



1. Progress against health of the organisation indicators

Indicator	Target	08/09 Result	Improvement Actions / Comments	Direction of travel
Progress against Equality standard level (BV2a)	Level 3	Level 3	We achieved level 3 of the Equality Standard in 08/09. On 1st April 2009 the standard was replaced by the Equality Framework which has 3 levels, our previous score makes us level 2 under the new framework. Level 3 is the highest performing and represents an 'excellent' service; we are aiming to reach level 3 of the new framework by March 2009.	● GREEN
% of disputed invoices with 30 days (BV8)	95	92.79%	Brighton & Hove City Council has been paying about 93% of supplier invoices within thirty days of receipt, which is slightly below the locally set target of 95%. Staff within Financial Services has been working on ways in which we can further improve this area of performance and address the target of paying small suppliers within 10 days of receipt of invoice. From April new reports will be produced that will focus on the length of time the Authority takes to pay suppliers, and this will include an analysis of the length of time it takes to pay small suppliers. These reports will be produced at corporate	● AMBER

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			and directorate levels. Additionally, staff from Financial Services will be working with staff across the council who are involved with the purchasing of goods or services to improve our corporate use of the Purchasing System. Correct use of the Purchasing System will benefit the Authority and its suppliers by allowing us to process invoices more quickly, as well as providing improved procurement management information.	
Absence due to Sickness, working days lost per FTE (BV12)	9.5 days	9.9 days	Work is underway to address sickness absence in the council, including: <ul style="list-style-type: none"> • Intensive training for managers • One to one coaching for managers on difficult cases • Accelerated progression of long term cases • Trialling a new way of reporting and monitoring sickness • Early intervention on cases of stress or back problems 	 AMBER
% of top paid 5% of staff who are women (BV11a)	52%	54.70%	We have exceeded our target on this indicator and we continue to well. The percentages represent 181 male employees and 207 female employees.	 GREEN

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			This BVPI is no longer required for monitoring nationally however, locally we will maintain monitoring of progress against this indicator to ensure continuous improvement. We are in discussion with HR about future target levels. This is top quartile performance (top quartile is 43.56%)	
% of top paid 5% of staff who are from an ethnic minority (BV11b)	3.5%	3.12%	This BVPI is no longer required for monitoring nationally however, locally we will maintain monitoring of progress against this indicator to ensure continuous improvement. We are in discussion with HR about future target levels. This is upper median quartile performance (top quartile starts at 4.53%)	● AMBER
% of top paid 5% of staff who have a disability (BV11c)	5.5%	3.90%	This BVPI is no longer required for monitoring nationally however, locally we will maintain monitoring of progress against this indicator to ensure continuous improvement. We are in discussion with HR about future target levels on this and other workforce targets. This is upper median quartile performance (top quartile starts at 5.49%)	● RED
% of top paid 5% of staff who are LGBT	Baseline 08/09	13.3%	This BVPI is no longer required for monitoring nationally however, locally we will maintain monitoring of progress	● AMBER

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			against this indicator to ensure continuous improvement. There is no comparison information for this indicator	
Staff declaring they meet DDA as a % of total workforce (BV16a)	5%	3.84%	This BVPI is no longer required for monitoring nationally however, locally we will maintain monitoring of progress against this indicator to ensure continuous improvement. This is upper median quartile performance (top quartile starts at 4.43%)	● RED
% of staff who are from ethnic minorities (BV 17a)	5%	4.33%	This BVPI is no longer required for monitoring nationally however, locally we will maintain monitoring of progress against this indicator to ensure continuous improvement. This is upper median quartile performance (top quartile starts at 5.2%)	● AMBER
% of buildings open to the public that are suitable and accessible to people with disabilities (BV156)	70%	70.12%	Access improvement works to bring 7 more buildings up to Grade 1 or 2 DDA standards were put in place.	● GREEN

2. How many complaints do we receive, who deals with them?

BHCC has four complaints processes which members of the public can make use of. The corporate complaint process has two stages plus Ombudsman and is easily the most used with over 2000 complaints being processed at the various stages throughout the year. This is considered to be comparable with other local authorities.

Complaints about both Children Social Care and Adult Social Care were dealt with through a statutory framework that was similar up until the end of 2008/09. Each had a three stage process and dealt with 60 and 93 complaints respectively.

How quickly do we reply to complaints?

BHCC stated aim is to reply to Stage One corporate complaints within 10 working days. Performance targets were introduced at the beginning of the year based upon comparisons with other local authorities. A target of replying to 90% of complaints within 10 working days was set.

The figures attained during the year for the whole council were an average response time of 11.1 working days with 76% being dealt with in 10 working days.

Best performing Local Authorities consistently achieve average Stage One response times of under 10 working days with 90% or more within dealt within 10 working days. The introduction of a new complaints software offering improved tracking systems coupled with regular reporting to DMTs may improve the complaints turnaround at BHCC.

How happy are people with our attempts to resolve complaints?

By looking at complaints being referred to Stage Two for further investigation where a person is unhappy with the response they receive and those handled by the Ombudsman it would appear that public satisfaction with the resolution of complaints may have improved. The proportion of complaints escalating to Stage Two has reduced from 8.5% in 2007/08 to 5.9% in 2008/09. At the same time the number of complaints investigated by the Ombudsman reduced from 68 to 60. Payments made in respect of complaints reduced from £9194.00 to £4768.50.

What are our reporting arrangements?

During 2008/09 TMT were given headline information about complaints performance for each directorate. A quarterly report was provided to each DMT which gave more detailed information on performance within each service area and highlighted any major shifts in practice or performance.

What support do Standards and Complaints provide for service teams and what effect has this had?

Teams who provide service to high numbers of residents and/or where there were unusually high levels of complaints attend regular review meetings with officers from the Standards and Complaints Team. This has enabled teams to better understand the sources of the complaints they receive and to take action to reduce the level of complaints on these issues. For example Housing Repairs and Maintenance now have a clearer picture of which trades and contractors generate complaints which they are able to take to contract meetings, Revenues undertook a review of the recovery service provided by external bailiffs and are also implementing a specific telephone advice line, Development Control have re-organised their service in such a way that it is now much easier for applicants to speak directly to a planning officer.

A key requirement of the CAA is that Local Authorities learn from and act upon customer feedback. As an organisation we need to strengthen our ability to do this in all service areas.