










## SECTION 2 - CORPORATE GOVERNANCE PERFORMANCE SCORECARD





	<p>All Corporate Governance indicators contribute to National Outcome 15:-</p> <p><b>“Our public services are consistently high quality, continually improving, efficient and responsive to local people’s needs”</b> and</p> <p>The Vibrant, Dynamic and Forward Looking challenge:-</p> <p><b>“Efficient Council and Fair Funding”</b></p>
--	--

### Management of Resources






No.	Indicator	Out-Turn (Sept 09)	Target 2009/10	Status	Outcomes
1.	Average number of days lost through sickness absence <b>(SPI)</b>	<b>11.3</b>	10		Improvement increases productive hours available and reduces expenditure on cover.
2.	% spend against revenue budget	<b>59%</b>	100%		Control of spend ensures the agreed level of investment in services is delivered.
3.	% spend against capital budget	<b>5.66%</b>	100%		Control of spend ensures the agreed level of investment in services is delivered.
4.	% savings on target to be delivered	<b>100%</b>	100%		Delivery of savings ensures resources are used where intended and where needed by customers.
5.	Score for compliance with Health & Safety Matrix	<b>90%</b>	100%		Adherence to all Health and Safety requirements mitigates risks to our staff and those who use our services.
6.	The percentage of all invoices paid within 30 calendar days <b>(SPI)</b>	<b>85.45%</b>	88.5%		Timely payments to suppliers assists businesses.

### Impact


7.	Rent arrears as a % of net amount due <b>(SPI)</b>	<b>6.9%</b>	6%		An effective rent arrears function maximises revenue for reinvestment in housing. This directly contributes to the Single Outcome Agreement Measure – Increase council stock meeting Scottish Housing Quality Standard.
8.	The %age of Council Tax collected during the year, net of reliefs and rebates. <b>(SPI)</b>	<b>60.2%</b>	95%		An effective collection function maximising revenue and investment in service delivery.
9.	In year Business Rates Collected	<b>46.8%</b>	98.5%		An effective collection function maximising revenue and investment in service delivery.

No.	Indicator	Out-turn (Sept 09)	Target 2009/10	Status	Outcomes
10.	Aberdeen City Council website availability	<b>99.91%</b>	99.9%		Improvement increases accessibility options for stakeholders
11.	Major computer application uptime	<b>99.81%</b>	99.5%		Services are permanently enabled by technology and inefficiency is reduced
12.	Help Desk calls resolved within agreed timescales	<b>85%</b>	82%		User problems are fixed quickly and inefficient "down time" is minimised
13.	Number of complaints received	<b>6</b>	-		When analysed, this is an indication of quality of service and a way of targeting improvement.

### Business Process

14.	Average number of days to process New Benefit Claims	<b>21.06</b>	23		An Efficient Benefits function supporting customers with entitlements.
15.	Average number of days to process Change of Circumstances	<b>10.16</b>	11		An Efficient Benefits function supporting customers with entitlements.
16.	% of success in dealing with written queries and complaints within 15 working days	<b>100%</b>	95%		A responsive service is provided to our customers.
17.	% of calls answered within target time – corporate contact centre	<b>95.2%</b>	90%		Responsive access to services for our customers.
18.	% of calls answered within target time – switchboard	<b>97.8%</b>	98.3%		Responsive access to services for our customers.

### Organisational Learning and Development

19.	% eligible staff appraised in past year	<b>61%</b>	100%		All staff have been assessed and their contribution to corporate priorities identified and planned.
-----	---	------------	------	---	---