
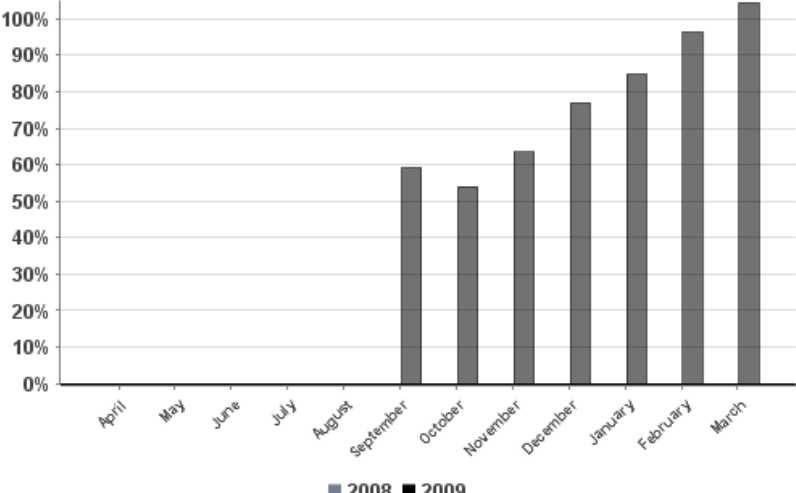



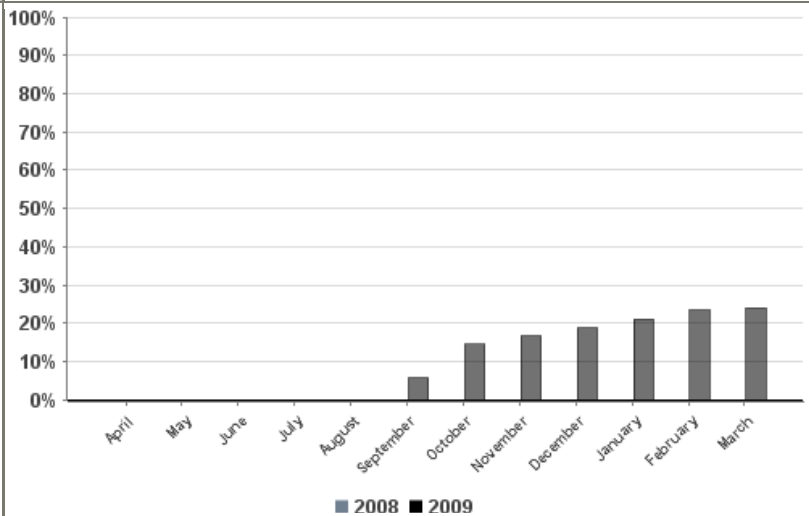
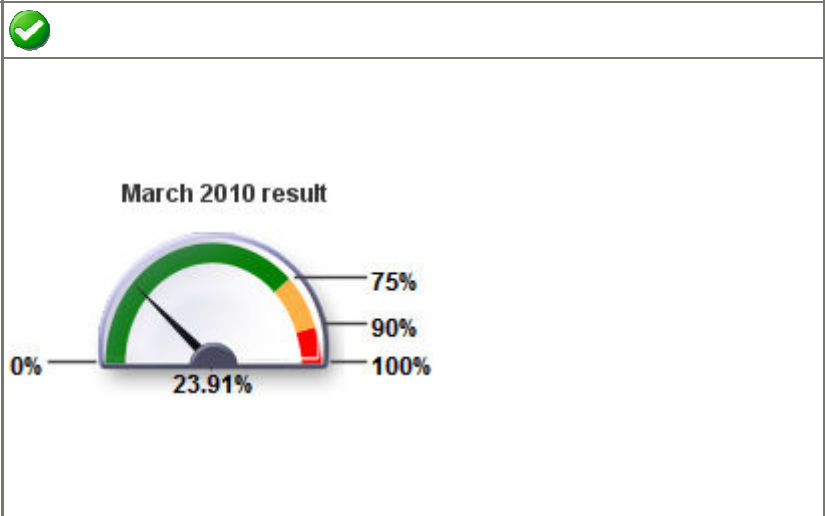
Finance & Resources Committee


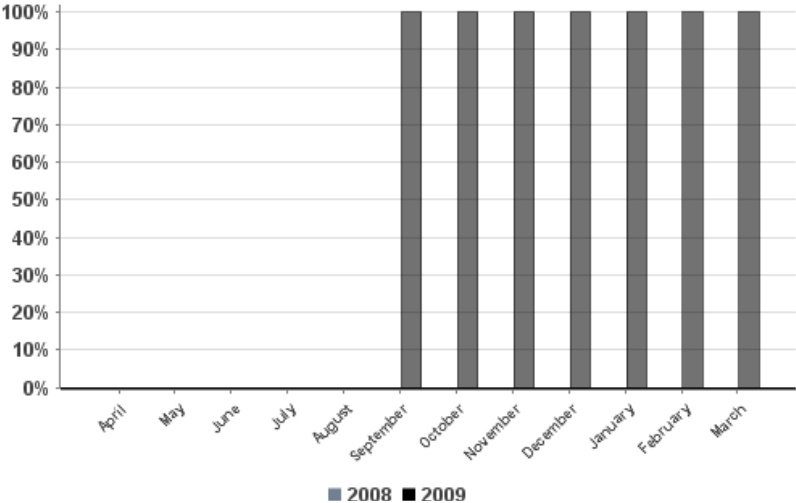

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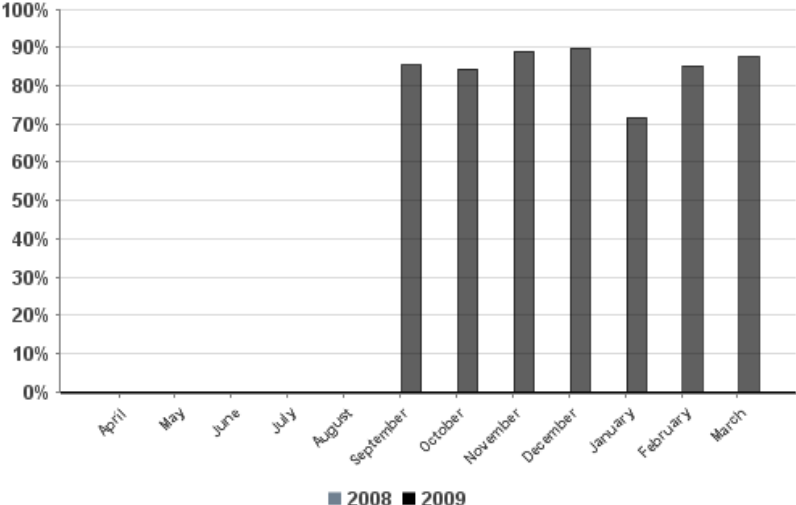

<p>Performance Indicator & Short Term Trend</p>	<p>Average number of days lost through sickness absence (SPI)</p>																																								
<p>Average Number of days lost per employee in the past 12 months.</p>	<table border="1"> <caption>Average Number of days lost through sickness absence (SPI) - 2008 vs 2009</caption> <thead> <tr> <th>Month</th> <th>2008</th> <th>2009</th> </tr> </thead> <tbody> <tr><td>April</td><td>0</td><td>0</td></tr> <tr><td>May</td><td>0</td><td>0</td></tr> <tr><td>June</td><td>0</td><td>0</td></tr> <tr><td>July</td><td>0</td><td>0</td></tr> <tr><td>August</td><td>0</td><td>0</td></tr> <tr><td>September</td><td>11.5</td><td>11.5</td></tr> <tr><td>October</td><td>11.5</td><td>11.5</td></tr> <tr><td>November</td><td>11.5</td><td>11.5</td></tr> <tr><td>December</td><td>11.5</td><td>11.5</td></tr> <tr><td>January</td><td>11.5</td><td>11.5</td></tr> <tr><td>February</td><td>11.5</td><td>11.5</td></tr> <tr><td>March</td><td>11.5</td><td>11.5</td></tr> </tbody> </table>	Month	2008	2009	April	0	0	May	0	0	June	0	0	July	0	0	August	0	0	September	11.5	11.5	October	11.5	11.5	November	11.5	11.5	December	11.5	11.5	January	11.5	11.5	February	11.5	11.5	March	11.5	11.5	<p>March 2010 result</p> <p>10.5</p>
Month	2008	2009																																							
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February	11.5	11.5																																							
March	11.5	11.5																																							
<p>Latest Update</p>	<p>Definition - Average no. of days per full time equivalent member of staff lost through sickness (12 month rolling period) Analysis - The PSE database is not yet fully realigned to the new structure; work is almost complete on the realignment; provisional allocations are being assigned to individuals / teams. The outcome is favourable as line managers continue to ensure absence policies and procedures are effectively managed. Action - To actively manage absences within the Corporate Policies and procedures. High sickness areas are the focus of specific attention.</p>																																								
<p>Current Value</p>	<p>10.5</p>																																								
<p>Target 2009/10</p>	<p>10</p>																																								


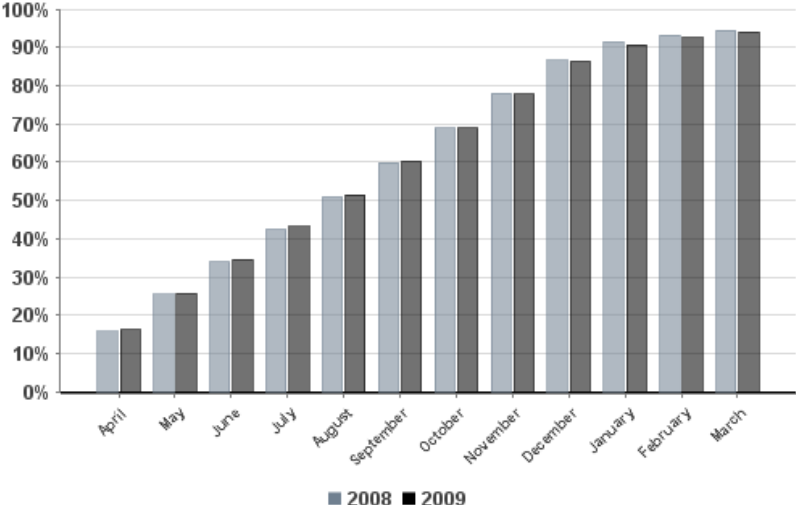

Performance Indicator & Short Term Trend	% spend against Revenue Budget																																								
Percentage spend against Revenue Budget	 <table border="1"> <caption>% spend against Revenue Budget (2008 vs 2009)</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td></td><td></td></tr> <tr><td>May</td><td></td><td></td></tr> <tr><td>June</td><td></td><td></td></tr> <tr><td>July</td><td></td><td></td></tr> <tr><td>August</td><td></td><td></td></tr> <tr><td>September</td><td>60</td><td>55</td></tr> <tr><td>October</td><td>55</td><td>65</td></tr> <tr><td>November</td><td>65</td><td>78</td></tr> <tr><td>December</td><td>78</td><td>85</td></tr> <tr><td>January</td><td>85</td><td>95</td></tr> <tr><td>February</td><td>95</td><td>105</td></tr> <tr><td>March</td><td>105</td><td>105</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April			May			June			July			August			September	60	55	October	55	65	November	65	78	December	78	85	January	85	95	February	95	105	March	105	105	 <p>March 2010 result</p> <p>104%</p>
Month	2008 (%)	2009 (%)																																							
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January	85	95																																							
February	95	105																																							
March	105	105																																							
Latest Update	<p>Analysis - Explanations for any variances were included in the detailed monitoring statements within the report to committee of 11/05/10; and indicated an under spend of circa £2m</p> <p>Note - Figures used to calculate this statistic taken from the ledger (period 12, 09/10 as at 14.05.10), and include spend and budget relating to the Corporate Revenue Investment Fund. This fund has now been transferred out with the hierarchy of Corporate Governance.</p> <p>Action - Continue to monitor expenditure and savings. Budget Holders through the use of the financial tool Collaborative Planning focus on forecasted expenditure.</p>																																								
Current Value	TBC – year end transactions are not yet finalised																																								
Target 2009/10	100%																																								


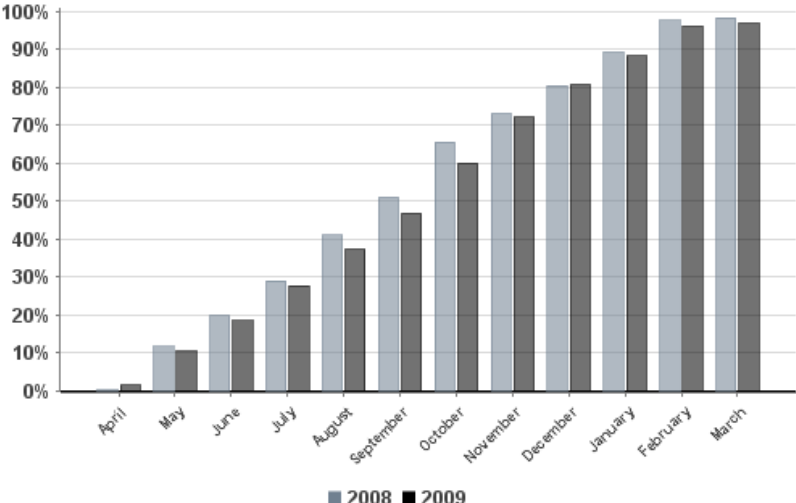

Performance Indicator & Short Term Trend	% spend against Capital Budget	↓																																							
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Month	2008 (%)	2009 (%)																																							
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December	0	20																																							
January	0	22																																							
February	0	25																																							
March	0	24																																							
Latest Update	<p>Analysis - The spend to date (up to and including period 12, 2009/10) for projects where Corporate Governance takes the lead is £2,916k against a budget of £12.2m (including carry forward). This represents 23.91% of total budget.</p> <p>Note - These figures are subject to change due to year end processes and can therefore only be viewed as a snapshot in time.</p> <p>Action - Budget holders to continue to monitor and manage actual and committed expenditure on capital projects.</p>																																								
Current Value	23.91%																																								
Target 2009/10	100%																																								


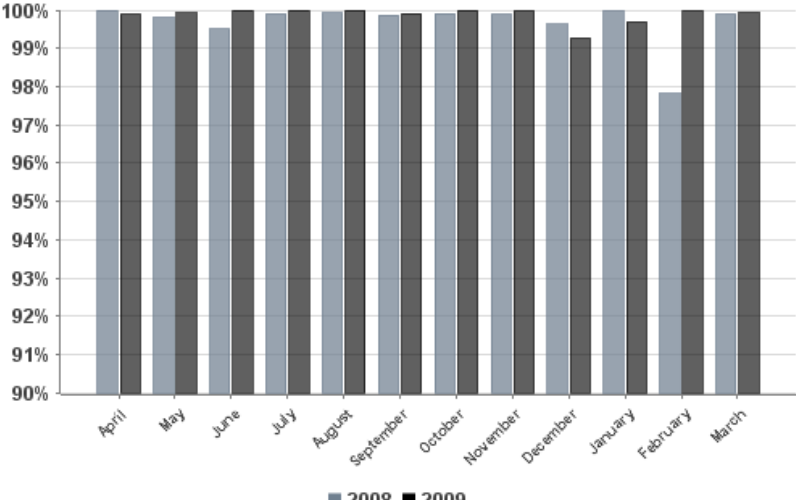


Performance Indicator & Short Term Trend	Percentage of savings on target to be delivered	
Percentage of savings on target to be delivered		
Latest Update	<p>Analysis - A savings package of £2.422m was delivered by 31 March 2010; this was a slight increase on the original package of £2.411m. Savings are reviewed regularly by the Corporate Management Team.</p> <p>Action - Budget holders are clear on their responsibilities and are working to delivery of the agreed budget. Budget holders are requested regularly to provide a status update.</p>	
Current Value	100%	
Target 2009/10	100%	


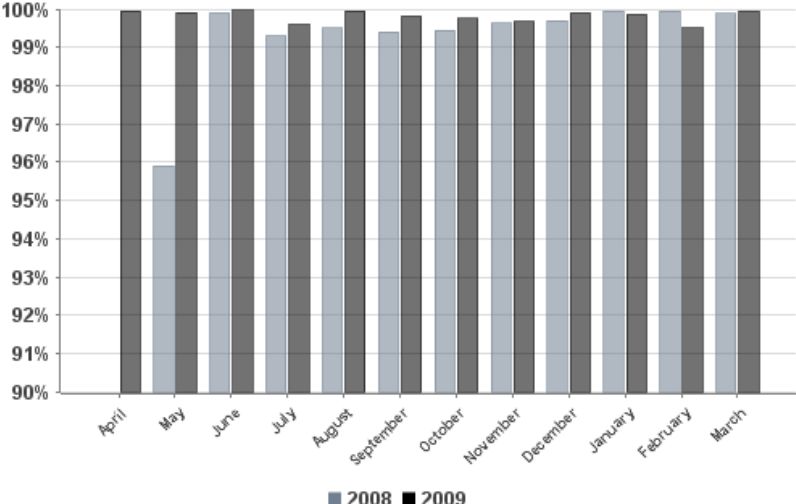
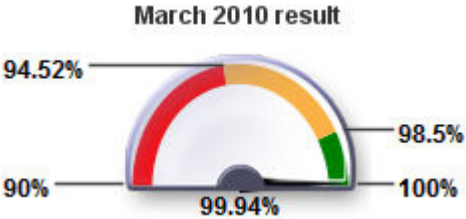
Performance Indicator & Short Term Trend	Score for compliance with Health & Safety Matrix																																								
Score for compliance with Health & Safety Matrix	<table border="1"> <caption>Compliance Scores by Month</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>0</td><td>0</td></tr> <tr><td>May</td><td>0</td><td>0</td></tr> <tr><td>June</td><td>0</td><td>0</td></tr> <tr><td>July</td><td>0</td><td>0</td></tr> <tr><td>August</td><td>0</td><td>0</td></tr> <tr><td>September</td><td>90</td><td>90</td></tr> <tr><td>October</td><td>90</td><td>90</td></tr> <tr><td>November</td><td>90</td><td>90</td></tr> <tr><td>December</td><td>90</td><td>90</td></tr> <tr><td>January</td><td>90</td><td>90</td></tr> <tr><td>February</td><td>93</td><td>93</td></tr> <tr><td>March</td><td>93</td><td>93</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April	0	0	May	0	0	June	0	0	July	0	0	August	0	0	September	90	90	October	90	90	November	90	90	December	90	90	January	90	90	February	93	93	March	93	93	<p>March 2010 result</p> <p>93%</p>
Month	2008 (%)	2009 (%)																																							
April	0	0																																							
May	0	0																																							
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December	90	90																																							
January	90	90																																							
February	93	93																																							
March	93	93																																							
Latest Update	<p>Analysis - A number of City Solicitor, Head of Procurement and City Chamberlain Officers are actively addressing outstanding risk assessments. Staff are being trained to undertake Risk Assessments and resources from the Operational Support team being utilised to bring assessments up to date.</p> <p>Action - Officers to be reminded to plan risk assessments in line with due dates, and to complete paperwork for submission to the Operational Support Manager promptly.</p>																																								
Current Value	93%																																								
Target 2009/10	100%																																								

Performance Indicator & Short Term Trend	The percentage of all invoices paid within 30 calendar days (SPI)																									
The percentage of all invoices paid within 30 calendar days	 <table border="1"> <caption>Bar Chart Data: Percentage of all invoices paid within 30 calendar days</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>September</td><td>85</td><td>85</td></tr> <tr><td>October</td><td>83</td><td>83</td></tr> <tr><td>November</td><td>88</td><td>88</td></tr> <tr><td>December</td><td>89</td><td>89</td></tr> <tr><td>January</td><td>72</td><td>72</td></tr> <tr><td>February</td><td>85</td><td>85</td></tr> <tr><td>March</td><td>87.6</td><td>87.6</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	September	85	85	October	83	83	November	88	88	December	89	89	January	72	72	February	85	85	March	87.6	87.6	 <p>March 2010 result</p> <p>87.6%</p>
Month	2008 (%)	2009 (%)																								
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February	85	85																								
March	87.6	87.6																								
Latest Update	<p>Analysis - Figure for March 2010 shows an improvement of 2.5% compared with that of February's.</p> <p>Action - Staff have been reminded of the effective use of the dispute marker, and the importance of forward planning for leave periods.</p> <p>Note - This committee approved (28.01.10) the move towards a centralised Finance processing team. An advantage of which is improved performance. Team expected to be in place by end of June 2010.</p>																									
Current Value	87.6%																									
Target 2009/10	88.5%																									


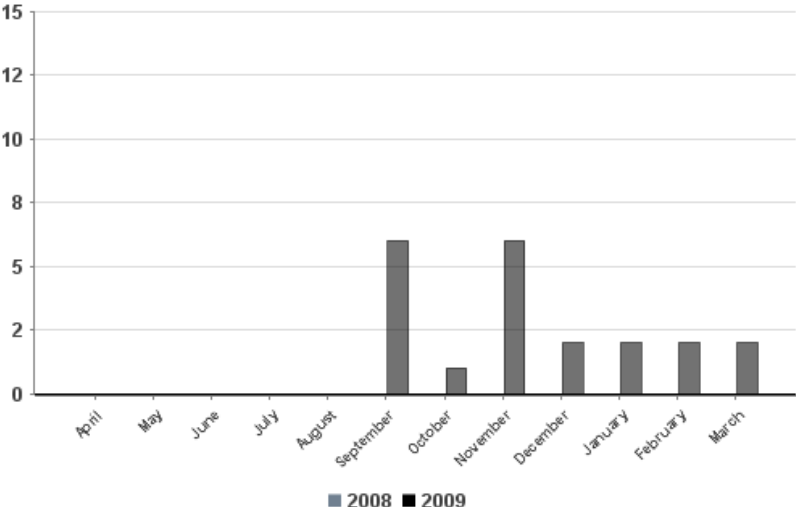
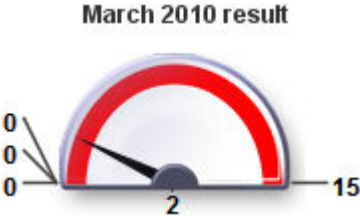
Performance Indicator & Short Term Trend	The percentage of Council Tax collected during the year, net of reliefs and rebates (SPI)																																								
% of Council Tax collected during the year, net of reliefs and rebates	 <table border="1"> <caption>Monthly Council Tax Collection (Estimated %)</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>15</td><td>16</td></tr> <tr><td>May</td><td>25</td><td>26</td></tr> <tr><td>June</td><td>34</td><td>35</td></tr> <tr><td>July</td><td>43</td><td>44</td></tr> <tr><td>August</td><td>51</td><td>52</td></tr> <tr><td>September</td><td>60</td><td>61</td></tr> <tr><td>October</td><td>69</td><td>70</td></tr> <tr><td>November</td><td>78</td><td>79</td></tr> <tr><td>December</td><td>87</td><td>88</td></tr> <tr><td>January</td><td>91</td><td>92</td></tr> <tr><td>February</td><td>93</td><td>94</td></tr> <tr><td>March</td><td>95</td><td>94</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April	15	16	May	25	26	June	34	35	July	43	44	August	51	52	September	60	61	October	69	70	November	78	79	December	87	88	January	91	92	February	93	94	March	95	94	 <p>March 2010 result</p>
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December	87	88																																							
January	91	92																																							
February	93	94																																							
March	95	94																																							
Latest Update	<p>Analysis - Our performance is down 0.5% compared to 2008/09. This is the result of the continuing affects of the economic downturn and taxpayers finding it difficult to maintain payments. The Council Tax Benefit caseload is 3% higher than last year.</p> <p>Action - We continue to pursue arrears cases using all available measures and progress is closely monitored by Management on a monthly basis.</p>																																								
Current Value	94%																																								
Target 2009/10	95%																																								


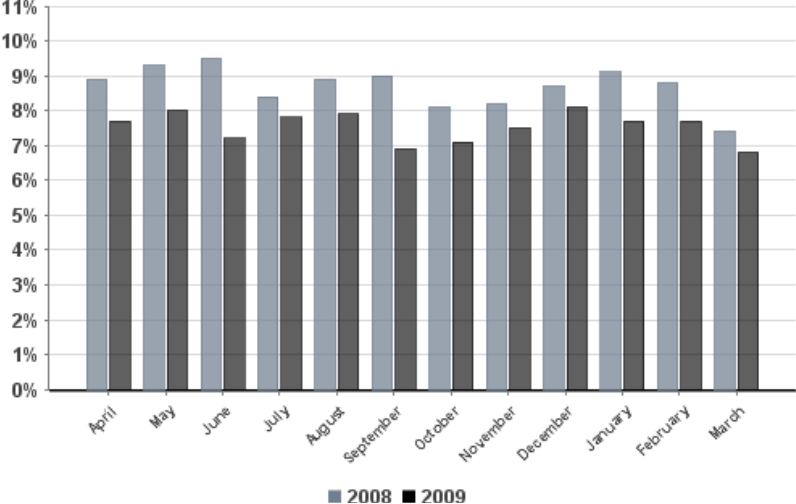

Performance Indicator & Short Term Trend	In Year Business Rates Collected																																								
In Year Business Rates Collected	 <table border="1"> <caption>In Year Business Rates Collected (Estimated Data)</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>0</td><td>2</td></tr> <tr><td>May</td><td>12</td><td>10</td></tr> <tr><td>June</td><td>20</td><td>18</td></tr> <tr><td>July</td><td>28</td><td>26</td></tr> <tr><td>August</td><td>40</td><td>38</td></tr> <tr><td>September</td><td>50</td><td>46</td></tr> <tr><td>October</td><td>65</td><td>60</td></tr> <tr><td>November</td><td>72</td><td>70</td></tr> <tr><td>December</td><td>80</td><td>78</td></tr> <tr><td>January</td><td>88</td><td>86</td></tr> <tr><td>February</td><td>95</td><td>93</td></tr> <tr><td>March</td><td>97</td><td>96.9</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April	0	2	May	12	10	June	20	18	July	28	26	August	40	38	September	50	46	October	65	60	November	72	70	December	80	78	January	88	86	February	95	93	March	97	96.9	 <p>March 2010 result</p> <p>96.9%</p> <p>93.6%</p> <p>97.5%</p> <p>100%</p> <p>0%</p>
Month	2008 (%)	2009 (%)																																							
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December	80	78																																							
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February	95	93																																							
March	97	96.9																																							
Latest Update	<p>Analysis - Performance is down 1.5% compared to 2008/09. This is due to the continual affects of the recession and £713k billed in late March 2010. In addition, a significant number of ratepayers took advantage of the deferral scheme and withheld a total of £594k.</p> <p>Action - We will continue to pursue arrears using all measures already approved by the Council and monitor progress on a monthly basis.</p>																																								
Current Value	96.9%																																								
Target 2009/10	98.5%																																								

Performance Indicator & Short Term Trend	Aberdeen City Council Website Availability	
Aberdeen City Council Website Availability		 
Latest Update	Analysis - Availability was 99.93% during the month of March 2010. Action - Endeavour to ensure website availability is kept within target level	
Current Value	99.93%	
Target 2009/10	99.9%	

Performance Indicator & Short Term Trend	Major computer application uptime	
<p>For the major computer applications critical to service delivery, the percentage of time they are available to users between 8.00am and 6.00pm</p>		
Latest Update	Analysis - Availability all above target. Action - Endeavour to ensure computer application uptime is kept within target level.	
Current Value	99.94%	
Target 2009/10	99.5%	

Performance Indicator & Short Term Trend	Helpdesk calls resolved within agreed timescales																																								
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Month	2008 (%)	2009 (%)																																							
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December	82	85																																							
January	82	84																																							
February	82	84																																							
March	83	84																																							
Latest Update	<p>Analysis - Continuing issues with the Icon Payment System resulted in 2 Priority A calls in March. Of the 3 calls logged with external suppliers, only one fixed same day. All other calls un-related, network and telecoms connectivity at various sites across the city.</p> <p>Action - Monitor priority A calls for common issues Continuing need to review processes and staffing levels for responding to all calls to improve Priority A and B call closure rates. Monitor external suppliers are fixing faults within maintenance agreements.</p>																																								
Current Value	84%																																								
Target 2009/10	82%																																								

Performance Indicator & Short Term Trend	Number of complaints received	
Number of complaints received		
Latest Update	<p>Analysis - 2 complaints received by Customer Relations Management. Within the majority of the teams, queries /requests for assistance are received but relatively few complaints. Where complaints are received they are fully investigated and responded to.</p> <p>Action - To ensure where possible complaints are responded to within corporate timescales.</p>	
Current Value	2	
Target 2009/10	0	

Performance Indicator & Short Term Trend	Rent Arrears as a % of Net amount Due (SPI)																																								
<p>Current tenant arrears as a percentage of the net amount of rent due in the year, as at the end of each rent period</p>	 <table border="1"> <caption>Rent Arrears as a % of Net amount Due (SPI)</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>9.0</td><td>7.8</td></tr> <tr><td>May</td><td>9.5</td><td>8.0</td></tr> <tr><td>June</td><td>9.8</td><td>7.2</td></tr> <tr><td>July</td><td>8.5</td><td>7.8</td></tr> <tr><td>August</td><td>9.0</td><td>8.0</td></tr> <tr><td>September</td><td>9.0</td><td>7.0</td></tr> <tr><td>October</td><td>8.2</td><td>7.2</td></tr> <tr><td>November</td><td>8.2</td><td>7.5</td></tr> <tr><td>December</td><td>8.8</td><td>8.2</td></tr> <tr><td>January</td><td>9.2</td><td>7.8</td></tr> <tr><td>February</td><td>8.8</td><td>7.8</td></tr> <tr><td>March</td><td>7.5</td><td>6.8</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April	9.0	7.8	May	9.5	8.0	June	9.8	7.2	July	8.5	7.8	August	9.0	8.0	September	9.0	7.0	October	8.2	7.2	November	8.2	7.5	December	8.8	8.2	January	9.2	7.8	February	8.8	7.8	March	7.5	6.8	 <p>March 2010 result</p> <p>0% 6.3% 7.2% 11% 6.8%</p>
Month	2008 (%)	2009 (%)																																							
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Latest Update	<p>Analysis - The arrears position of 6.8% at year end (within one % point of target) is a 0.6% improvement on 2008/09 and as such has to be viewed positively in the current economic climate. The year on year trend of a marked decrease from February to March has been repeated and a 0.9% reduction in one month is hugely admirable. This is believed to have been achieved through intensive direct contact with tenants and if it is hoped to maintain the downward trend all staff resources possible should be made available. The actual monetary value of arrears at the end of the year was approx £2.4m, down £300,000 on February, with the number of cases falling by around 1,000. However, it must be taken into consideration that not all debt can be reduced quickly. Once cases pass into the Court stage, are involved in Rent Arrears Direct or set on an agreed arrangement, the progression towards clearing that debt can be slow. For example, as things currently stand, over 43% of current debt is at some point in the court process and approx 19% is being repaid through Rent Arrears Direct with a set amount of monies being deducted directly from tenants' benefits. Only approx 38% (£900,000) of the overall debt is at the pre-court stage of standard reminders etc and within this around 15% relates to accounts where an agreed arrangement has been made with the tenant to repay.</p>																																								

From this it is clear that the majority of outstanding debt is at a stage in the recovery process where reductions cannot be made instantaneously and it is essential to remember this when looking at the possible improvements to be made in coming years. As a result, the target for 2010/11 has been reviewed and is currently set at 6.4%.


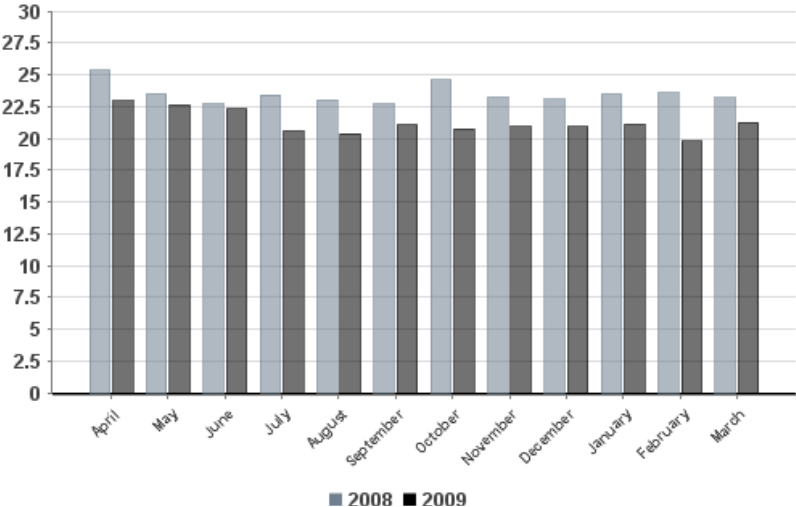

Action - We will continue to maximise collection of rent in 2010/11 by contacting tenants personally as early as possible through visits, cold calling, face to face interviews, etc and closely monitoring payment arrangements. Rent Management will work together with Estates and Homelessness to ensure tenants receive support in order to sustain their tenancies. Where cases are involved in the court process, we will continue to work with Citizens Advice, Trading Standards to ensure that tenants receive appropriate financial advice.


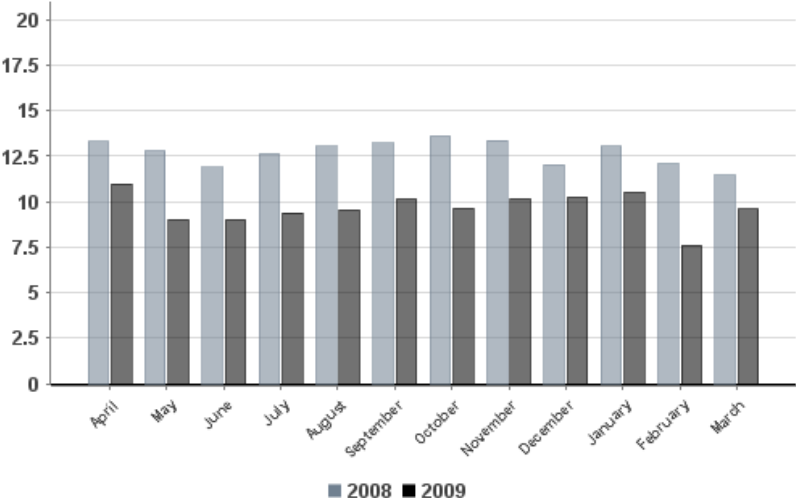
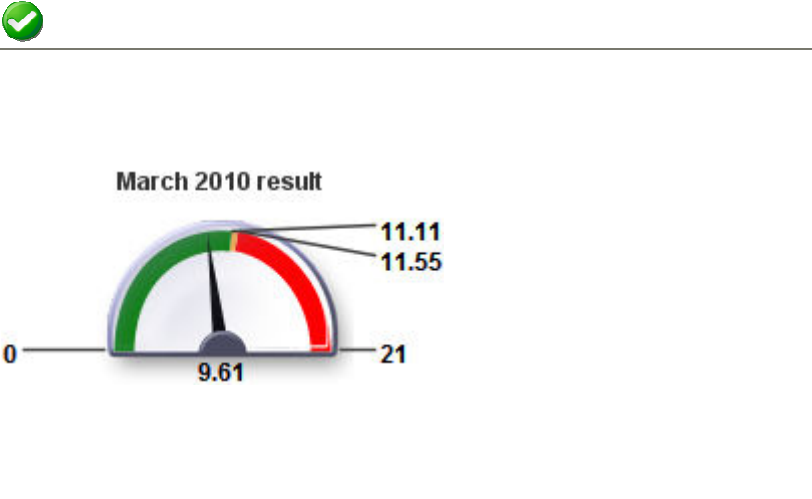
Current Value


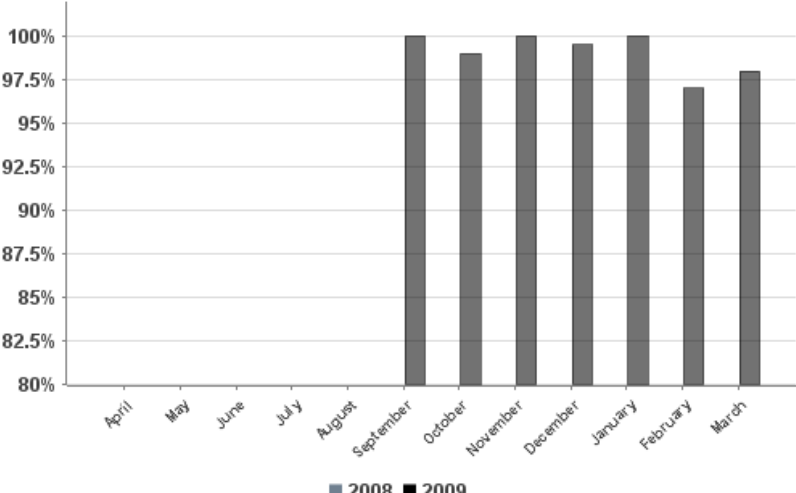

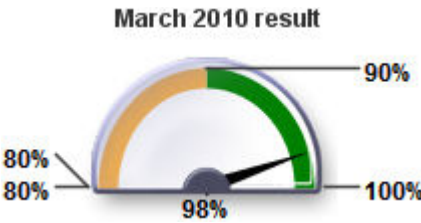
6.8%

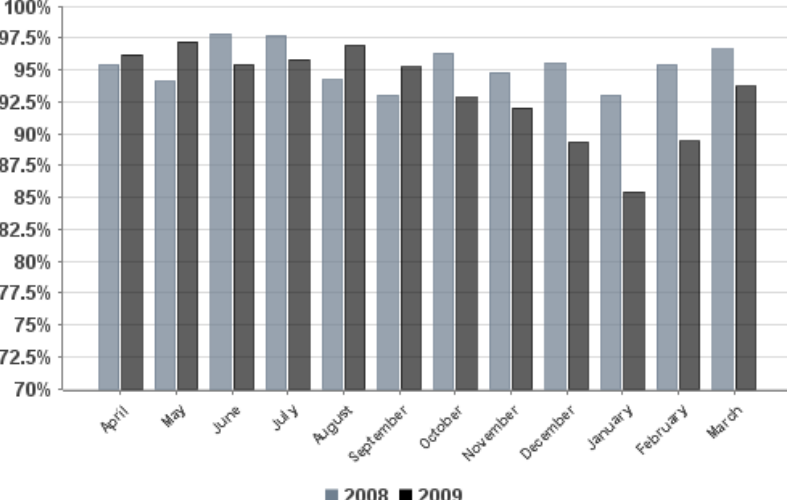

Target 2009/10


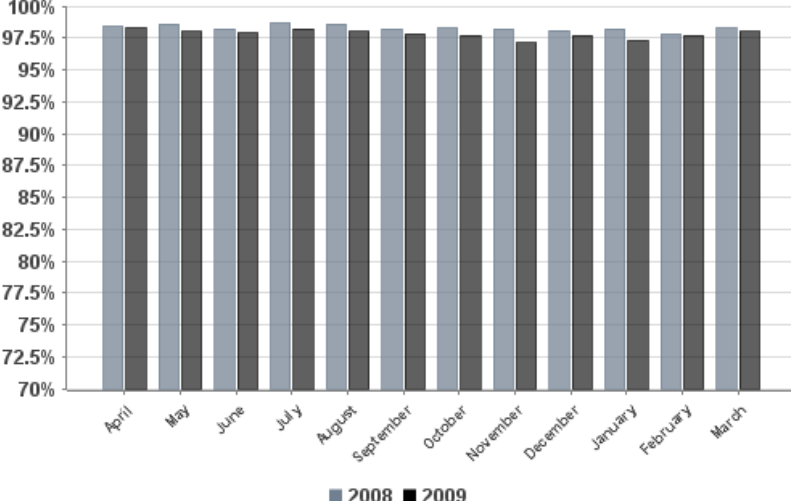


6%


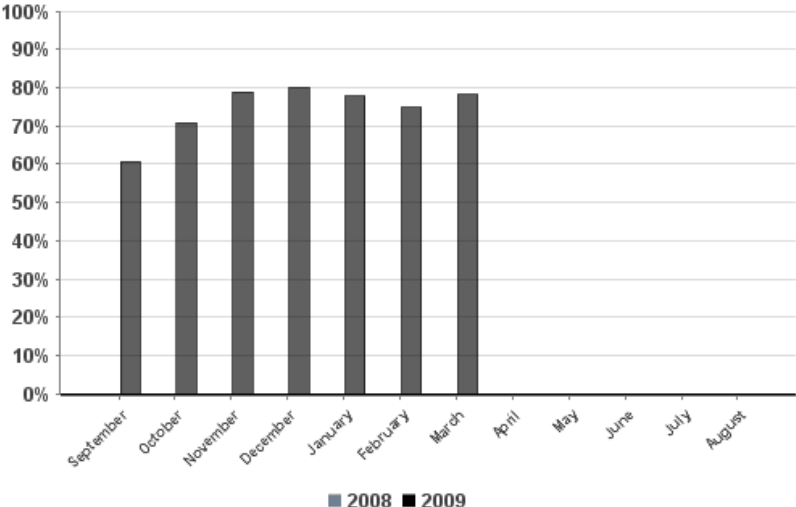

Performance Indicator & Short Term Trend	Average Number of Days to Process New Benefit Claims																																								
Average number of days to process New Benefit Claims	 <table border="1"> <caption>Estimated Data from Bar Chart</caption> <thead> <tr> <th>Month</th> <th>2008 (Days)</th> <th>2009 (Days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>25.5</td><td>23.0</td></tr> <tr><td>May</td><td>23.5</td><td>22.5</td></tr> <tr><td>June</td><td>22.5</td><td>22.5</td></tr> <tr><td>July</td><td>23.5</td><td>21.0</td></tr> <tr><td>August</td><td>23.0</td><td>20.5</td></tr> <tr><td>September</td><td>23.0</td><td>21.5</td></tr> <tr><td>October</td><td>24.5</td><td>21.0</td></tr> <tr><td>November</td><td>23.5</td><td>21.5</td></tr> <tr><td>December</td><td>23.5</td><td>21.5</td></tr> <tr><td>January</td><td>23.5</td><td>21.5</td></tr> <tr><td>February</td><td>23.5</td><td>20.0</td></tr> <tr><td>March</td><td>23.5</td><td>21.5</td></tr> </tbody> </table>	Month	2008 (Days)	2009 (Days)	April	25.5	23.0	May	23.5	22.5	June	22.5	22.5	July	23.5	21.0	August	23.0	20.5	September	23.0	21.5	October	24.5	21.0	November	23.5	21.5	December	23.5	21.5	January	23.5	21.5	February	23.5	20.0	March	23.5	21.5	 <p>March 2010 result</p> <p>23.23 24.15 0 21.26 30</p>
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Latest Update	Analysis - This is the Year End performance figure for 2009/10 which shows target met. Action - Continue to monitor to ensure targets are met for future.																																								
Current Value	21.26																																								
Target 2009/10	23																																								

Performance Indicator & Short Term Trend	Average Number of Days to Process Change of Circumstances																																								
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Latest Update	Analysis - This is the Year End performance figure for 2009/10 which shows target met. Action - Continue to monitor to ensure targets are met for future.																																								
Current Value	9.61																																								
Target 2009/10	11																																								

Performance Indicator & Short Term Trend	% of success in dealing with written queries and complaints within 15 working days																																								
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December	99	100																																							
January	100	100																																							
February	97	97																																							
March	98	98																																							
Latest Update	<p>Analysis – Out of the number of complaints and enquiries received during March, only 3 enquiries did not meet the 15 working day timescale. However, these have now either been resolved or letters/communications have been made to the customers in a bid to bring matters to a close.</p> <p>Action - Ensure response is given and corporate deadlines are adhered to.</p>																																								
Current Value	98%																																								
Target 2009/10	95%																																								

Performance Indicator & Short Term Trend	% of calls answered within target time - Corporate Contact Centre	↑																																							
Percentage of calls answered within target time - Corporate Contact Centre	 <table border="1"> <caption>Monthly Performance Comparison (2008 vs 2009)</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>95.5</td><td>96.5</td></tr> <tr><td>May</td><td>94.0</td><td>97.0</td></tr> <tr><td>June</td><td>97.5</td><td>95.5</td></tr> <tr><td>July</td><td>97.5</td><td>96.0</td></tr> <tr><td>August</td><td>94.5</td><td>97.0</td></tr> <tr><td>September</td><td>93.0</td><td>95.5</td></tr> <tr><td>October</td><td>96.5</td><td>93.0</td></tr> <tr><td>November</td><td>94.5</td><td>92.0</td></tr> <tr><td>December</td><td>95.5</td><td>89.5</td></tr> <tr><td>January</td><td>93.0</td><td>85.5</td></tr> <tr><td>February</td><td>95.5</td><td>89.5</td></tr> <tr><td>March</td><td>96.5</td><td>93.7</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April	95.5	96.5	May	94.0	97.0	June	97.5	95.5	July	97.5	96.0	August	94.5	97.0	September	93.0	95.5	October	96.5	93.0	November	94.5	92.0	December	95.5	89.5	January	93.0	85.5	February	95.5	89.5	March	96.5	93.7	 <p>March 2010 result</p> <p>93.7%</p> <p>85.5%</p> <p>89.1%</p> <p>70%</p> <p>100%</p>
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Latest Update	<p>Analysis - During March, the Customer Contact Centre continued to experience a higher call volume than the same period in 2008-2009. The total volume of calls for 2009-2010 was in excess of 150,000.</p> <p>Action - Ongoing Monitoring.</p> <p>Year To Date Performance: 92.9%</p>																																								
Current Value	93.7%																																								
Target 2009/10	90%																																								

Performance Indicator & Short Term Trend	% of calls answered within target time - Switchboard																																								
Percentage of calls answered within target time - Switchboard	 <table border="1"> <caption>Percentage of calls answered within target time - Switchboard (2008 vs 2009)</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>98.0</td><td>98.0</td></tr> <tr><td>May</td><td>98.0</td><td>98.0</td></tr> <tr><td>June</td><td>98.0</td><td>98.0</td></tr> <tr><td>July</td><td>98.0</td><td>98.0</td></tr> <tr><td>August</td><td>98.0</td><td>98.0</td></tr> <tr><td>September</td><td>98.0</td><td>98.0</td></tr> <tr><td>October</td><td>98.0</td><td>98.0</td></tr> <tr><td>November</td><td>98.0</td><td>98.0</td></tr> <tr><td>December</td><td>98.0</td><td>98.0</td></tr> <tr><td>January</td><td>98.0</td><td>98.0</td></tr> <tr><td>February</td><td>98.0</td><td>98.0</td></tr> <tr><td>March</td><td>98.0</td><td>98.0</td></tr> </tbody> </table>	Month	2008 (%)	2009 (%)	April	98.0	98.0	May	98.0	98.0	June	98.0	98.0	July	98.0	98.0	August	98.0	98.0	September	98.0	98.0	October	98.0	98.0	November	98.0	98.0	December	98.0	98.0	January	98.0	98.0	February	98.0	98.0	March	98.0	98.0	  <p>March 2010 result</p>
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Latest Update	<p>Analysis - Total Calls 98.0% (98.6% external customer calls). Action - Ongoing monitoring 09/10 Overall Performance: 230,042 calls were received by the Switchboard (208,979 external customer calls, 21,063 internal employee calls). 97.8 % of all calls were answered (98.5% of external customer calls were answered).</p>																																								
Current Value	98%																																								
Target 2009/10	98.3%																																								

Performance Indicator & Short Term Trend	% of eligible staff appraised in the past year																									
% of eligible staff appraised in the past year	 <table border="1"> <caption>Data for % of eligible staff appraised in the past year</caption> <thead> <tr> <th>Month</th> <th>2008 (%)</th> <th>2009 (%)</th> </tr> </thead> <tbody> <tr> <td>September</td> <td>60</td> <td>60</td> </tr> <tr> <td>October</td> <td>70</td> <td>70</td> </tr> <tr> <td>November</td> <td>78</td> <td>78</td> </tr> <tr> <td>December</td> <td>78</td> <td>78</td> </tr> <tr> <td>January</td> <td>78</td> <td>78</td> </tr> <tr> <td>February</td> <td>75</td> <td>75</td> </tr> <tr> <td>March</td> <td>78</td> <td>78</td> </tr> </tbody> </table>	Month	2008 (%)	2009 (%)	September	60	60	October	70	70	November	78	78	December	78	78	January	78	78	February	75	75	March	78	78	 <p>March 2010 result</p>
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Latest Update	<p>Analysis - Reporting is on a 12 month rolling basis - each eligible employee is expected to be appraised at least once in a 12 month period. Each of the sections within Corporate Governance has different schedules for performing appraisals.</p> <p>Action - Heads of Service are to receive monthly the detailed report from which the indicator is derived. Heads of Service will instruct officers to document a plan for the completion of all outstanding appraisals. Officers will also be reminded to inform Staffing of dates of completed appraisals for inclusion in the reporting data.</p>																									
Current Value	78%																									
Target 2009/10	100%																									