

## APPENDIX B

### BVPI exception report

As part of Bolton Council's commitment to continuous improvement of its key services, analysis was done at the end 2006/07 to determine the BVPIs that fall within the bottom performing quartile when compared with the most up-to-date national quartile data (2005/06). Four BVPIs from the Central Departments are classed as bottom performing indicators- see below.

#### All bottom quartile indicators within the three Central Departments

BVPI	Description	Q1 outturn	Q2 outturn	Latest Projected Quartile	Comment
8	Undisputed invoices paid within 30 days	91.75%	91.32%	3rd	Training ongoing. Q2 outturn lifts performance out of the bottom quartile
10	Percentage of non-domestic rates collected	32.9%	59.77%	n/a	We are 0.15% below target at the end of September. This is mainly because of valuation changes that we have received which have affected instalments. We are still showing a 0.15% improvement on last year and expect to see further improvements as the year progresses.
156	Buildings w/facilities for people with disabilities	36.36%	39.39%	n/a	DDA improvements were commissioned in the 2nd Quarter for Horwich Resource Centre, Horwich Youth Centre and Hibbert Street Community Centre. 39 of the Council's 99 public buildings (that fall within the current definition of BVPI 156) are now DDA compliant (1991 Version of Approved Document M).
12	Sickness absence	2.35 days	2.25 days	3rd	Sickness absence is reducing on Q1 and the same period last year.

### BVPI performance

#### Quarterly monitored BVPIs projected to be in bottom quartile, Q2 2007/08

BVPI	Description	Department	Comment
14	Early retirements	Chief Executive's	Restructures within departments is generating increased voluntary early retirements. However, ill-health retirements are at a very low level, so our overall financial position to managing early retirements is robust.  This indicator has hit its Q2 target; it is still off track compared to Q2 2005/06 but has improved on Q1 performance.

**Quarterly monitored priority BVPIs that missed Q2 target, 2007/08**

<b>BVPI</b>	<b>Description</b>	<b>Department</b>	<b>Comment</b>
9	% Council Tax collected	Corporate Resources	We are slightly (0.04%) below target at the end of September, though we are still showing an improvement of 0.6% on last year.
10	Percentage of non-domestic rates collected	Corporate Resources	We are 0.15% below target at the end of September. This is mainly because of valuation changes that we have received which have affected instalments. We are still showing a 0.15% improvement on last year and expect to see further improvements as the year progresses.