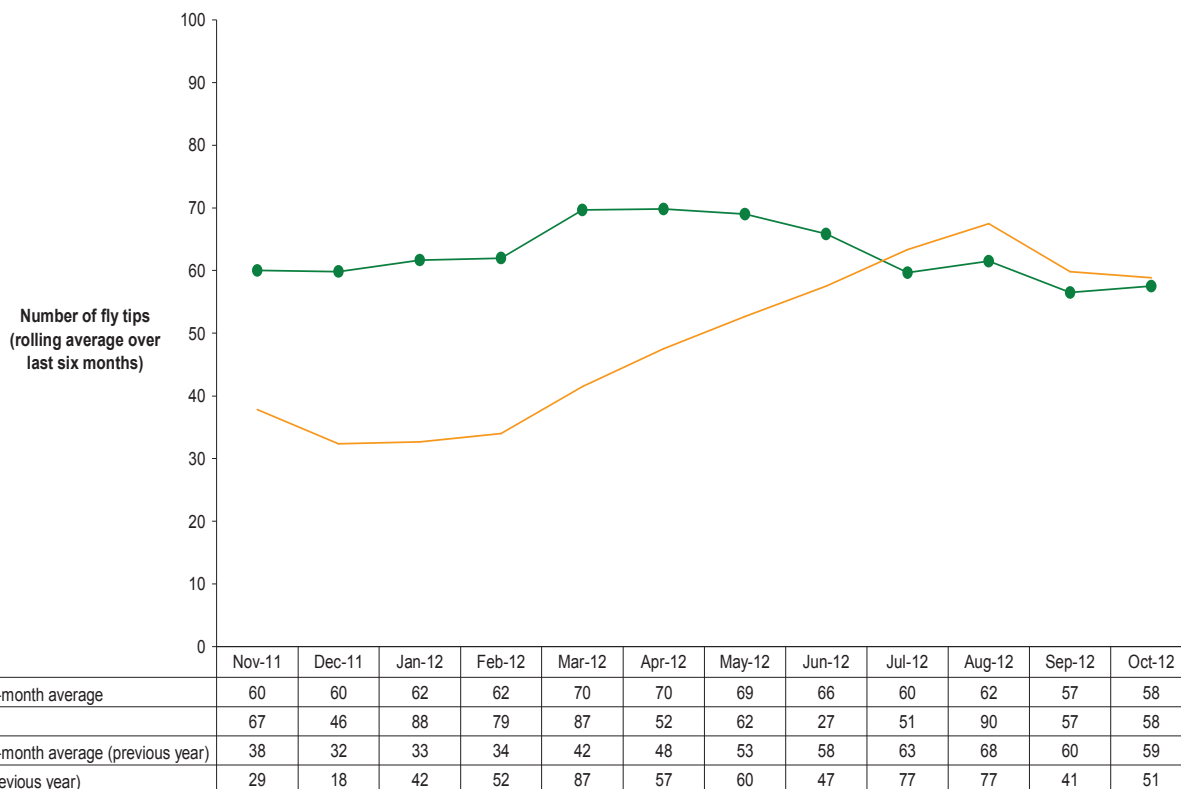
### Notes

1. There were no fly tips in the High zone in June-September, and there were no Medium zone fly tips reported by the public in July. Additionally, there were no High zone fly tips reported by the public in October.
2. Please see **Notes** on page 16 for further details.

## Number of fly tips (rolling six-month average)

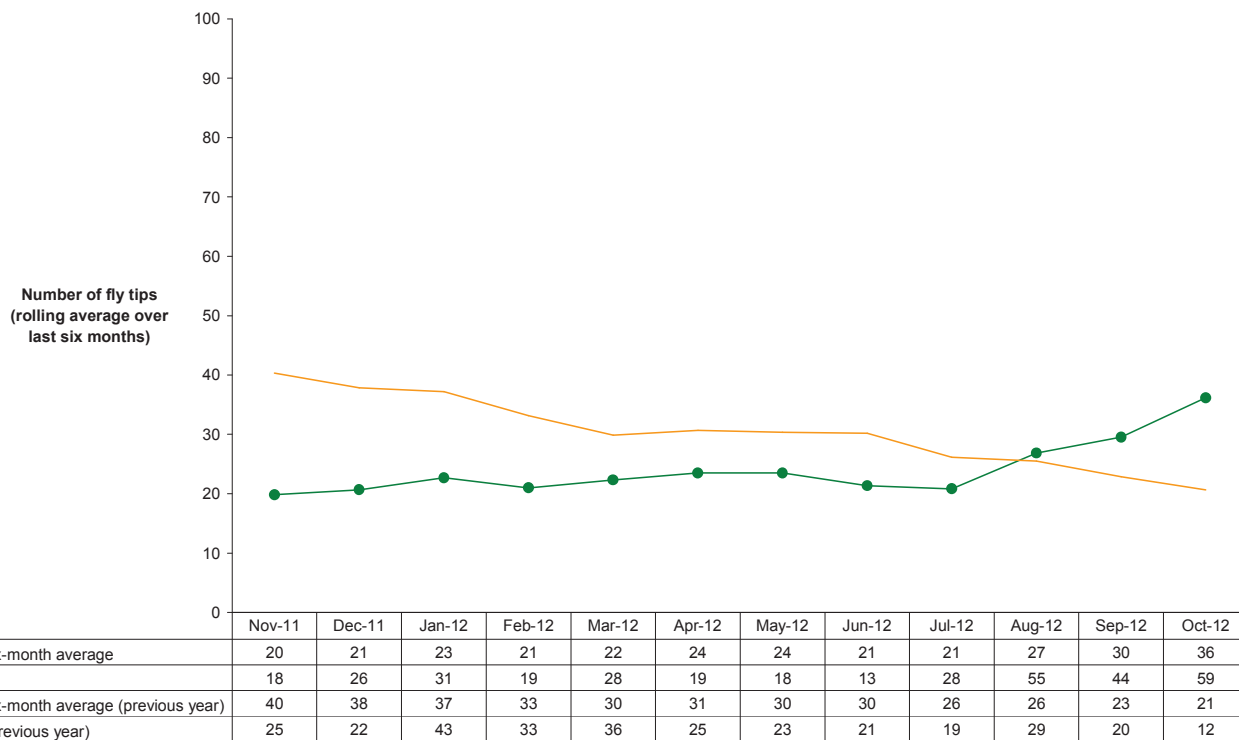
### South

Number of fly tips: rolling six-month average



### Vale

Number of fly tips: rolling six-month average



#### Notes

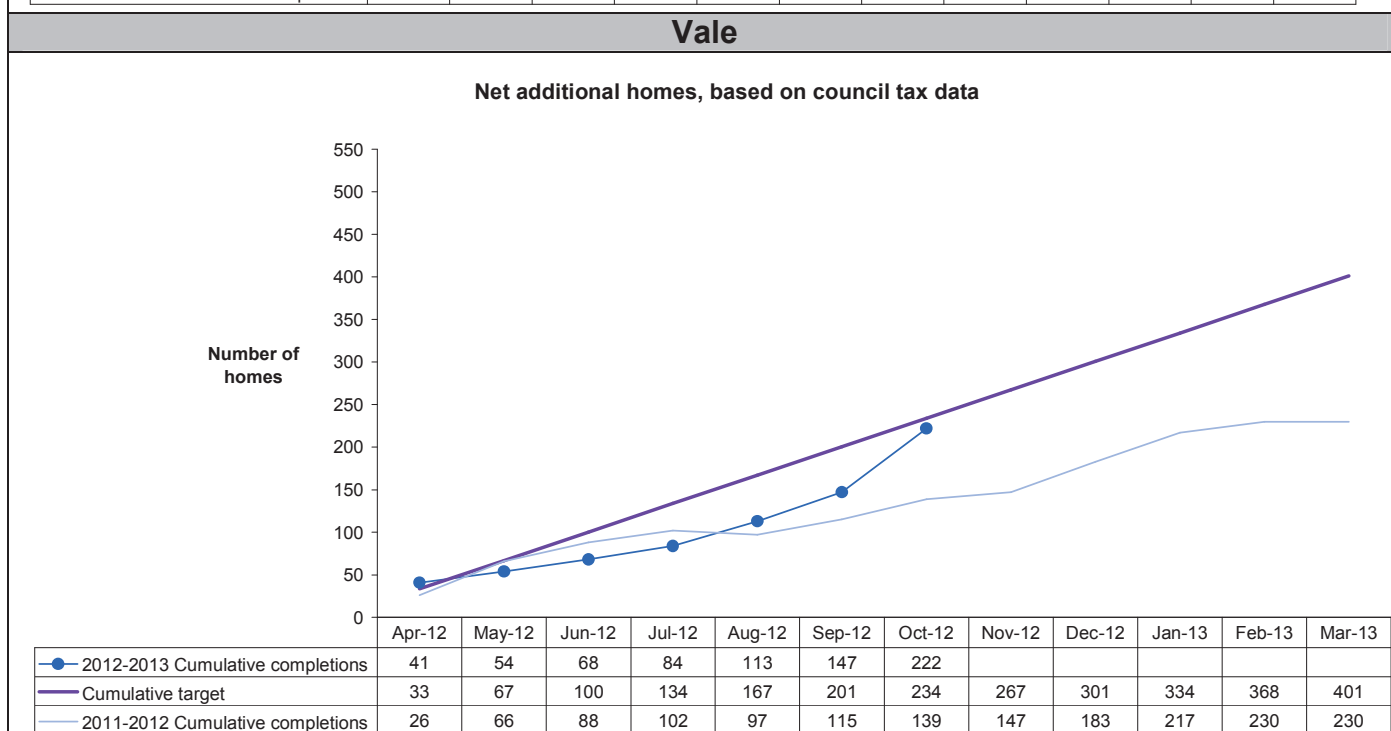
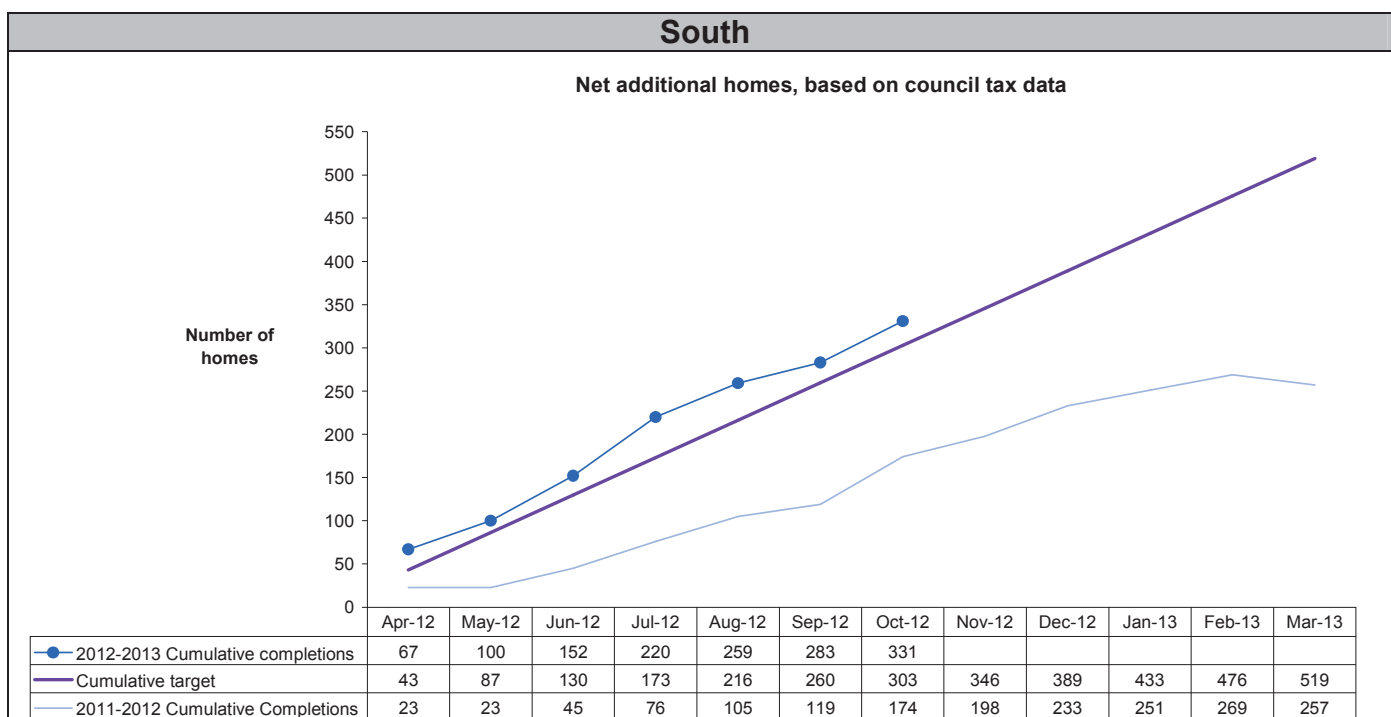
- Does not include private land for either South or Vale since this is the responsibility of the landowner.

2. **South** – it is hard to find evidence-supported conclusions as to why there are higher levels of fly tipping when compared to Vale. However, officers believe that there are two main reasons:
- (i) **The differences in approach to fly tipping, over a number of years, between Vale and South.** Vale has had two full-time staff dedicated to fly tipping, has carried out both education and enforcement for a number of years, and has a track record of high-profile enforcement successes, which we know acts as a deterrent. South has until very recently been a reactive service, and is only just starting to work more pro-actively around enforcement work and education of the public and businesses alike. We expect that the additional resources applied at South will close the gap between the two councils.
  - (ii) **The different topography of the two districts.** Where Vale abuts urban Oxford it does so with continued urban space, e.g. Botley and Kennington. However, South abuts urban Oxford, and areas such as Blackbird Leys and Barton, with rural open space. We know that fly-tipping in urban areas is much easier to enforce due to the 24-hour community, static CCTV cameras, and the availability of more witnesses. Therefore, we believe that the fact that rural South abuts two urban areas makes it more susceptible to fly tipping from these urban areas relative to Vale.
3. **Vale** - we have investigated the increase in fly tips reported in August and September, and have identified that there has been an under-reporting of fly tips over a period of 4/5 months. This issue was recently rectified, which has caused the increase in August, September and October. We are having continual dialogue with Biffa to ensure that the number and type of fly tips are reported correctly.

This problem did not affect South's figures.

## SECTION 3 – HOUSING

### Net additional homes, based on council tax data (high is good)



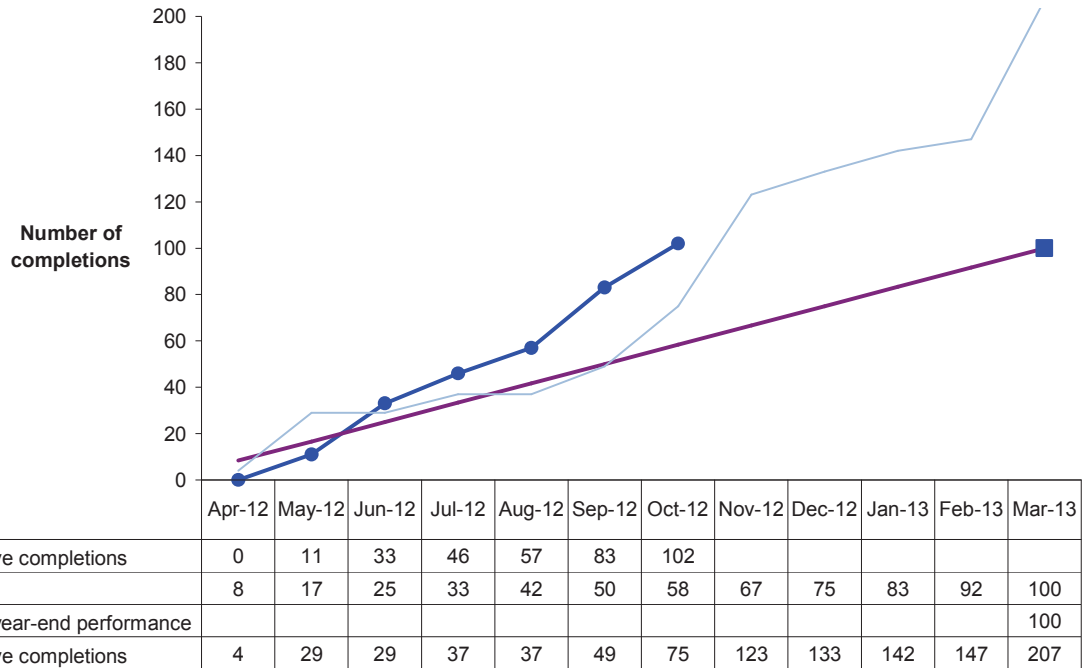
#### Note

Both of the targets reflect the prediction of total housing to be completed during the course of this year, as supplied by Planning. It should be noted that there is a lag between a housing completion as defined by Planning, and registration for council tax. It is not currently clear how long this lag is. As more data becomes available, we will be able to determine the average lag, and thereby refine the target used in future years.

# Affordable housing achieved against target (high is good)

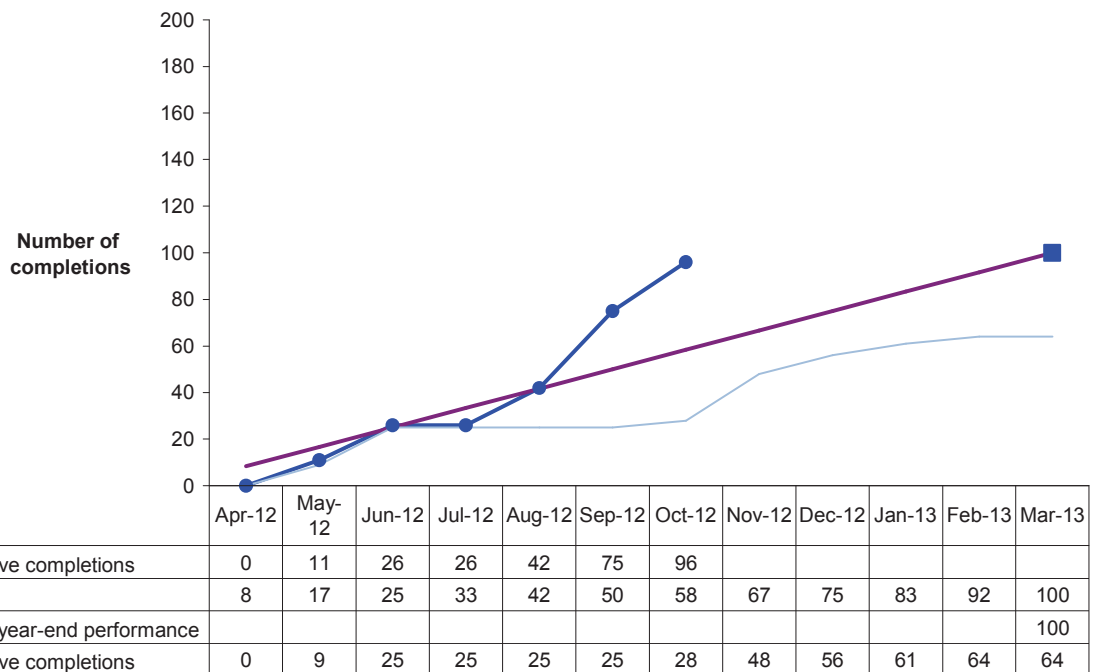
## South

Affordable houses achieved against target



## Vale

Affordable houses achieved against target



### Notes

- South and Vale** - it is not possible to compare the 'Affordable completions' and the 'Net additional homes' in a given month. This is because affordable completions are reported to us by Housing Associations – at the point of reporting, a given affordable completion is very likely not to be occupied and therefore not to be on the council tax register.

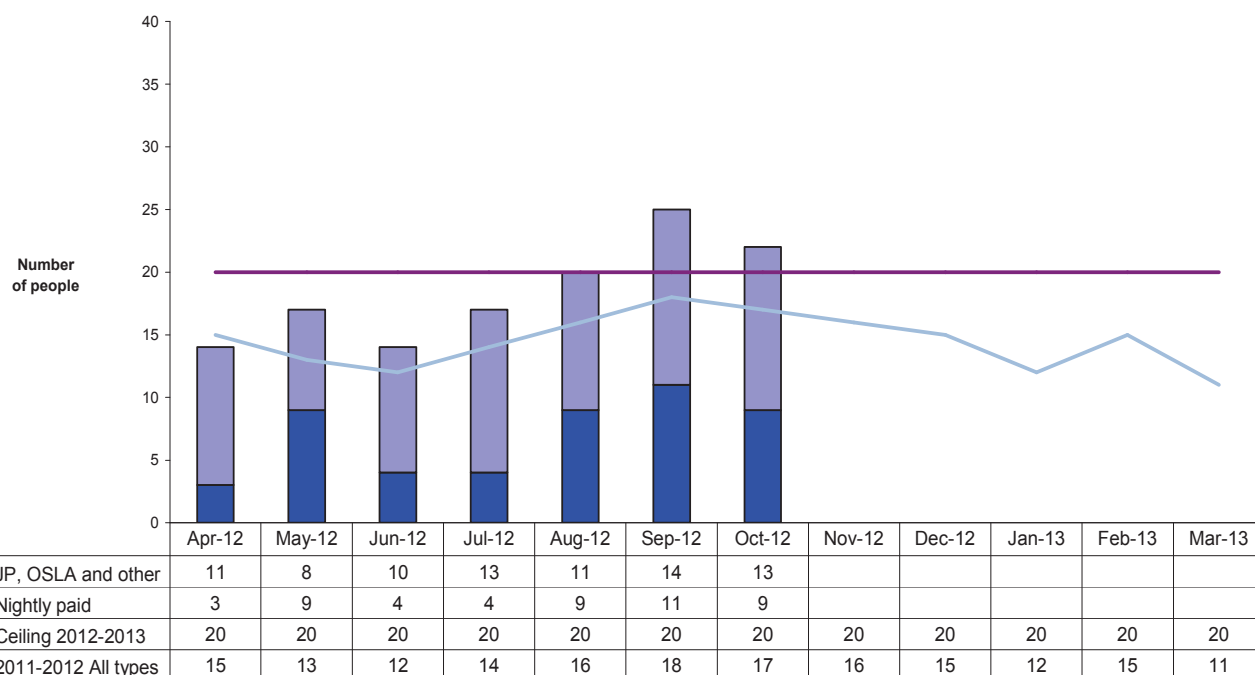
2. **South** – 16 of the 19 affordable homes delivered during October were completions on the Great Western Park development.
3. **Vale** – the affordable homes delivered during October were completions at:
  - St Mary's Wantage (1);
  - Timbmets, Cumnor Hill (9);
  - Chilton Fields, Chilton (5); and
  - Folly Park, Faringdon (6).



## Homeless people in temporary accommodation (low is good)

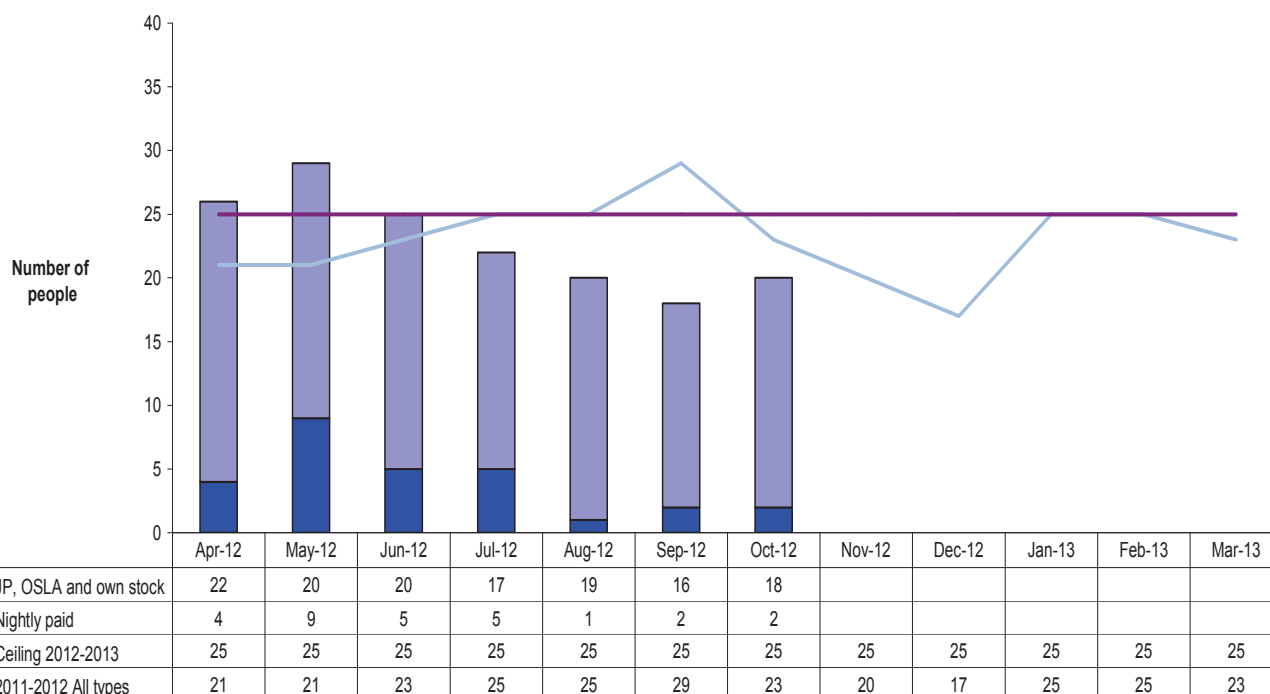
### South

Numbers of people in type of accommodation



### Vale

Numbers of people in type of accommodation



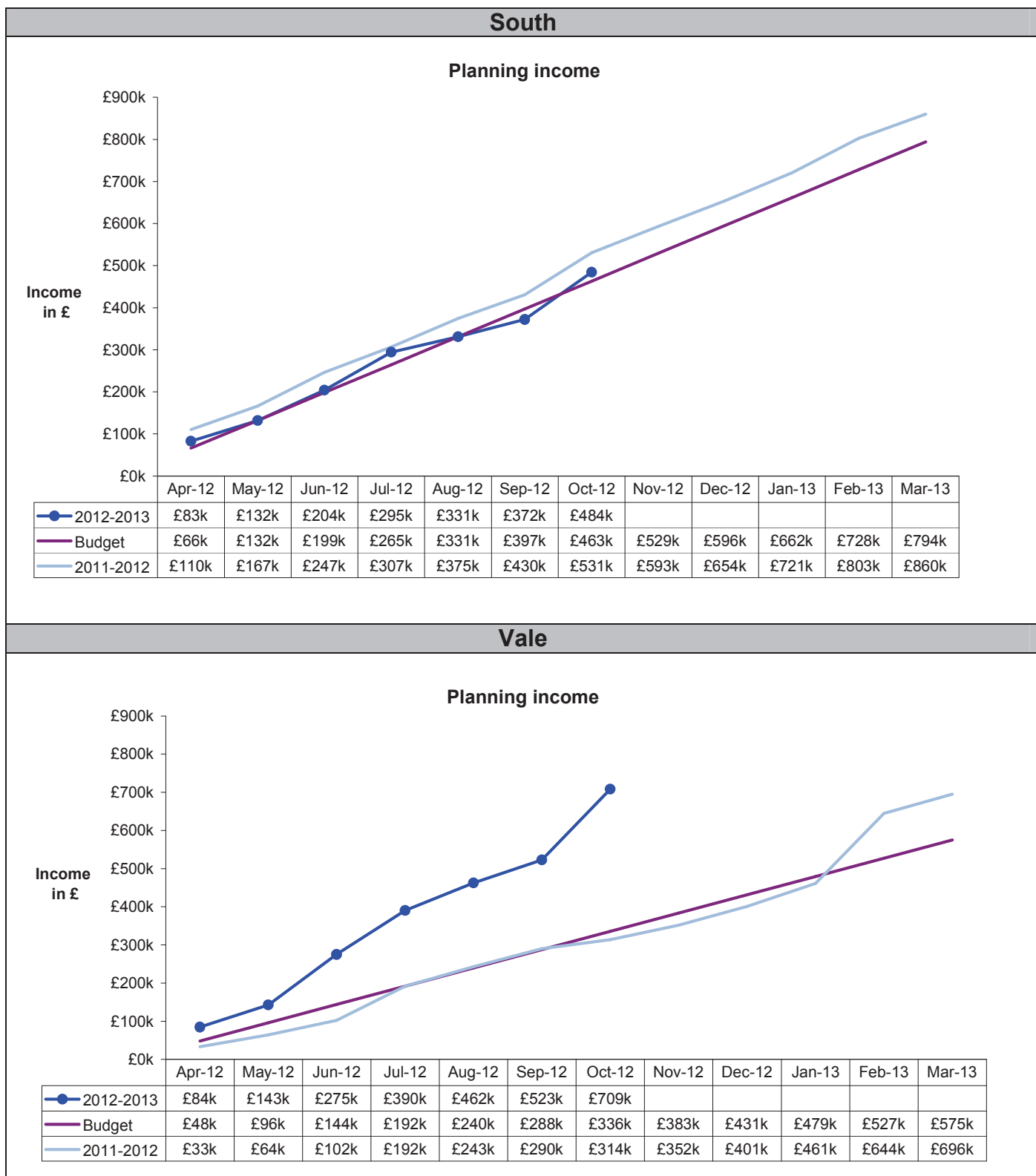
#### Notes

- JP** – Joint protocol. This refers to protocols between each council and their housing association (Sovereign Vale and South Oxfordshire Housing Association) whereby some properties have been retained as temporary accommodation.
- OSLA** – Oxford Social Lettings Agency.

- 3. Vale** – the number of people in temporary accommodation (TA) is usually higher than at South for the following reasons:
- (i) The number of people who present as homeless at Vale (based on data for the last four years) is 37% higher than at South since the proportion of people accepted into TA is similar between the councils. This means that the number of people at Vale who are accepted into TA is higher.
  - (ii) South have access to more supported housing schemes than Vale; clients referred to these units will not require TA. In South, there are 60 plus units whereas in Vale there are 34. This means that South has a greater capacity to refer clients to such units than Vale.
- 4. South** – it should be noted that, for October, South had nine applicants in nightly paid (sometimes called 'B & B') accommodation, compared to two at Vale. This reflects:
- (i) A spike in particular types of applicant for whom only nightly paid was appropriate.
  - (ii) The fact that South does not have its own stock of TA to access (although it does use Vale's when this is possible).
  - (iii) TA stock that South do use was taken up by the residents of Venners Water in Didcot, which was destroyed in a fire. These applicants are not homeless and not in the figures, but the accommodation being used meant that nightly paid was the only alternative.

## SECTION 4 – FINANCE – INCOME

### Planning income vs. profile (high is good)

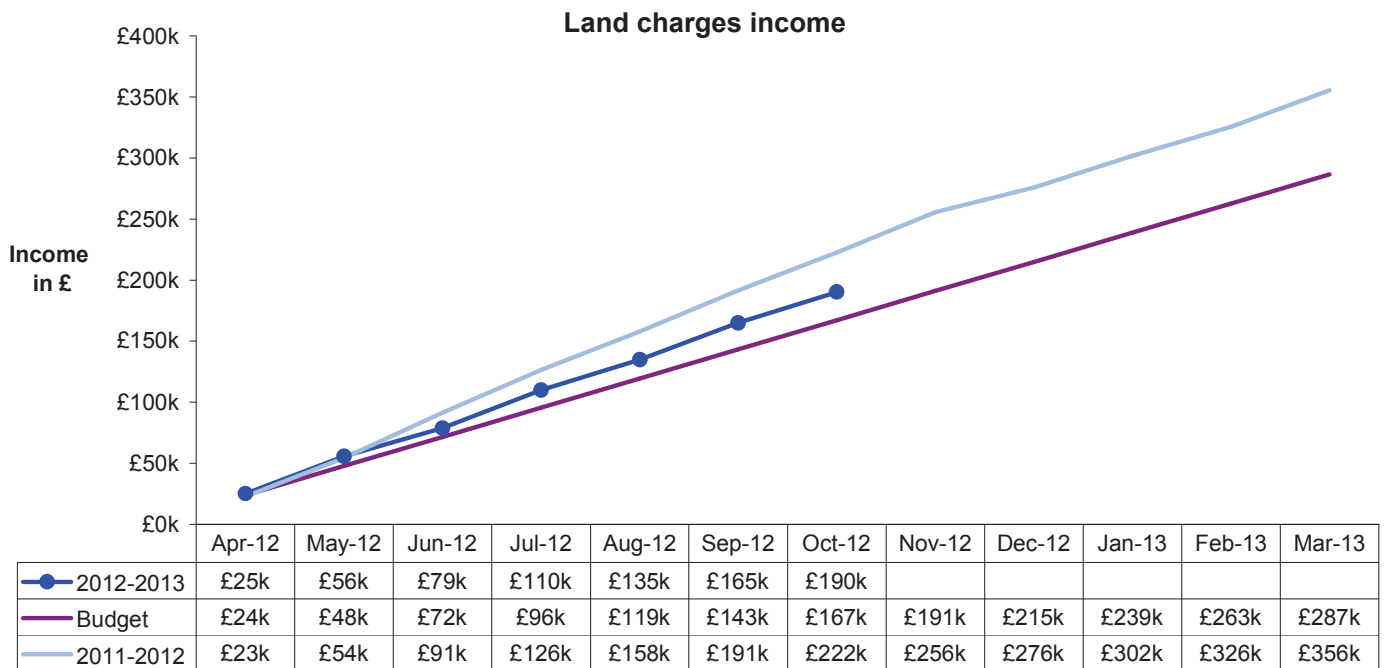


## Notes

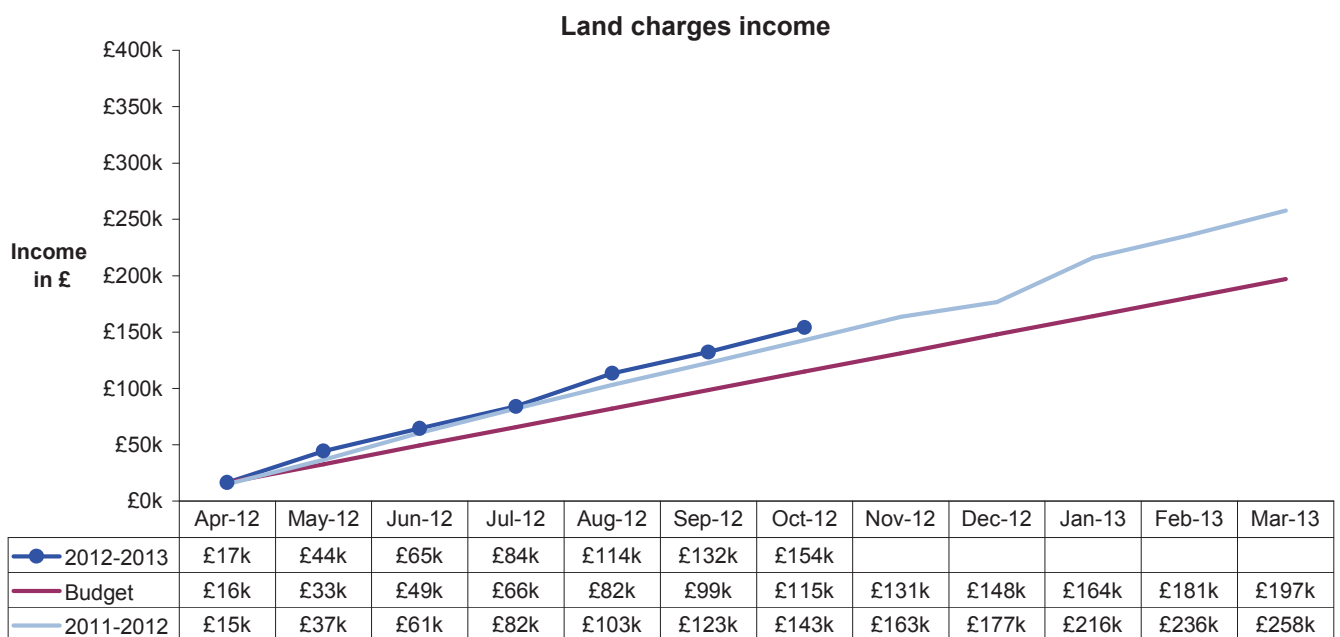
1. For both councils, the following total net income is shown (building control is excluded):
  - Condition monitoring
  - Pre-applications
  - Minor amendments
  - Planning applications
  - Informal Permitted Development Enquiries
  - Lawful Development (Proposed)
  - Photocopying
2. **Vale** – 58 Major applications were received between 1 April and 31 October 2012, compared to 36 in the whole of 2011-12. This is a result of a housing supply shortage. Extra resources have been sought, funded by extra fee income. Subject to DCLG's agreement, we expect a fee increase (15%) late in 2012.
3. **South** – there has been a fall in income mainly as a result of the application numbers falling slightly, but some major applications are expected towards the end of the financial year, which we believe will get us back on track. In addition, subject to DCLG's agreement, we are expecting a fee increase (15%) late in 2012.

## Land charges – income vs. profile (high is good)

### South



### Vale



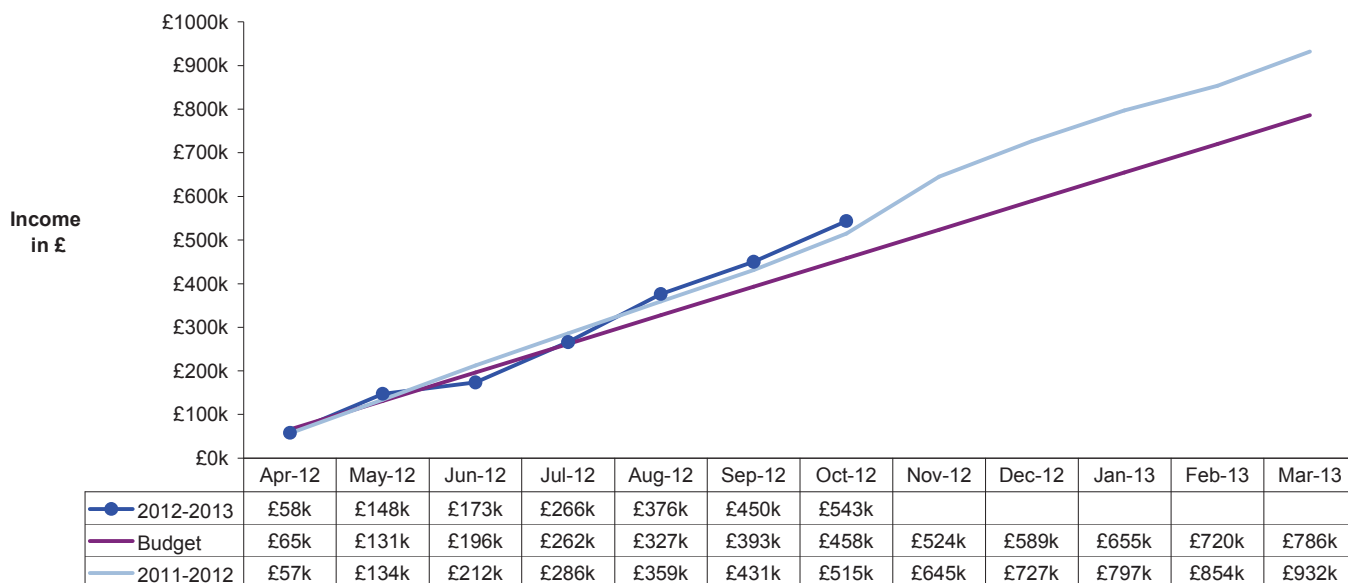
#### Note

**South and Vale** – in both cases, there have been higher than predicted volumes of searches.

## Car parking – income vs. profile (high is good)

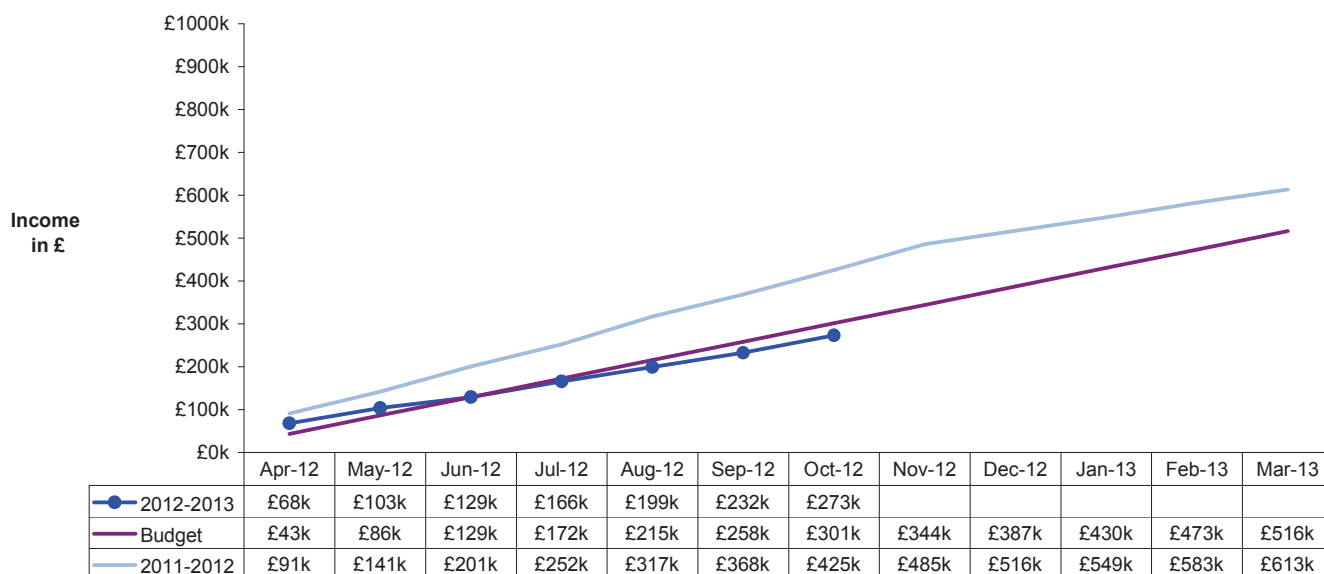
### South

Car parking income profile



### Vale

Car parking income profile



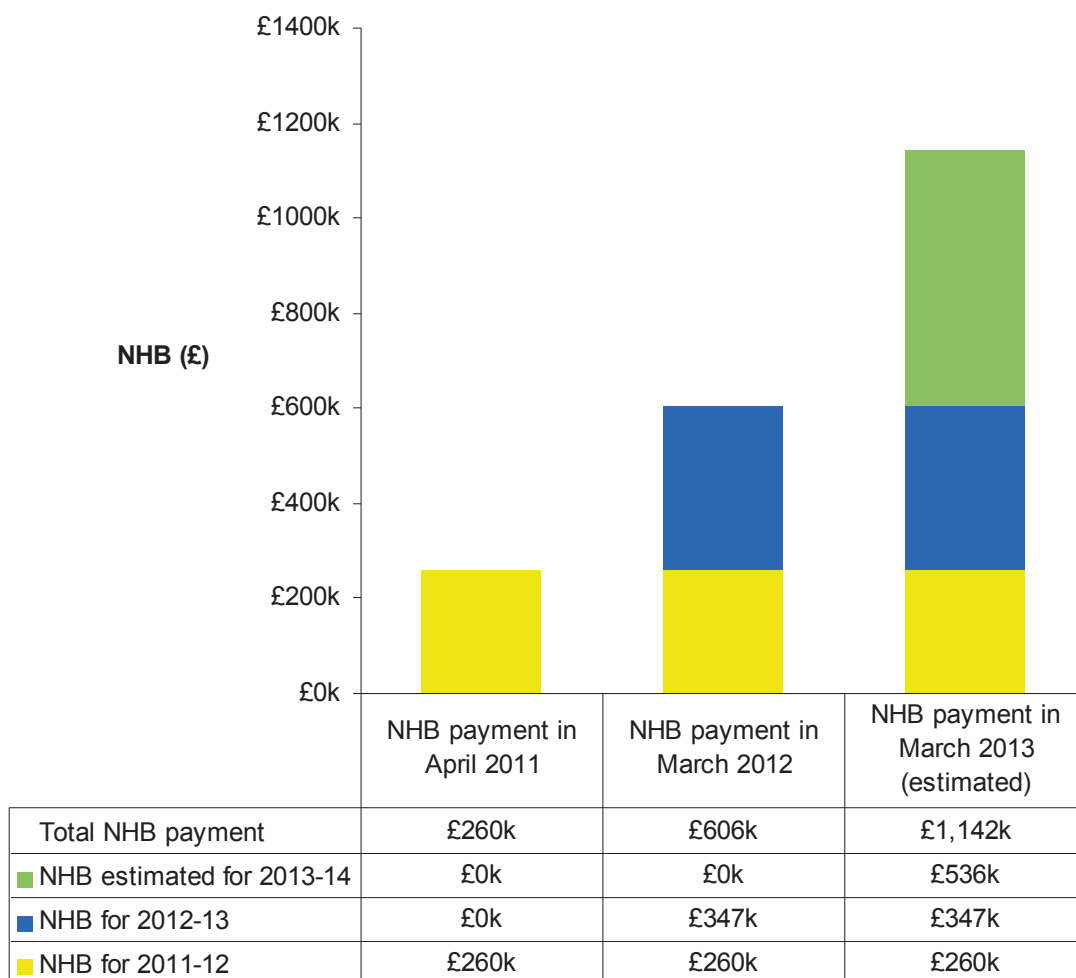
### Notes

- Vale** – the October income (£41k) is the second highest this year.
- South** – our excess charge notice income is higher than anticipated from more efficient patrolling. In addition, the pay and display income is up slightly on the budget.

## New Homes Bonus (NHB)

### South

#### New Homes Bonus (NHB)



Year NHB for	Date of NHB payment								
	April 2011	March 2012	March 2013	March 2014	March 2015	March 2016	March 2017	March 2018	
2011-12	£260k	£260k	£260k	£260k	£260k	£260k			
2012-13		£347k	£347k	£347k	£347k	£347k	£347k		
2013-14			£536k	£536k	£536k	£536k	£536k	£536k	£536k
2014-15				TBC	TBC	TBC	TBC	TBC	TBC
2015-16					TBC	TBC	TBC	TBC	TBC
2016-17						TBC	TBC	TBC	TBC
2017-18							TBC	TBC	TBC
2018-19								TBC	TBC
<b>Total NHB</b>	<b>£260k</b>	<b>£606k</b>	<b>£1,142k</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>

#### Notes

- The Government's New Homes Bonus (NHB) scheme commenced in April 2011, and match-funds the additional council tax raised for new homes and empty properties brought back in to use. In addition, there is an extra bonus for new affordable homes. As can be seen from the table, the total NHB each year includes NHBs from previous years. From March 2016 onwards,



each total NHB will include the NHB for the most recent year, and also the NHB for each of the five previous years.

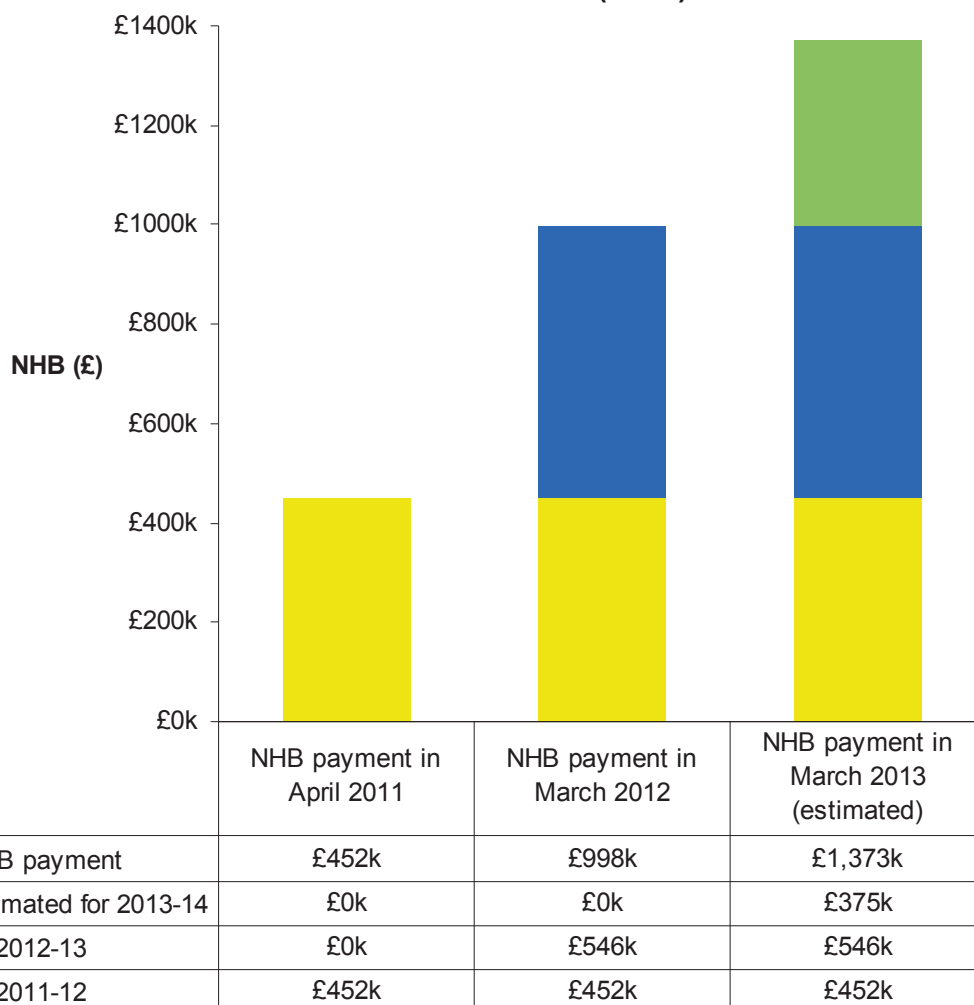
The council will be using this year's NHB to help fund community projects. Cabinet and Council decided at meetings on 18 October to use the NHB to give Cholsey Parish Council £250,000 towards the costs of the construction of a new pavilion.

2. The prediction based on data up to and including 10 September is **£41k up** on the prediction at the end of August.
3. Data in **yellow** represents the payment made in April 2011.
4. Data in **blue** represents the payment made commencing March 2012 in 13 monthly instalments, as notified to the councils by the Department of Communities and Local Government on 1 December 2011.
5. Data in **green** represents an estimate for the payment to be made in March 2013. It has been made using council tax and housing data obtained from within the councils, and is refined each month. The latest prediction is based on the Council Tax Base form generated on 10 September, which has been submitted to DCLG. The form will be used by DCLG to allocate the part of NHB relating to new homes and empty properties brought back into use. However, the definitive data for affordable housing has not yet been published by DCLG. Consequently, the NHB figure in the table is still an estimate, since council figures for affordable housing have been used.
6. **TBC (To Be Confirmed)** means that it is not yet possible to provide an estimate to an acceptable level of certainty for the table – this currently applies to the payments from March 2014 onwards.

## New Homes Bonus (NHB)

Vale

### New Homes Bonus (NHB)



Year NHB for	Date of NHB payment								
	April 2011	March 2012	March 2013	March 2014	March 2015	March 2016	March 2017	March 2018	
2011-12	£452k	£452k	£452k	£452k	£452k	£452k			
2012-13		£546k	£546k	£546k	£546k	£546k	£546k		
2013-14			£375k	£375k	£375k	£375k	£375k	£375k	£375k
2014-15				TBC	TBC	TBC	TBC	TBC	TBC
2015-16					TBC	TBC	TBC	TBC	TBC
2016-17						TBC	TBC	TBC	TBC
2017-18							TBC	TBC	TBC
2018-19								TBC	TBC
<b>Total NHB</b>	<b>£452k</b>	<b>£998k</b>	<b>£1,373k</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>

## Notes

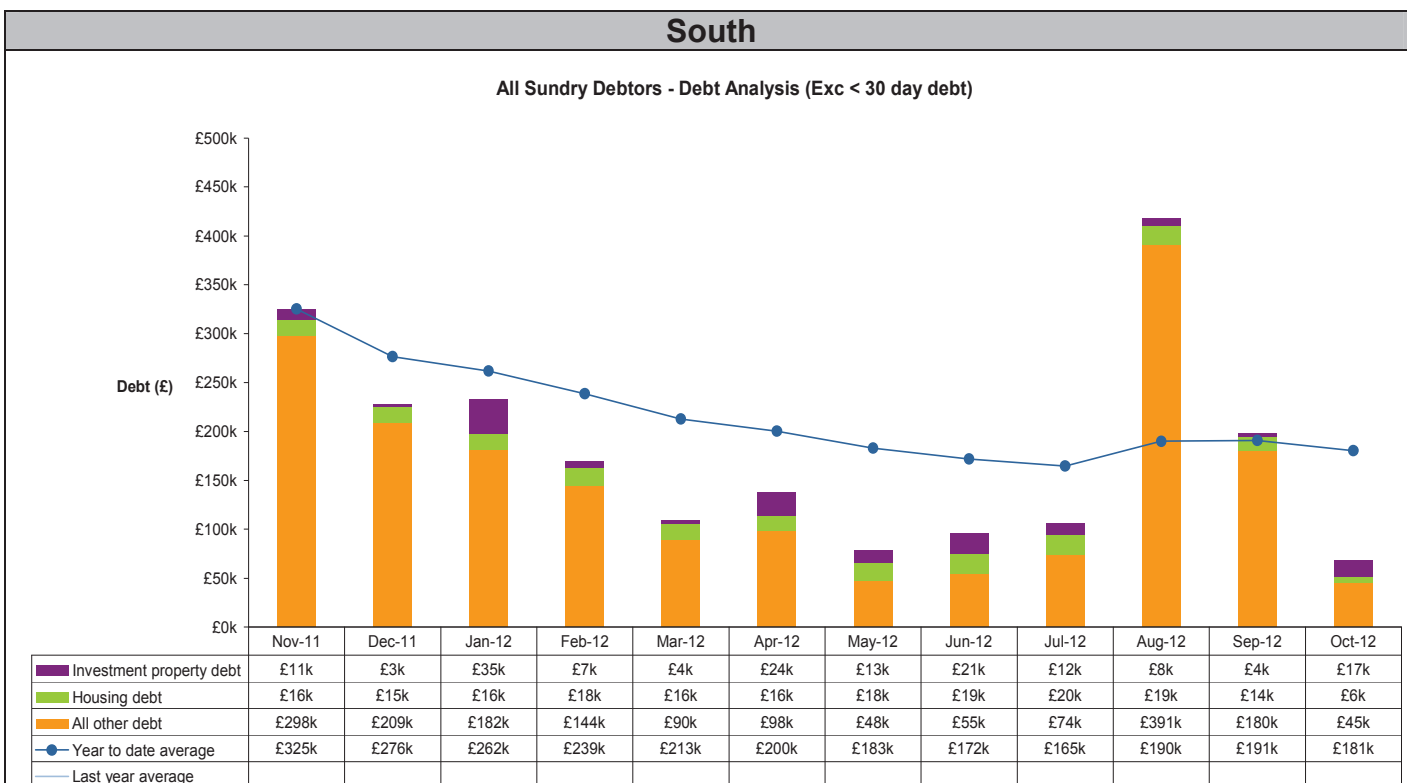
1. The Government's New Homes Bonus (NHB) scheme commenced in April 2011, and match-funds the additional council tax raised for new homes and empty properties brought back in to use. In addition, there is an extra bonus for new affordable homes. As can be seen from the table, the total NHB each year includes NHBs from previous years. From March 2016 onwards, each total NHB will include the NHB for the most recent year, and also the NHB for each of the five previous years.

Current and future NHB is accumulating in an earmarked reserve, however a substantial proportion of it is already planned to be used generally to support the revenue account over the next five years. It is probable with increasing financial pressures that a greater amount (possibly all) of the NHB will be required for that purpose.

2. The prediction based on data up to and including 10 September is **£45k up** on the prediction at the end of August.

See **Notes 3 to 6** on page 30 for further details.

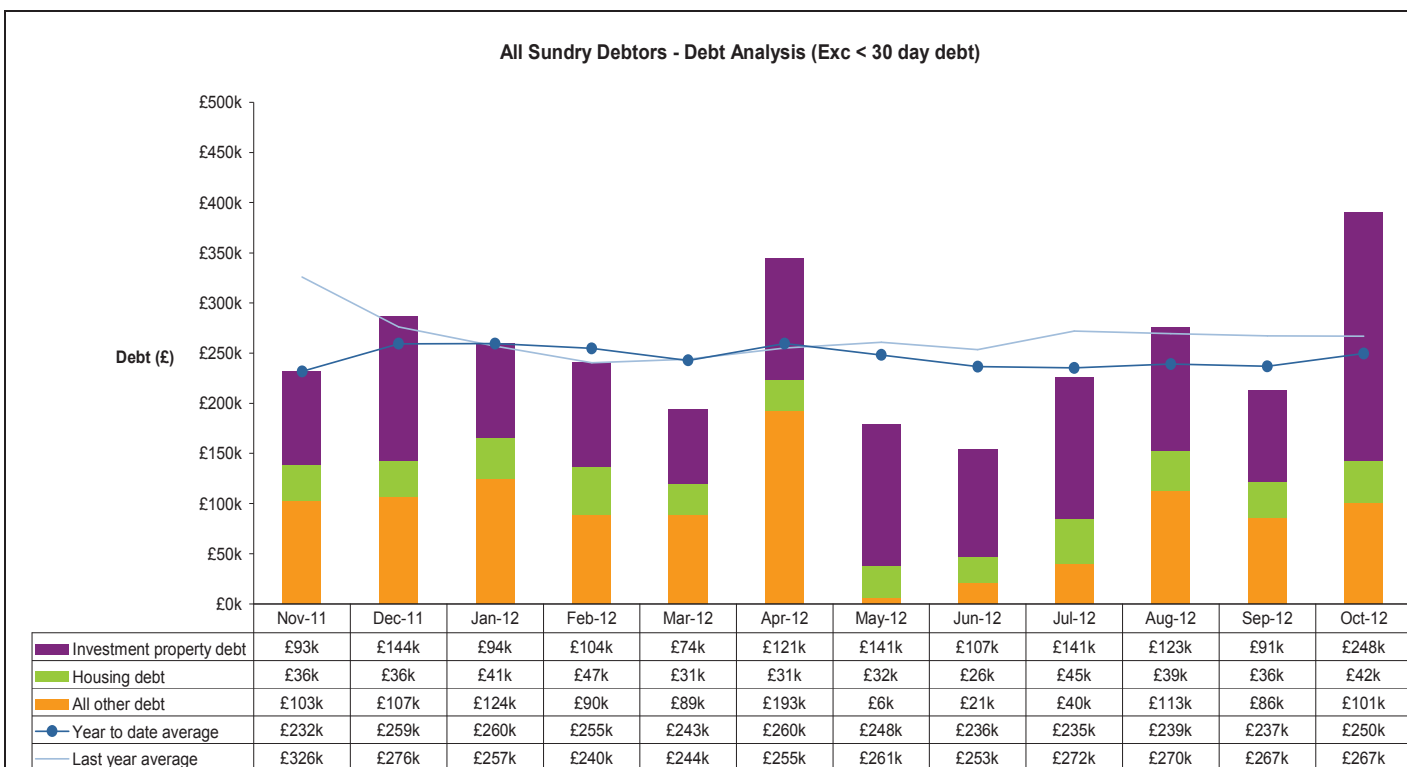
## Debt analysis: South – all debts (low is good)



### Notes

1. Back data for South is not readily available, so this graph starts from November, and there is no 'Last year average' at present. All data is taken from Agresso.
2. The debt at the end of October (£68k) is the lowest ever.

## Debt analysis: Vale – all debts (low is good)



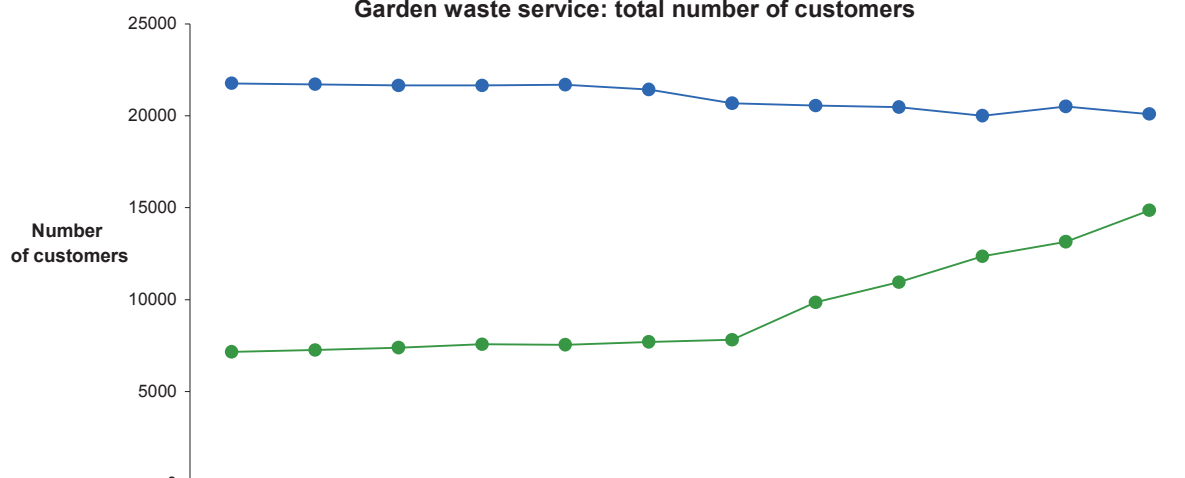
### Notes

1. The components of the debt are:
  - Sundry debts held on the Agresso system;
  - Housing debts held on the Abritas system; and
  - Property debts, all but one of which are held on the Agresso system.
  
2. The Investment property debt increased significantly in October. This is due to the cyclical nature of when these types of invoices are produced, and is largely attributable to a few large rent and service charge invoices being paid late. The debtors are being actively managed and vigorously pursued.

## Garden waste service: total number of customers

### South

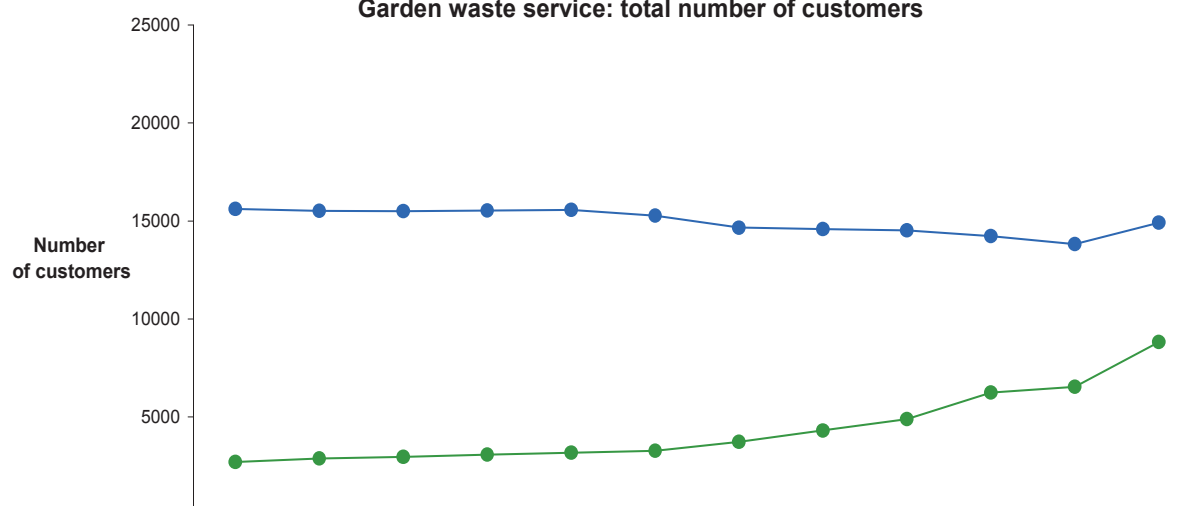
Garden waste service: total number of customers



	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
— Total number of customers	21779	21727	21662	21666	21700	21439	20689	20560	20485	20021	20514	20110
— Number of customers paying by direct debit	7156	7267	7388	7579	7547	7699	7818	9855	10951	12360	13155	14858
% of customers paying by direct debit	32.86%	33.45%	34.11%	34.98%	34.78%	35.91%	37.79%	47.93%	53.46%	61.74%	64.13%	73.88%

### Vale

Garden waste service: total number of customers



	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
— Total number of customers	15608	15522	15507	15529	15571	15272	14656	14584	14524	14238	13813	14927
— Number of customers paying by direct debit	2707	2888	2967	3076	3184	3278	3733	4315	4894	6251	6551	8827
% of customers paying by direct debit	16.84%	17.34%	18.61%	19.13%	19.81%	20.45%	21.46%	25.47%	29.59%	33.70%	43.90%	47.43%

### Notes

- South and Vale** - the garden waste service is being converted to direct debit only. This accounts for the increase in the ' % of customers paying by direct debit ' in the tables under the graphs above. By April 2013, wherever possible, customers will be paying by direct debit. The use of direct debit enables us more accurately to track customer payments.

Therefore, we have a better system for ensuring that those customers who have a brown bin pay for the service.

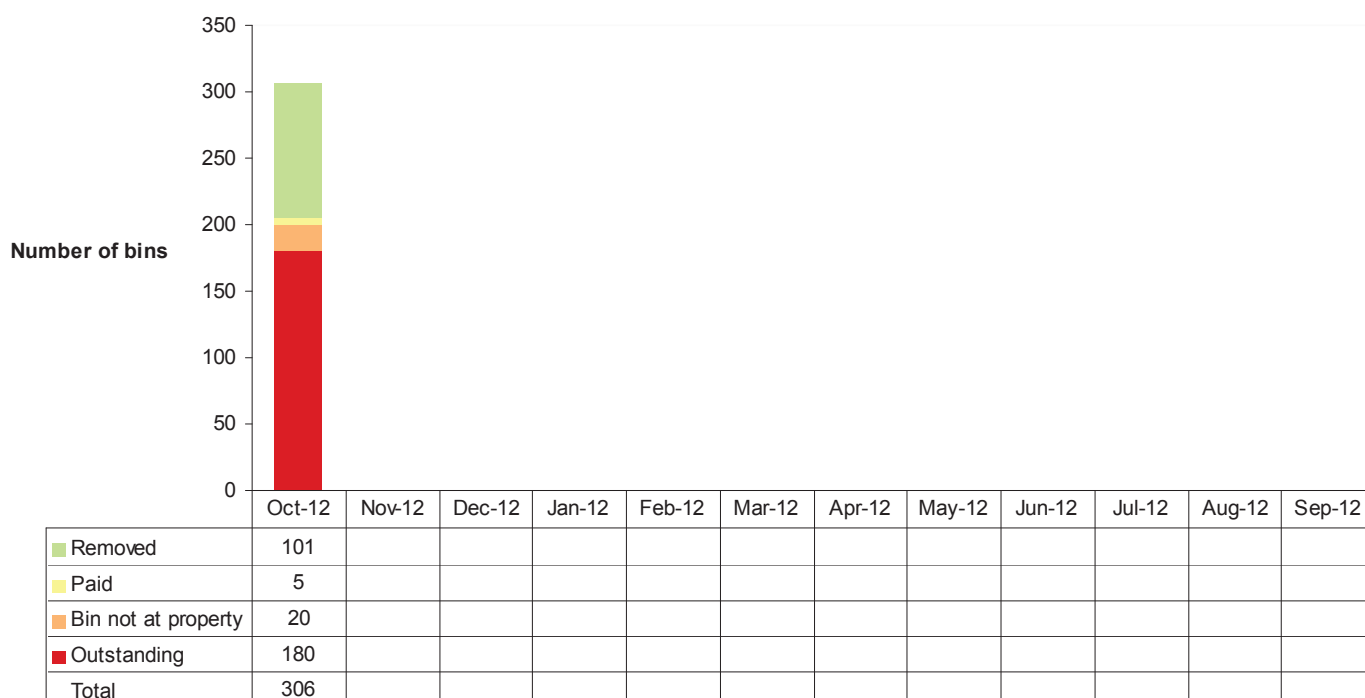
2. **South and Vale** – duplicates were removed from the raw data (supplied by an external organisation) which reflected the position at the end of August. This gave us more accurate data, which showed that the percentage of customers paying by direct debit had previously been understated. We do not currently intend retrospectively to remove duplicates, so the figures prior to August will not be changed. However, from August onwards, we have been removing duplicates.



## Garden waste service: bin removals

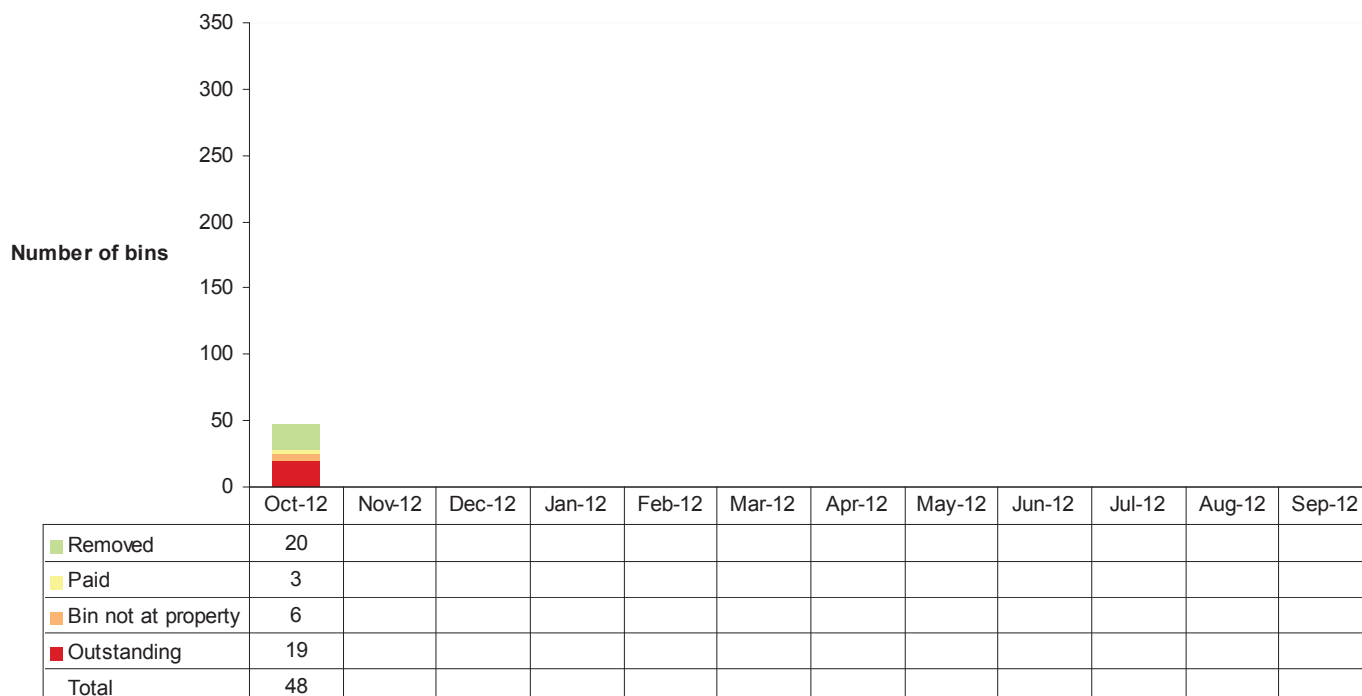
### South

Garden waste service: bin removals



### Vale

Garden waste service: bin removals



#### Notes

1. This is a new graph, which uses the following definitions:

**Paid** - since their bin was identified for removal, the customer has either paid an outstanding invoice, or has set up a direct debit.

**Outstanding** - this applies to those bins which Biffa attempted to collect, but which had not been put out for collection, or were otherwise not available. Further attempts to collect these bins will need to be made in the following month.

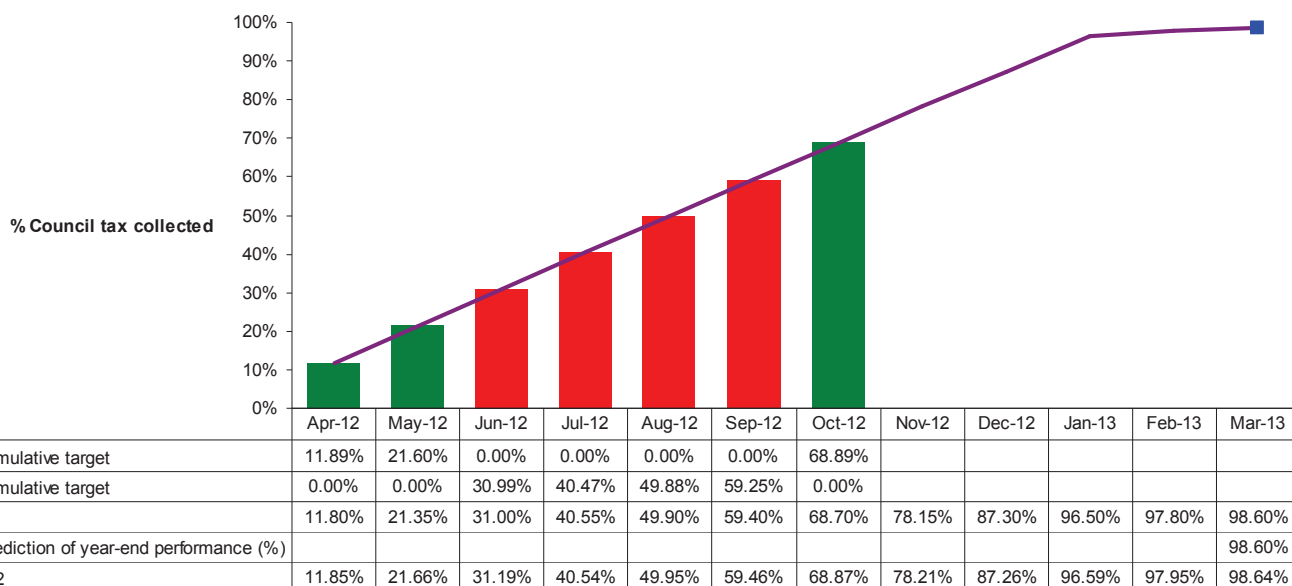
**Bin not at property** - this applies when the resident says they don't have a brown bin. This would normally be when a bin has moved with a resident to another property, and the council has not been informed.

2. South had 13 collection days in October and Vale had 10.

## Council tax collection (% each month) (high is good)

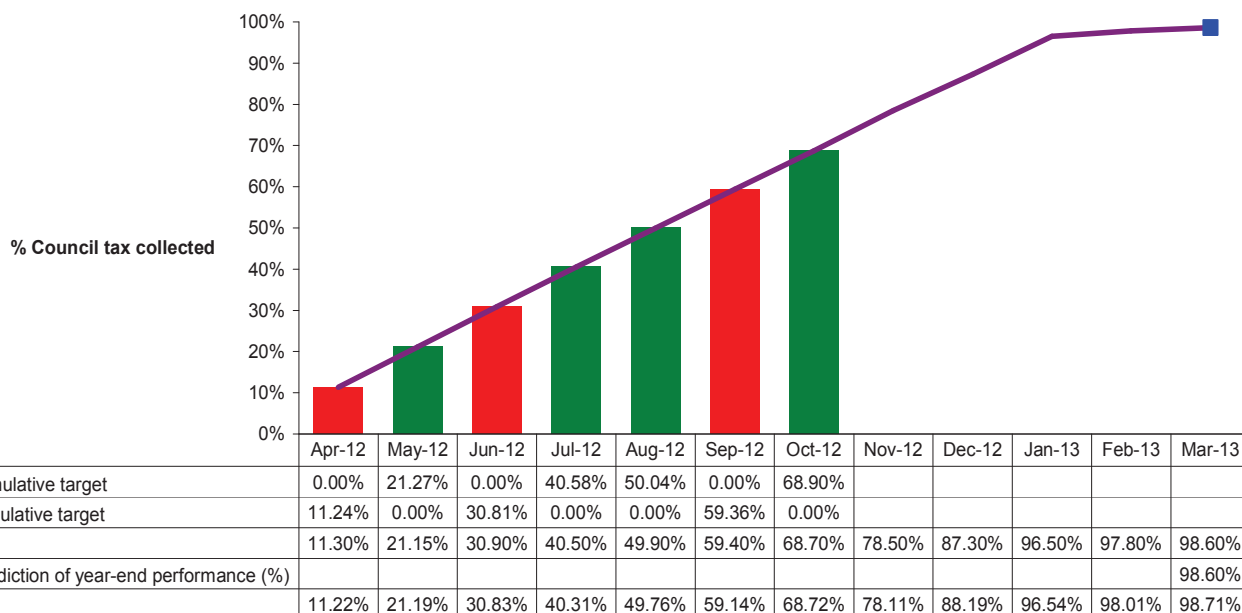
### South

Council tax collection



### Vale

Council tax collection

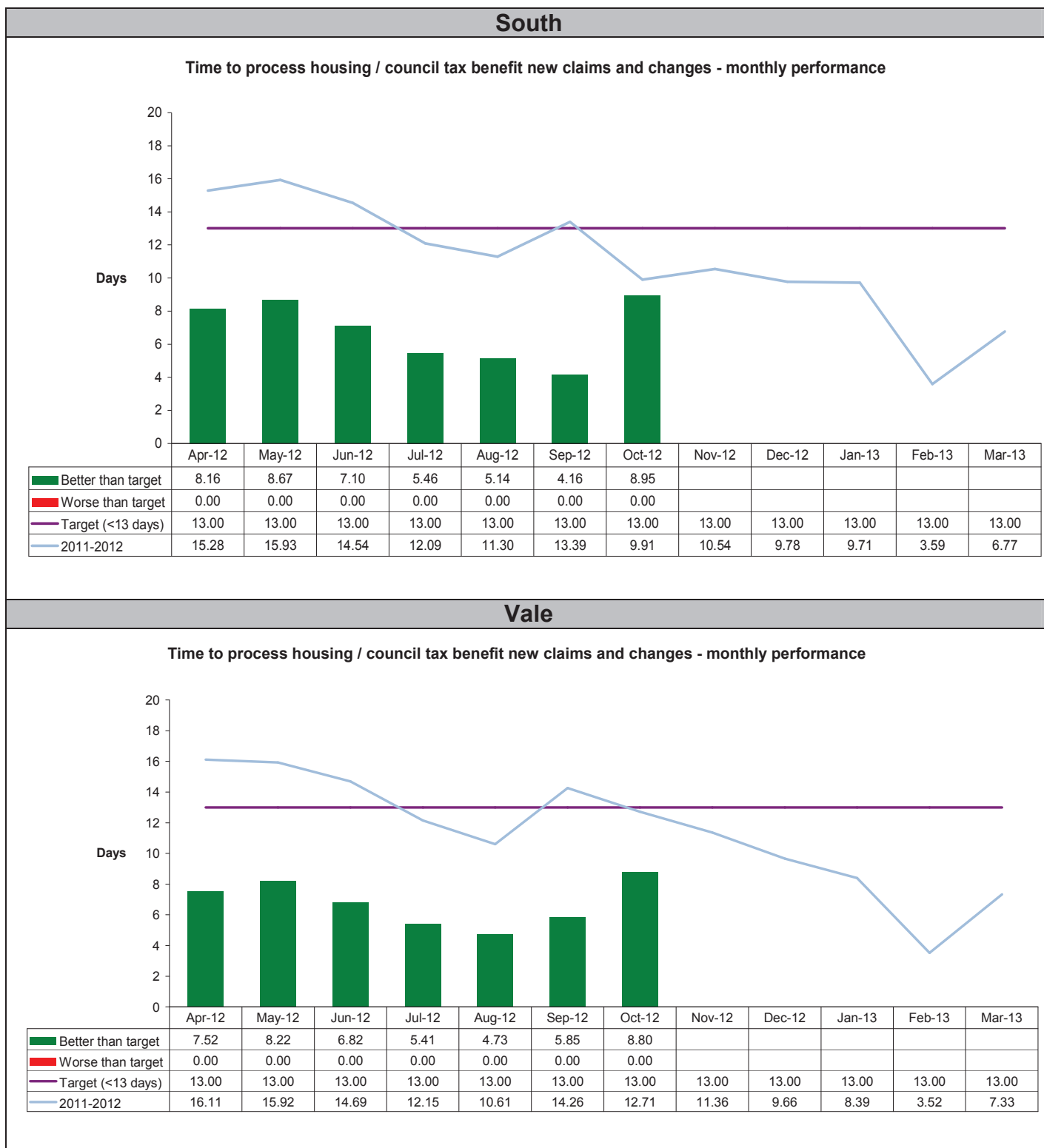


#### Note

**South and Vale** – although this is a cumulative graph, bars have been used to aid readability, because the performance is so close to the target. The 2011-2012 data has not been plotted, for the same reason, although it does appear in the data table.

## SECTION 5 – BENEFITS

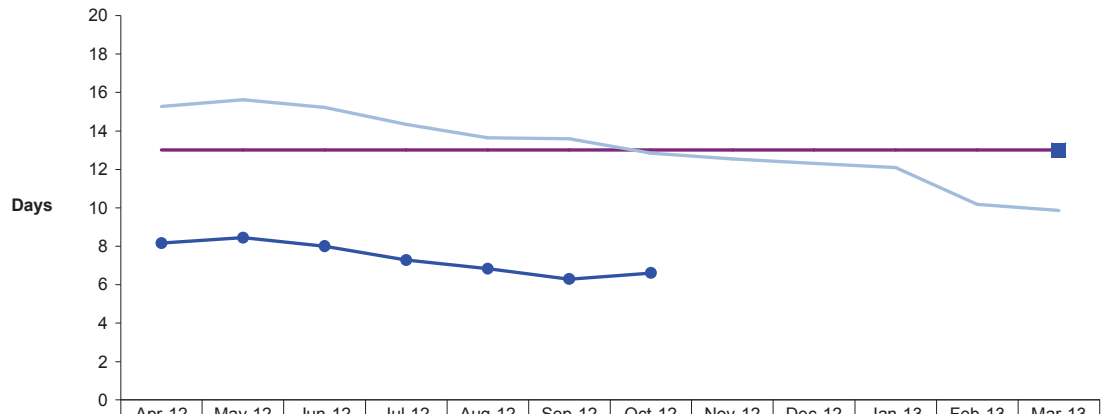
### Time to process housing / council tax benefit new claims and changes, monthly (low is good)



# Time to process housing / council tax benefit new claims and changes, cumulative (low is good)

## South

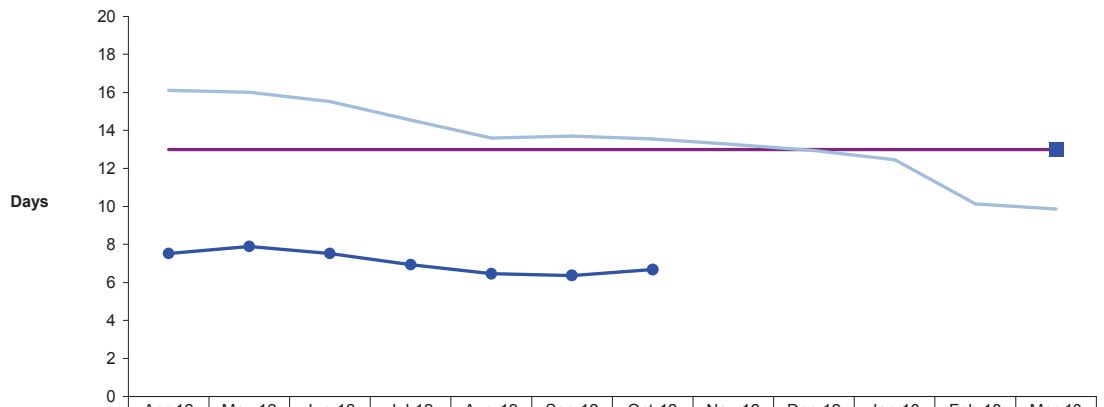
Time to process housing / council tax benefit new claims and changes - cumulative performance since 1 April 2012



	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
● 2012-2013	8.16	8.45	8.00	7.28	6.83	6.29	6.60					
— Target (<13 days)	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00
■ Officer prediction of year-end performance												13.00
— 2011-2012	15.28	15.62	15.23	14.33	13.64	13.59	12.85	12.55	12.32	12.09	10.18	9.86

## Vale

Time to process housing / council tax benefit new claims and changes - cumulative performance since 1 April 2012

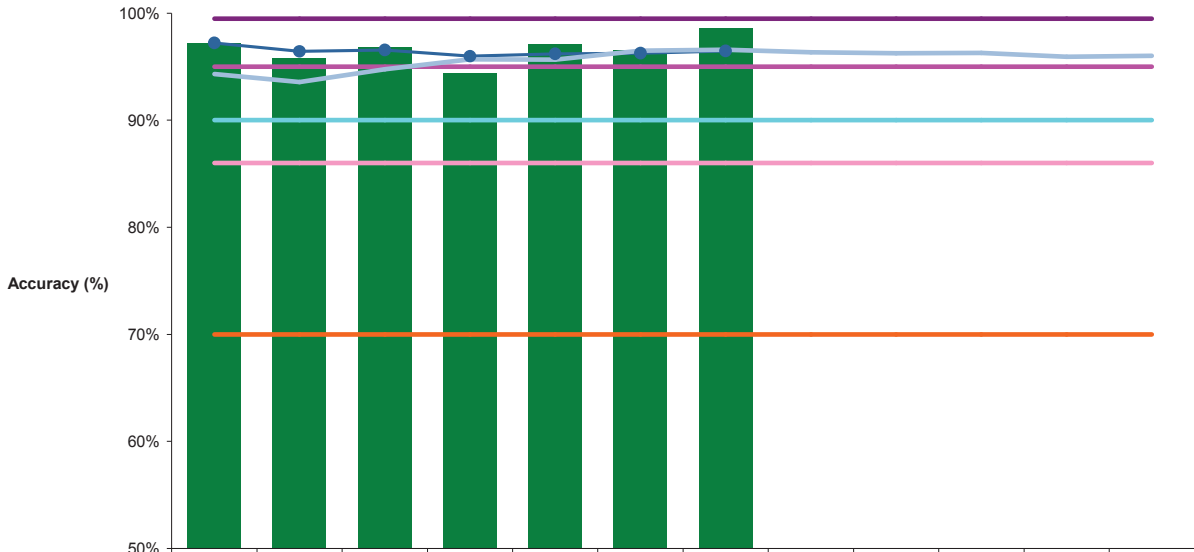


	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
● 2012-2013	7.52	7.89	7.52	6.94	6.46	6.37	6.67					
— Target (<13 days)	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00
■ Officer prediction of year-end performance												13.00
— 2011-2012	16.11	16.01	15.52	14.54	13.60	13.71	13.56	13.27	12.94	12.46	10.13	9.86

# Financial accuracy of benefit claims (high is good)

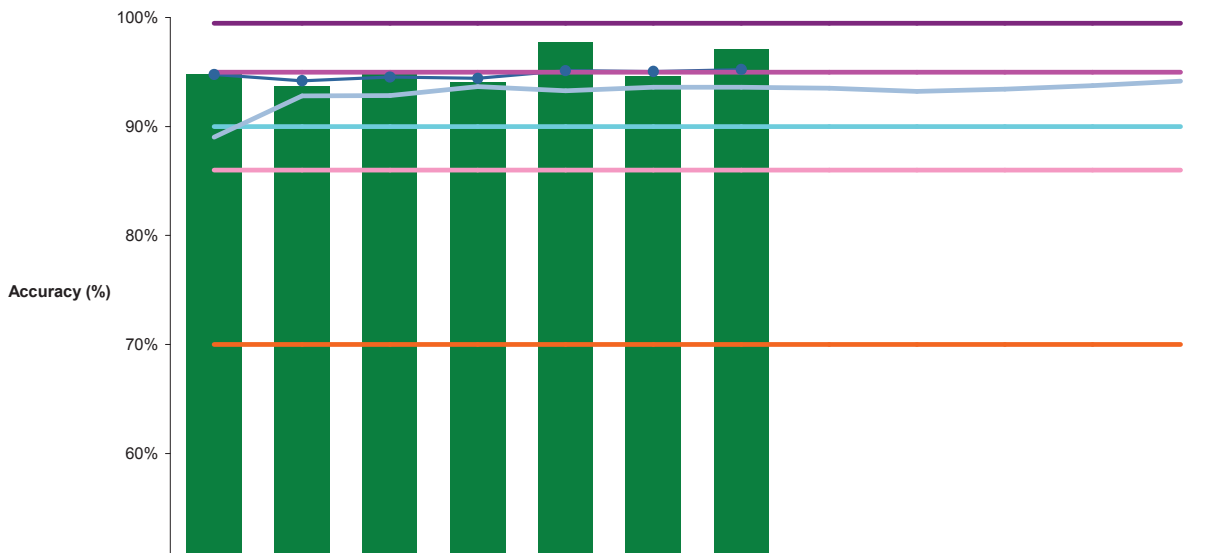
## South

Benefits accuracy (monthly performance and cumulative)



## Vale

Benefits accuracy (monthly performance and cumulative)

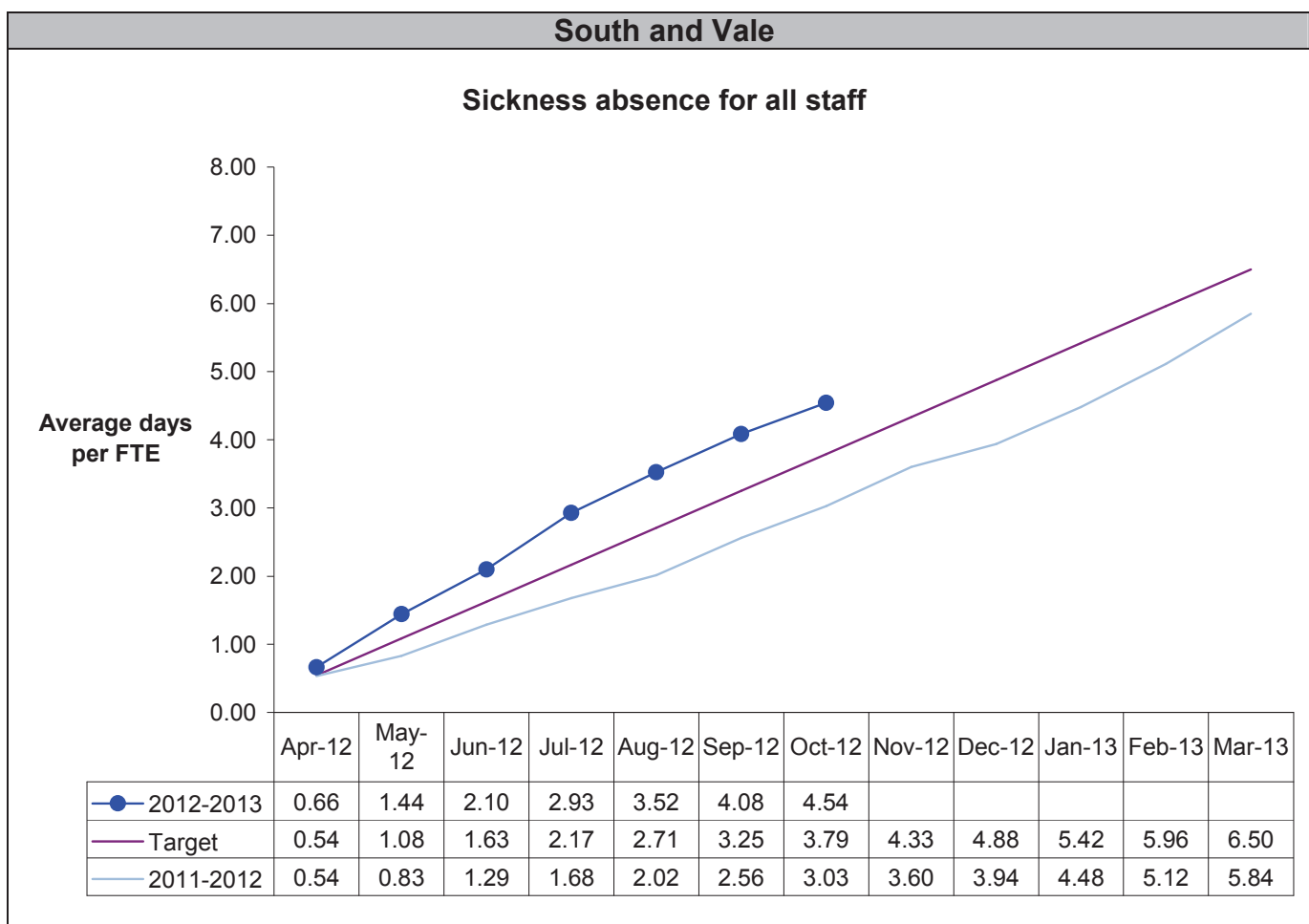


**Note**

**South and Vale** – the October data is provisional, and is up to and including 19 October.

## SECTION 6 – HUMAN RESOURCES

### Sickness absence for all staff (low is good)



#### Notes

1. Because sickness absence is normally recorded by employees when they return to work, the figures for October are provisional and are likely to increase slightly once all absences have been recorded.
2. In October, four employees were on long-term sick leave – one of these returned to work in October.





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