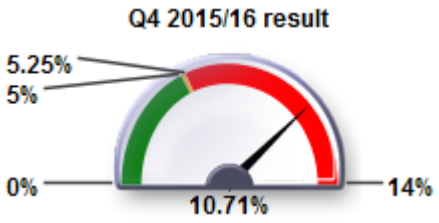
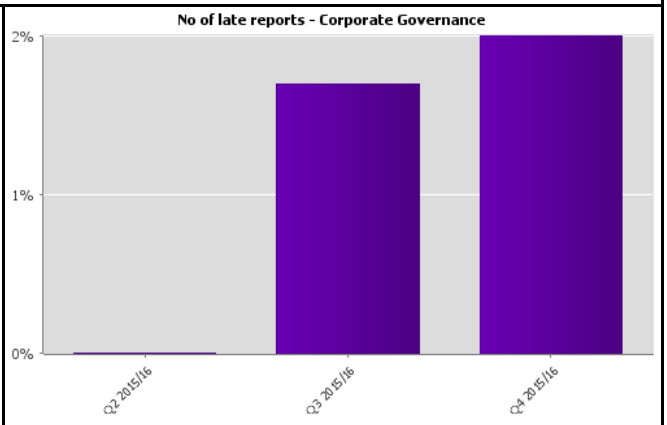
Improving Customer Experience	
Late committee reports (Corporate Governance) as a % of total reports due (quarterly)	
 Performance against Target (5%)	 Compared with previous

Why is this important?

Receiving and issuing committee reports on time ensures that we are meeting our statutory responsibilities in terms of making copies of reports available and open to inspection by Elected Members and members of the public. It is essential for good governance and for the efficient and effective running of the Council. It also facilitates greater transparency, accountability and openness across the Council's decision making processes. Operationally, receiving committee reports on time means that the proper checks can be made in relation to whether the report contains exempt information, whether an equalities and human rights impact assessment is required, or whether the appropriate consultation has been undertaken. At Elected Member level, late committee reports mean less time available for scrutiny prior to the Committee meeting.

Benchmark Information:

Information on this KPI is not currently collected by our comparator authorities. Contact will be made with other local authorities to benchmark against this KPI.

Target:

Ideally, there would be no late committee reports. It is accepted however that there may be occasions where a late report is unavoidable – urgent items, or up-to-date information being made available after the publication of papers – however the number of late reports is currently higher than would be desired. The target figure for this indicator is therefore 5%.

Intelligence:

There is a slight increase in the percentage of late Corporate Governance reports for Quarter 4, however the figure of 10.71% is only in respect of 3 late reports, out of 28 in total for Corporate Governance for that quarter.

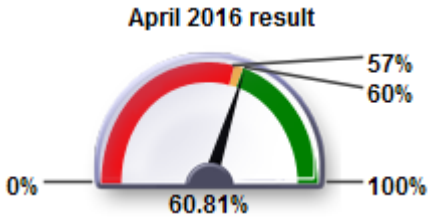
The reports in question were:-
Developer Contributions and Non Housing Developer Contributions – Finance, Policy & Resources Committee – February 2016
This was an additional report requested which required information to be sourced and verified prior to inclusion in the report. This meant normal consultation timescales were not able to be met and a late report was required to enable proper consultation to take place.

Powers Delegated to Integration Joint Board for Health and Social Care – Council - March 2016
The report was late due to ongoing discussions between the Council and NHS Grampian and obtaining information from other IJBs.

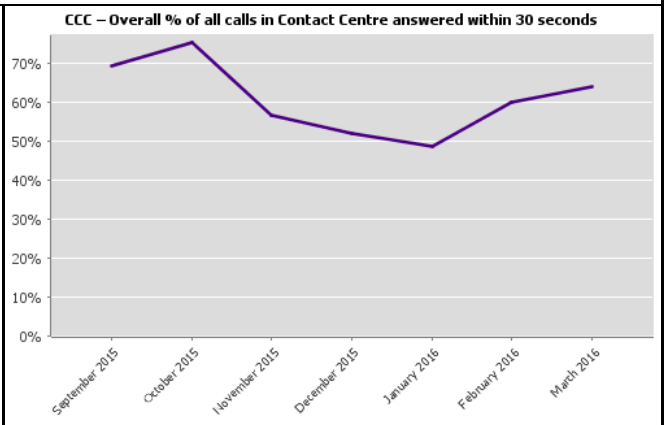
Devolution of Additional Powers to the Council – Council – March 2016
The report was late as it had been instructed at the request of the Finance, Policy and Resources Committee which had just met prior to Council.
This measure only refers to reports which have missed the original agenda circulation and have therefore required an additional (late) report circulation to be issued. Information on these reports, as well as those which have (a) missed the draft internal report deadline or (b) have missed the report deadline but have still been received in time to be included in the original circulation is now prepared by Democratic Services and presented quarterly to CMT for discussion. This information highlights which Directorate is responsible for the late report and allows CMT to investigate the reason why the report was not submitted on time. It is therefore hoped that regular scrutiny of the reason why reports have been late will result in improved performance in this area.

Responsible officer:	**Last Updated:**
Stephanie Dunsmuir	Q4 2015/16

Percentage of incoming calls answered within 30 seconds (Customer Contact Centre) (monthly)



Performance against Target (60%)



Compared with previous

Why is this important?

This key performance indicator is an industry standard contact centre measure. It defines the effectiveness of ACC Customer Contact Centre Customer Service Advisors answering a telephone call that is delivered to them via the telephony system and the skill based routing system we have in place.

Benchmark Information:

Customer contact telephony is benchmarked against a range of other local authorities across the UK. Average answering times at the most recent benchmarking exercise which published in January 2016 was 59% of calls within 30 seconds. A target of 60% for this indicator has therefore been set for 2016/17 which is very achievable within the Shaping Aberdeen portfolio of work.

Target:

60%

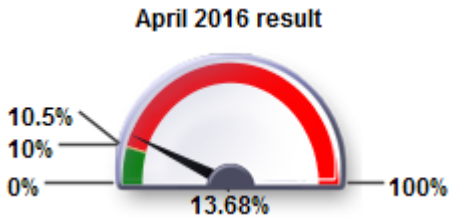
Intelligence:

The calculation method for this KPI has been adjusted to exclude abandoned calls in this calculation. As abandoned calls are a measure in their own right the inclusion within the metric was effectively reporting on the same metric twice and artificially reducing our service level.
I am pleased to report that this KPI target was met for April 2016 and maintains the improvement in performance on this KPI over the last three months. It was a busy month due to the Council Tax and Benefits system being down for End of Year; this resulted in a spike in calls in the week beginning 06/04/2016. Interestingly the volume of council tax calls increased significantly from the same period in 2015 – an uplift from 6,757 to 8,854. The following week 11/04/2016 we had adverse weather with resulted in a spike in Housing Repair and Environmental calls. This month we also took on all of the Housing Access calls. In total we were offered over 27,000 calls this month with 23,606 being answered. In April 2015, we were offered just over 25,000 calls.
Analysis reveals that the beginning of the week continues to be our weak point with not enough staff in to cover the amount of calls received.
Actions being taken –
Our new Customer Service Manager (started at the end of April 2016) has a very strong customer service / contact centre background with local authorities and it is envisaged that there will be a full review of the contact centre operations with a resulting action plan / set of recommendations arising. This will include a full review of staff hours to demand to ensure that we are using our resources to maximum effect with the aim to get more resource in the right place at the right time, a focus on recruiting to fill existing vacancies which currently stand at 3.5 FTE below requirements and a drive to review and reduce absence levels within the service.

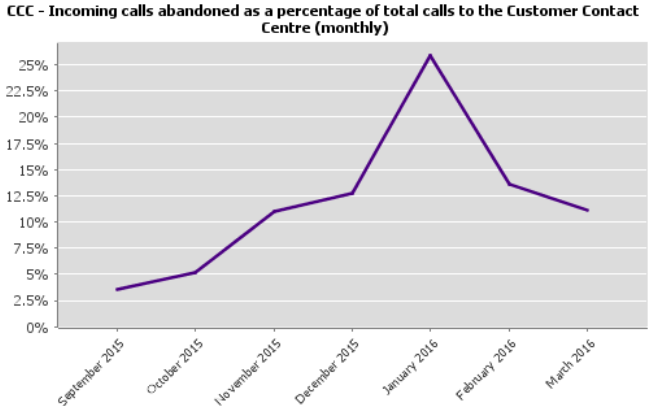
Mark Haynes
25/516

Responsible officer:	**Last Updated:**
Mark Haynes	25/516

Incoming calls abandoned as a percentage of total calls to the Customer Contact Centre (monthly)



Performance against Target (8%)



Compared with previous

Why is this important?

This key performance indicator is an industry standard measure and is used to determine the effectiveness of the workforce planning to ensure the availability of Customer Service Advisors is matched to customer demand.

Benchmark Information:

Our target of 8% compares to an average of 12% for other local authorities **. This is achievable within the Shaping Aberdeen portfolio of work and would place Aberdeen City Council within the top 50% of local authorities.
** figures taken from the Oct-Dec 2015 Local Authority Contact Centre Benchmarking Group.

Target:

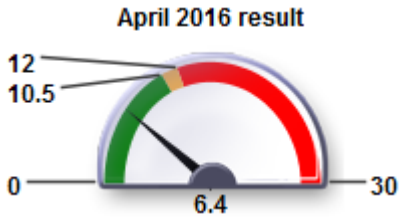
8%

Intelligence:

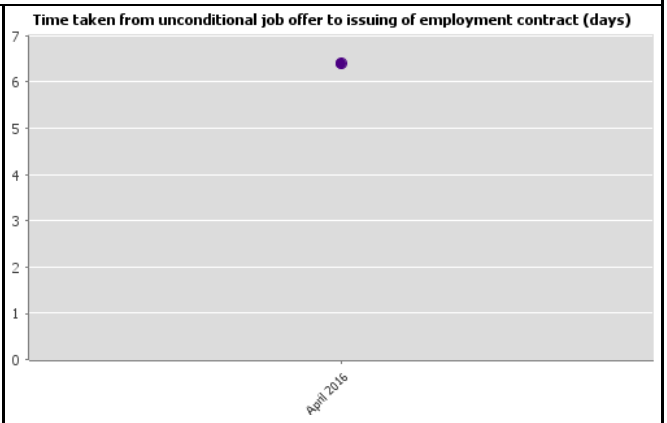
Target of 8% not met during April 2016.
Data analysis reveals that the main contributing factor is Crisis & Community Care grant calls. These on their own come out with an abandon rate of 21% for the month.
Further analysis show a 30% increase in these calls compared to Q1 2015. We will do further analysis with the service with the aim of reducing the abandon rate for these below the 8% KPI. In total we had just over 3,700 calls abandoned, an increase from the 800 in April 2015
Actions being taken –
Our new Customer Service Manager (started at the end of April 2016) has a very strong customer service / contact centre background with local authorities and it is envisaged that there will be a full review of the contact centre operations with a resulting action plan / set of recommendations arising. This will include a full review of staff hours to demand to ensure that we are using our resources to maximum effect with the aim to get more resource in the right place at the right time, a focus on recruiting to fill existing vacancies which currently stand at 3.5 FTE below requirements and a drive to review and reduce absence levels within the service. In certain areas the need for further additional multi skilling of staff may be needed to ensure adequate coverage for the increase in demand as well

Responsible officer:	**Last Updated:**
Mark Haynes	25/5/16

Time taken (days) from unconditional job offer to issuing of employment contract (monthly)



Performance against Target (10 days)



Compared with previous

Why is this important?

An employer is legally required to give employees a 'written statement of employment particulars' if their employment contract lasts at least a month or more. This must be provided to the employee within 2 months of the start of employment. This written statement includes the employee's main conditions of employment including job title, continuous service date, how much and how often an employee will get paid, hours of work, holiday entitlement, notice periods, collective agreements and pension It forms an agreement between an employer and employee and is the basis of the employment relationship.

Benchmark Information:

There is a statutory benchmark that applies to all employers regardless of sector, namely a requirement to provide new employees with a written Statement of the main terms and conditions of employment within two calendar months of starting work.

Target:

10 days

Intelligence:

The legal requirement is to provide a new start with a written statement of employment particulars within 2 calendar months of their start date. Therefore, the average time being taken from unconditional offer to issue an employment contract not only meets our 10 day target but also comfortably meets our statutory duty.

Responsible officer:	**Last Updated:**
Mike Lawson	April 2016

Internal customer satisfaction rate (annual)	
	Internal customer satisfaction rate (annual)
Performance against Target	Compared with previous

Why is this important?

Measuring internal customer satisfaction gives us an assessment of customer experience from an internal perspective and enables us to measure how effectively we are delivering services within Corporate Governance. By measuring internal customer satisfaction, we can also assess the impact of implementing service improvements, e.g. the Customer Service Charter and Standards.

The data for this performance indicator will be gathered from responses to the aligned 'overall satisfaction' question which is included in the following customer surveys:-

. Annual Corporate Governance internal customer satisfaction survey
. HR Internal Customer Satisfaction Survey
. IT Internal Customer Satisfaction Survey
. Any additional internal survey introduced within Corporate Governance

The volume of satisfied customers will be aggregated to establish an overall annual satisfaction score (%) for Corporate Governance.

The Members Enquiries satisfaction survey results will not be included in the measure as although the Members Enquiries function sits within Corporate Governance, the process involves services from across the organisation and therefore the satisfaction measure is not purely based on Corporate Governance performance.

The performance indicator will be measured using the following calculation:-

% satisfied customers = total number of satisfied responses / total number of respondents to all surveys x 100

Benchmark Information:

There is no benchmark information for this performance indicator at present

Target:

A target for this performance indicator will be set during 2016/17 once data is available to baseline. A target will be identified annually thereafter whilst acknowledging that there could be external factors which impact the customer satisfaction rate.

Intelligence:

Analysis cannot be undertaken until data is available. This will be carried out in 2016/17.

Responsible officer:	Last Updated:
Lucy McKenzie	2015/16

External customer satisfaction rate (annual)	
	External customer satisfaction rate (annual)
Performance against Target	Compared with previous

Why is this important?

Measuring external customer satisfaction gives us an assessment of customer experience from an external perspective and enables us to measure how effectively we are delivering services within Corporate Governance. By measuring external customer satisfaction, we can also assess the impact of implementing service improvements, e.g. the Customer Service Charter and Standards.

The data for this performance indicator will be gathered from responses to the aligned 'overall satisfaction' question which is included in the following customer surveys:-

. Customer Service Centre Customer Satisfaction Survey
. Customer Contact Centre Customer Satisfaction Survey
. Customer Access Point Customer Satisfaction Survey
. Any additional external survey within Corporate Governance

The complaints satisfaction survey and MP/MSP satisfaction survey results will not be included in the measure as although the functions sit within Corporate Governance, the process involves services from across the organisation and therefore the satisfaction measure is not purely based on Corporate Governance performance.

The performance indicator will be measured using the following calculation:-

% satisfied customers = total number of satisfied responses / total number of respondents to all surveys x 100

Please note that the number of satisfied responses will include all satisfied and very satisfied responses plus all responses to the Contact Centre Survey between 3 and 5 on the 5 point scale.

Benchmark Information:

There is no benchmark information for this performance indicator at present.

Target:

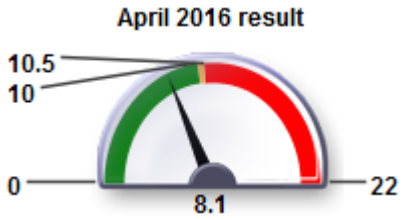
A target for this performance indicator will be set during 2016/17 once data is available to baseline. A target will be identified annually thereafter whilst acknowledging that there could be external factors which impact the customer satisfaction rate.

Intelligence:

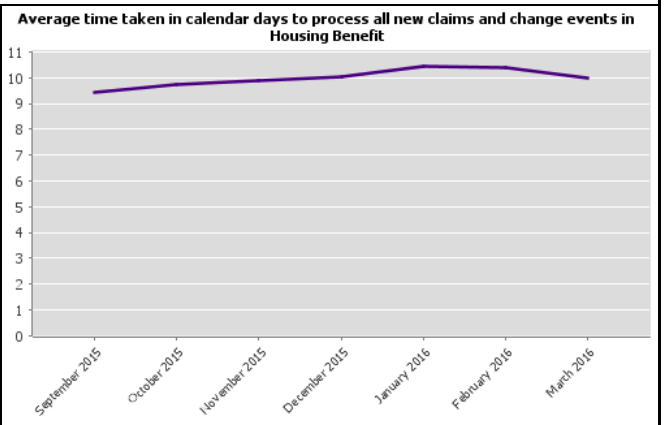
Analysis cannot be undertaken until data is available. This will be carried out in 2016/17.

Responsible officer:	Last Updated:
Lucy McKenzie	2015/16

Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)



Performance against Target (10 days)



Compared with previous

Why is this important?

When customers claim benefit, it is a time of financial uncertainty for them and, as such, it is essential that the service has sufficient fully trained and effective benefit processors in place that can make informed decisions on complex benefit claims and pay benefit promptly. Measuring the time taken to process all new claims and change events in Housing Benefit demonstrates how speedily the benefit service pays Housing Benefit to its customers.

Benchmark Information:

Suitable benchmarking intelligence will be sourced for this indicator and presented in future reports.

Target:

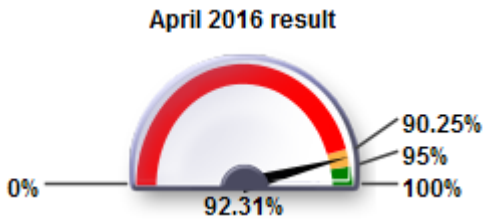
10 days

Intelligence:

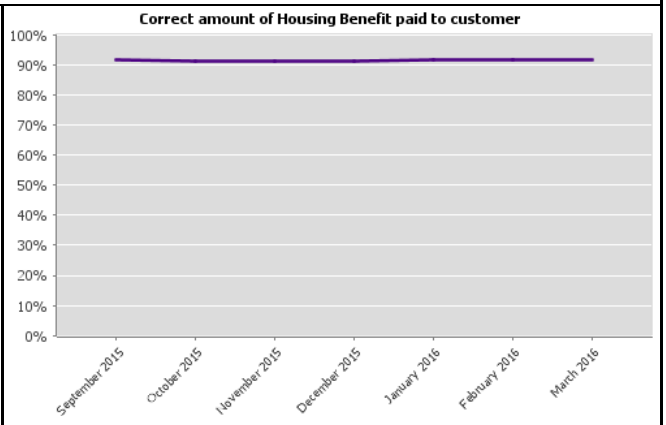
Performance of this indicator for April is 8.10 days which exceeds the target of 10 days. Performance for the same period last year was 9.98 days.
We continue to monitor and allocate resources to this important area of our business.

Responsible officer:	**Last Updated:**
Helen Moir	April 2016

Correct amount of Housing Benefit paid to customer



Performance against Target (95%)



Compared with previous

Why is this important?

When customers claim benefit, it is a time of financial uncertainty for them and, as such, it is essential that the service has sufficient fully trained and effective benefit assessors in place that can make informed decisions on complex benefit claims and pay benefit accurately. The accurate and secure administration of Housing Benefit is a key priority for every council and to support this a robust quality assurance framework is required to ensure performance is measured correctly.

Benchmark Information:

Suitable benchmarking for this indicator will be sourced.

Target:

95%.

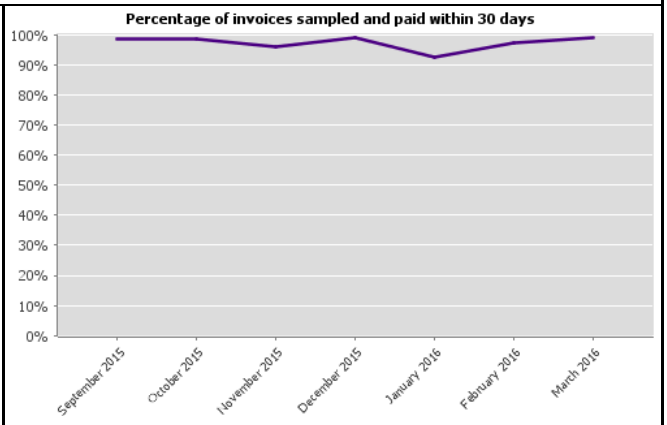
Intelligence:

April's performance of this indicator is 92.31%. Performance for the same period last year was 86.48%. An improvement of 5.83%. The stretch target has been set at 95%.
Actions that are being taken to improve and achieve performance are:
1 Extra targeted quality assurance checks on the areas where errors are occurring.
2 Refresher training
3 Performance Improvement Plans for those who are performing below the acceptable standard.
4 Procedures re-examined and further clarification given on the areas where errors are occurring.
5 Desk Aids, Posters and quizzes designed
6 Weekly “Did you know” email sent to staff based either on a common or unusual error recently made.
7 Staff Workshop for staff to discuss errors and encouraging staff to put forward suggestions and ideas that would aid improvement in accuracy.

Responsible officer:	**Last Updated:**
Wayne Connell	April 2016

The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.

Performance against Target (98%)



Compared with previous

Why is this important?

This indicator shows the percentage of invoices paid by the Council within 30 calendar days. It supports the Council's role as a major purchaser and therefore the economic health of the city and region. Good performance will therefore show consistently high levels of invoices paid within this timeframe. Some invoices will not be paid within 30 days where they are in dispute so 100% will not be recorded.

Benchmark Information:

This indicator is benchmarked against all 32 Scottish local authorities. Aberdeen City Council were best in class for the 2014/15 reporting year. A stretched target of 98 % has been established.

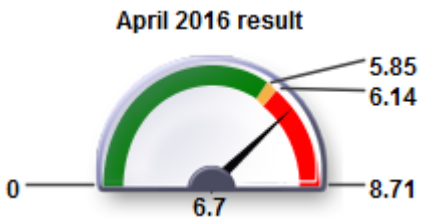
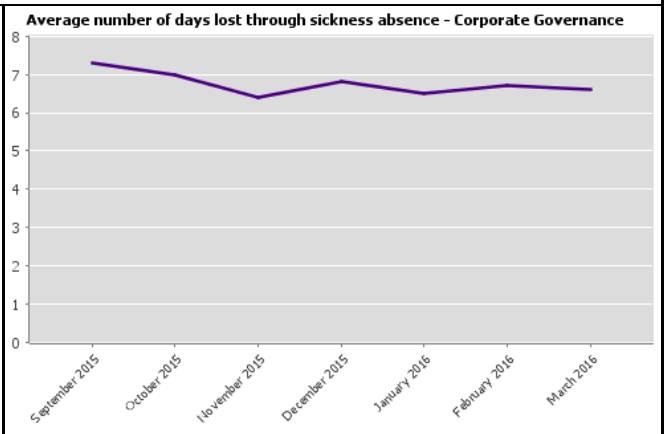
Target:

98%

Intelligence:

Over the past there years Aberdeen City Council has been top of the upper quartile in terms of payment of invoices within 30 days. This year has seen a slight reduction in percentage of invoices paid due to the implementation of electronic invoicing, which allows invoices to be received directly from suppliers and fed directly in to the Councils Efinancials payment system, bypassing the need for manual intervention. As invoices are now received much quicker via electronic means this has led to a higher mismatch rate of invoices where orders have not been goods receipted, therefore these have to be manually rectified. Steps are in place to introduce a goods receipting process for invoices under the value of £500 (75% of orders we place and invoice for) when the order is placed which will be ready for financial year 2016/17 and will lead to improved performance. However it needs to be stated that our drop in performance is only approx. 1% on previous years.
Performance for April 2016 is slightly down on same period in 2015, but nothing to be concerned about (98.5%) the introduction of the steps highlighted above should get the percentage to the target required within the first quarter.

Responsible officer:	**Last Updated:**
Garry Stevens	April 2016

Improving Staff Experience	
Staff sickness absence - days per annum per employee (rolling 12 months)	
	
Performance against Target (5.85 days)	Compared with previous

Why is this important?

The indicator highlights absence information within the Directorate. While recognising that some sickness absence is unavoidable and the Council has a duty of care to employees' health and wellbeing, high sickness absence impacts negatively on our ability to deliver our key services and functions efficiently and effectively. Good performance against this indicator will show reducing levels of absence.

Benchmark Information:

Absence levels for the Council are currently 10.2 average days lost by employee. The Corporate Governance rate is substantially below this level at 6.7.
Sickness absence levels are benchmarked with other Scottish local authorities through the Local Government Benchmarking Framework. For 2014/15, Aberdeen recorded an average of 11.24 days lost per non-teaching employee and ranked 20th out of 32 councils. The average over the whole of Scotland was 10.80 days per non-teaching employee. The target for the Directorate's absence has been 10 days for some considerable time. For 2016/17, a revised target of 5.85 days has been set which reflects the Health and Wellbeing Improvement Plan action to reduce absence levels in the Directorate by 10%

Target:

5.85 days

Intelligence:

The year-end outturn for the Service is 6.6 average days lost per employee.
There are a number of employees who have been off with short term absence and they will continue to be managed by Line Management in accordance with the Maximising Attendance policy and Long Term absence will be managed in conjunction with the HR Business Partner Team with OH intervention as appropriate.
Current absence levels within the Service are monitored on a monthly basis and subject to scrutiny on a monthly basis by the Service Management Team.

Responsible officer:	**Last Updated:**
Neil Yacamini	April 2016

Number of agency staff employed (monthly)	
Performance against Target	Compared with previous

Why is this important?

Use of external staff resource is sometimes unavoidable, for example where permanent employees are absent due to long-term ill-health. In general terms however, use of external support should be minimised and more efficient methods of filling essential posts for prolonged periods found. For this reason, the target for the indicator has been set at 8 for 2016/17 for the Corporate Governance directorate. Managers will receive this performance information monthly and can monitor the Directorate's compliance with the Council's policy towards use of external support.

Benchmark Information:

At present, there is no benchmark information available on this indicator. As will all reportable indicators, efforts continue to be made to source comparative data from our peer organisations against which our relative performance can be assessed.

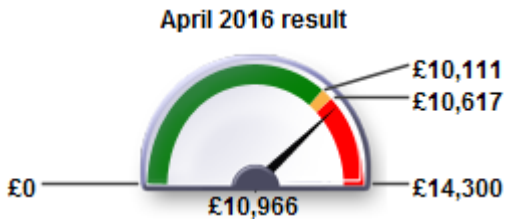
Target:

8

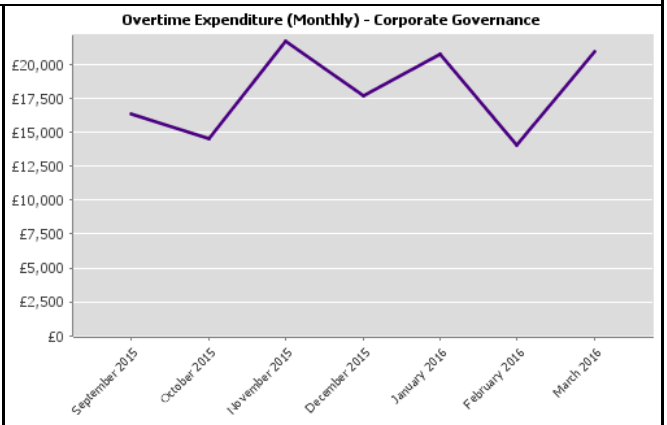
Intelligence:

Responsible officer: **Last Updated:**

Overtime Expenditure (Monthly) - Corporate Governance



Performance against Target (£10,111)



Compared with previous

Why is this important?

It is essential to monitor expenditure on overtime in terms of ensuring that there is efficient allocation of resources to meet demand.

Benchmark Information:

None

Target:

The target is to reduce actual expenditure to within two thirds of the £182k budget.

Intelligence:

Overtime is worked according to business need which may include dealing with peaks in workload or emergencies.

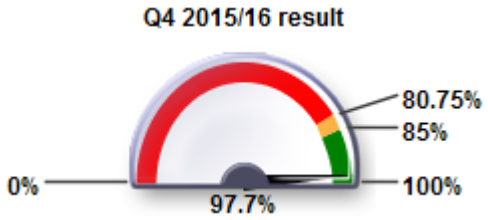
Spend in April 2016 was £11k, down from March with expenditure of £21k, February with expenditure of £14k and January with expenditure January £21k.

It should be noted that expenditure in April 2015 was £17k, with the April 2016 expenditure significantly less.

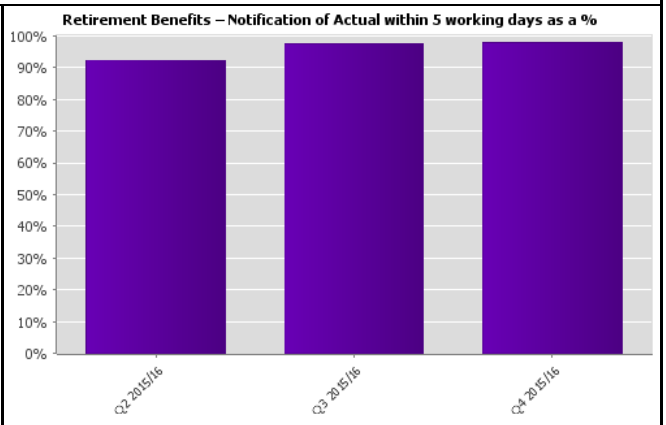
The 2016/17 overtime budget has been set at £182k which is less than the 2015/16 actual expenditure of £205k. Budget holders will be expected to contain expenditure within the approved budget.

Responsible officer:	**Last Updated:**
James Hashmi	April 2016

Retirement Benefits – Notification of Actual within 5 working days as a %



Performance against Target (85%)



Compared with previous

Why is this important?

This indicator shows the percentage of actual retirement benefits processed by NESPF within 5 working days. Performance could fluctuate if bulk estimates are requested by a participating employer as part of an early retirement/voluntary severance exercise.

Benchmark Information:

5 working days is an industry standard set by the Local Government Pensions Committee and is used to compare administering authority performance for exercises such as CIPFA benchmarking.

Target:

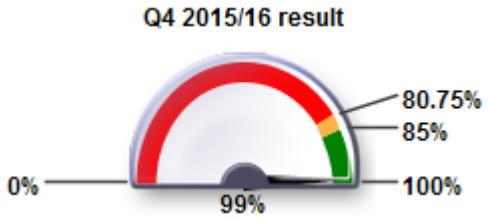
85%

Intelligence:

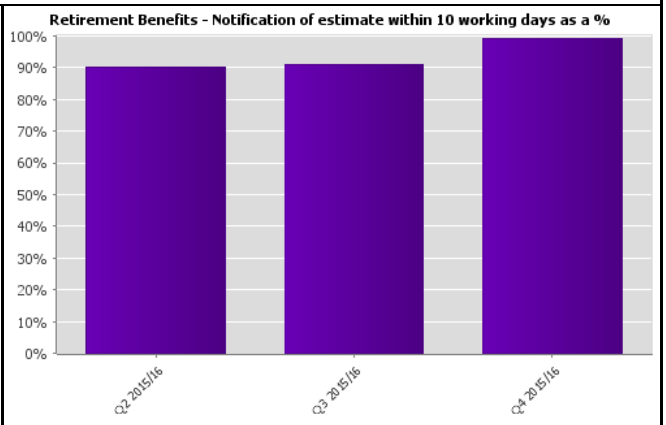
Given this is a new performance measurement there is no previous years data to compare against. During 2015/16 performance improved through each quarter peaking at 97.69%. The first quarter percentage is significantly lower and this can be attributed to staff familiarising themselves with the new LGPS introduced from 1 April 2015. Going forward the NESPF would expect to maintain a level of performance above 90%.

Responsible officer:	**Last Updated:**
Gary Gray	Q4 2015/16

Retirement Benefits - Notification of estimate within 10 working days as a %



Performance against Target (85%)



Compared with previous

Why is this important?

This indicator shows the percentage of retirement benefit estimates processed by NESPF within 10 working days. Performance could fluctuate if bulk estimates are requested by a participating employer as part of an early retirement/voluntary severance exercise. This performance measurement is part of our Pensions Administration Strategy and is reported throughout the year to Pensions Committee/Board and included in the Pension Fund annual report.

Benchmark Information:

10 working days is an industry standard set by the Local Government Pensions Committee and is used to compare administering authority performance for exercises such as CIPFA benchmarking.

Target:

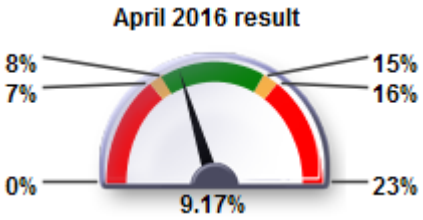
85%

Intelligence:

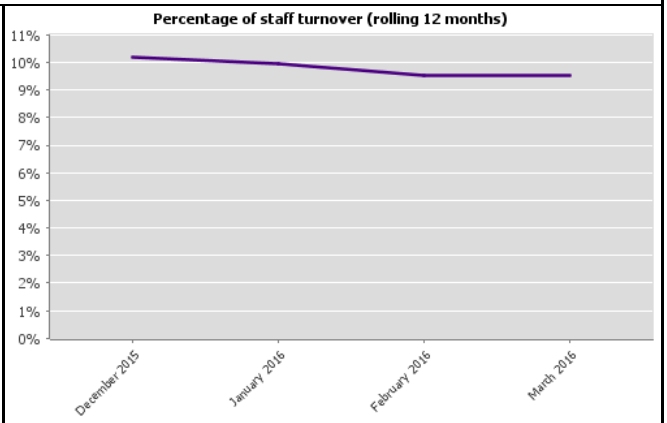
Throughout 2015/16 performance remained consistently above target with the final quarter showing exceptional performance at 99%. The overall percentage for the year of 93% remains consistent with the 2014/15 published percentage of 94%.

Responsible officer:	**Last Updated:**
Gary Gray	Q4 2015/16

Percentage of staff turnover (rolling 12 months)



Performance against Target (8-15%)



Compared with previous

Why is this important?

The indicator highlights staff turnover rates within the Directorate and provides information on the health of the staff profile relative to accepted industry turnover standards.

Benchmark Information:

A target range of between 8% and 15% is considered a healthy rate of staff turnover. Turnover below this range may indicate good retention levels but fewer new employees who could have a positive impact on internal culture and practices. Turnover exceeding 15% may indicate the Council is failing to maintain a position as an employer of choice.

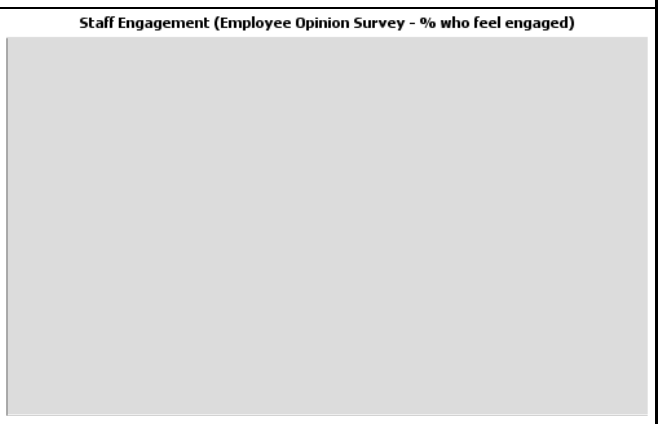
Target:

8% - 15%

Intelligence:

The rolling 12 month rate of staff turnover in the Corporate Governance Directorate was 9.17% in April, comfortably within the target range of 8%-15% which is considered 'healthy' for large organisations. Performance against this indicator will continue to be monitored to ensure this position is maintained.

Responsible officer:	**Last Updated:**
Neil Yacamini	April 2016

Staff Engagement (Employee Opinion Survey - % who feel engaged)	
Performance against Target (55%)	 Compared with previous

Why is this important?

An engaged workforce supports the achievement of our strategic and service objectives. This indicator will be populated every 2 years on the completion of the council's Employee Opinion Survey.

Benchmark Information:

This indicator is benchmarked by the contractor undertaking the survey. The benchmark is sourced from an average of the percentage of staff who feel engaged with their employing organisation. Organisations include local authorities, housing associations, police forces, government departments and publicly funded bodies, throughout the UK. The average score is 39% and a stretched target for this indicator has been set at 55%.

Target:

55%

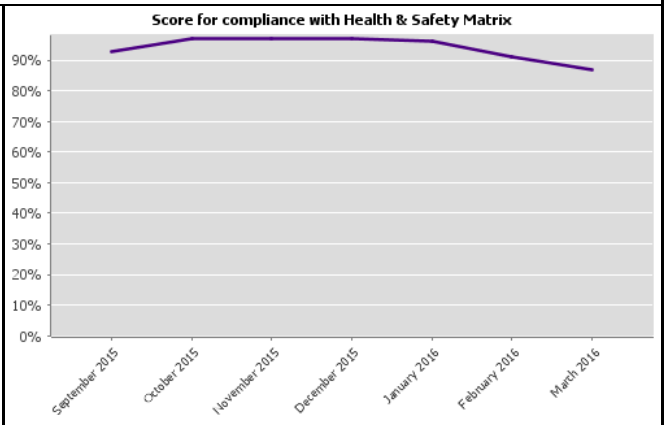
Intelligence:

In the survey conducted during 2014 the % engaged for Corporate Governance was 43%. Overall, two in five of the ACC workforce is defined as engaged (42%), whilst 13% are actively disengaged. The remaining 45% are partially engaged. These figures compare to BMG's benchmark of 39% engaged and 6% disengaged. Engagement levels are also above other national benchmarks (CIPD3: 38%).

Responsible officer: **Last Updated:**

Compliance with the Health & Safety Matrix (monthly)

Performance against Target (100%)



Compared with previous

Why is this important?

This indicator measures the effectiveness and strength of the Directorate's compliance with a range of controls around Health and Safety. The Council's duty of care towards its employees and customers is of primary importance.
Factors such as staff turnover can affect key controls such as the number of available fire wardens in each part of the Directorate and is reflected in fluctuating performance. This performance assists managers in addressing these issues timeously to ensure compliance continues to be robust.

Benchmark Information:

There is no current benchmarking capacity out with ACC.

Target:

100%

Intelligence:

Figures in respect of this indicator dipped after Feb 16 due to the addition of one new area and a new target (at the request of the CG director).
Any additions to this area of reporting will always have an initial knock on effect whilst training is undertaken and staff appointed to undertake a new H&S related role.
With regards to the Office of the Chief Executive, during April 2016 a slight increase in compliance was achieved as a result of evacuation chair issues being addressed.

Responsible officer:	**Last Updated:**
Bruce Findlater	April 2016

Improving Use of Resources	
Cumulative savings vs target	
	Cumulative savings vs target
Performance against Target (£1.5m)	Compared with previous

Why is this important?

£1.5m of savings have been incorporated into the 2016-17 Corporate Governance Net Expenditure Budget of £26m. Budget holders will have to manage their services within available resources.

Benchmark Information:

Budget savings would be reflected in actual year to date expenditure and income and forecast outturns in line with the revised budgets incorporating the savings.

Target:

£1.5 m

Intelligence:

In April the Finance Service focus on statutory year end accounting and do not carry out financial reporting against budgets until period 2. The ledger in period one is distorted by having a number of accruals for prior year transactions which have not yet been billed. As a result of these factors the April 2016 target and variance are shown as zero.

Responsible officer:	**Last Updated:**
James Hashmi	April 2016

Off-contract spend as a percentage of total supplier spend (quarterly)	
	Off-contract spend as a percentage of total supplier spend (quarterly)
Performance against Target (10%)	Compared with previous

Why is this important?

Use of contracts and framework agreements maximises the achievement of value for money in the Council's procurement activity. off-contract spend will always be required in some circumstances but should be minimised as far as possible. Good performance in this indicator will show reducing levels of off-contract expenditure when compared with the overall level of expenditure.

Benchmark Information:

Target:

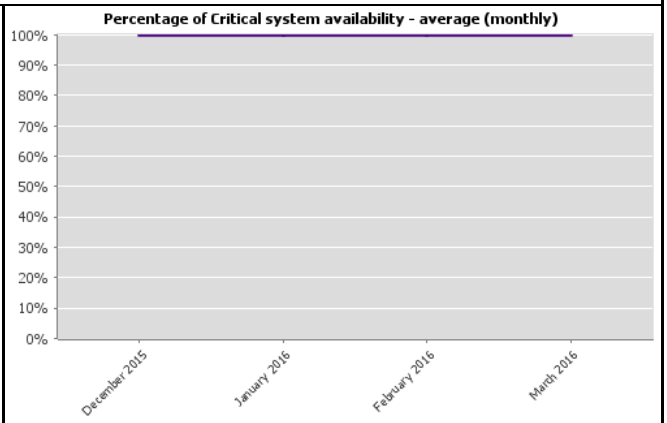
10%

Intelligence:

Responsible officer:	Last Updated:
Craig Innes	Q1 2016/17

Percentage of Critical system availability - average (monthly)

Performance against Target (99.5%)



Compared with previous

Why is this important?

System availability refers to the overall availability of the core corporate network, which is key to the day to day running of all council ICT reliant infrastructures.

Benchmark Information:

Efforts will be made to source benchmark information for this indicator to make available in future reports.

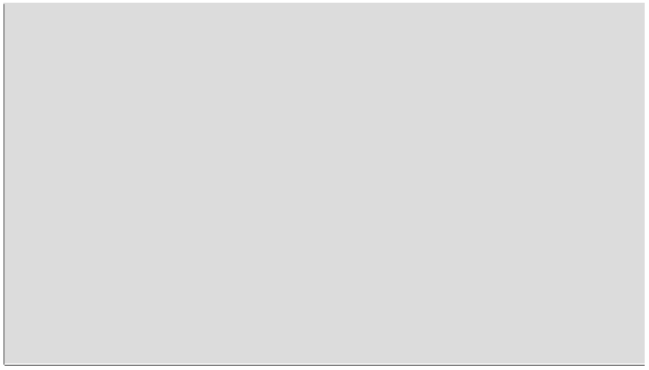
Target:

99.5%

Intelligence:

Performance in respect of this indicator has been consistently high and above the SLA. A number of measures are in place to ensure adequate resilience as well as comprehensive alerting that allows us to pro-actively monitor the capacity of servers/applications.
These figures are arrived at by taking all 58 critical systems, then factor in availability percentages of those systems that suffered an outage on a particular month. It is from there an average of availability is arrived at. While a system may suffer a significant outage, the availability of the rest of the systems shows the overall average as high. The monthly Scorecard produced by ICT clearly breaks down those systems, with explanations, which suffered an outage.

Responsible officer:	**Last Updated:**
Jamie Kirkwood	April 2016

Agreed internal audit recommendations (corporate) implemented as a percentage of total due for implementation (quarterly)	
Performance against Target (100%)	Agreed internal audit recommendations (corporate) implemented as a percentage of total due for implementation  Compared with previous

Why is this important?

The implementation of agreed internal audit recommendations gives risk based assurance to Elected Members and Senior Officers that the Council's processes are as effective as possible, that the Council is delivering value for money and is demonstrating quality and continuous improvement. The measurement allows the Committee to scrutinise the level of compliance.

Benchmark Information:

Officers are currently analysing the best way of benchmarking this measure. Further details will be provided in future summary sheets.

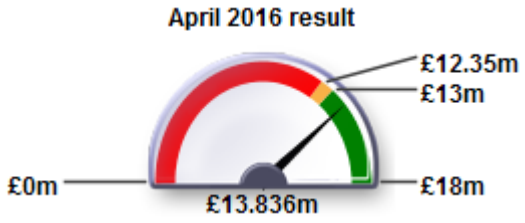
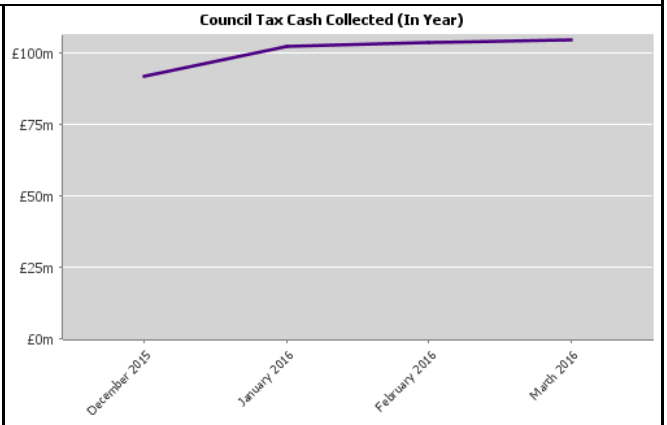
Target:

100%

Intelligence:

Officers are liaising with Aberdeenshire's Internal Audit section to produce data each quarter which will show the number of recommendations due for implementation in the quarter and the numbers actually implemented. From this intelligence can be gathered. Once the ongoing outcomes have been reported then the Committee can compare current outcomes against previous outcomes, against the target.

Responsible officer:	**Last Updated:**
Martin Allan	Q4 2015/16

Council Tax Cash Collected (In Year)	
 Performance against Target (£106.2m)	 Compared with previous

Why is this important?

It is important to monitor Council Tax collection as this is a major income stream to the Council and is set against the budget figure for income from Council Tax. This measures the Council Tax cash collected for both in year and previous years.

Benchmark Information:

Benchmarking this indicator is not appropriate as all councils have different cash sums to collect in year. Benchmarking intelligence is available for the % of council tax due which is collected in year.

Target:

This is a new Performance Measure. For 2016/17 the target is £106.2m

Intelligence:

The target collection has been profiled across the financial year to provide a meaningful performance information. Performance of this indicator as at 30 April 2016 is £13.8m against a target of £13m, which has exceeded the target.

Responsible officer:	Last Updated:
Wayne Connell	April 2016