

Best Value Performance Indicators 2007-8 Performance v Target

KEY	
✓	Target achieved
x	Target not achieved
↑	Performance has improved compared to previous year
↔	Performance has remained static compared to previous year
↓	Performance has deteriorated compared to previous year
n/a	Not applicable

Indicator Code	Indicator Description	Performance	Target	Target Status	Improvement Direction
Corporate Health					
2a	The level of the Equality Standard for local Government to which the authority conforms in respect of gender, race and disability	Level 2	Level 2	✓	↔
2b	The quality of the authority's Race Equality Scheme (RES) and the improvements resulting from its application	100%	78%	✓	↑
8	Percentage of invoices for commercial goods and services paid by the authority within 30 days of receipt or within the agreed payment terms	94.62%	99%	x	↓

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9	Percentage of Council Tax collected by the authority during the year	97.76%	98.60%	x	↑
10	Percentage of National Non-Domestic Rates (NNDR) collected by the authority during the year	97.99%	98.90%	x	↑
11a	Percentage of top-paid 5% of authority staff who are women	26.32%	17%	✓	↑
11b	Percentage of top-paid 5% of authority staff who are from an ethnic minority	5.26%	5.5%	x	↓
11c	Percentage of top-paid 5% of authority staff who have a disability	5.26%	5.5%	x	↓
12	Number of working days lost to the authority due to sickness absence	13.69 days	7.5 days	x	↓
14	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	2.48%	0.80%	x	↓
15	Percentage of employees retiring on the grounds of ill health as a percentage of the total workforce	0.62%	0.30%	x	↓
16a	Percentage of authority employees with a disability	3.21%	4.00%	x	↑
16b	Percentage of the economically active population in the local authority area who have a disability	10.70%	10.70%	✓	↔

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17a	Percentage of authority employees from ethnic minority communities	2.93%	3.0%	x	↔
156	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to people with a disability	100%	100%	✓	↔
Housing					
64	Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	47	30	✓	↓
183b	Average length of stay in hostels accommodation of households that are unintentionally homeless and in priority need	0 weeks	0 weeks	✓	↔
202	Number of people sleeping rough on a single night within the area of the authority	7	0-10	✓	↔
213	Number of households who considered themselves as homeless, who approached the authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	107	60	✓	↓
Housing & Council Tax Benefit					
76b	Number of fraud investigators employed by the authority, per 1,000 caseload	0.18	0.19	x	n/a

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76c	Number of housing benefit and council tax benefit fraud investigations carried out by the authority per year, per 1,000 caseload	49.50	65	x	n/a
76d	Number of housing benefit and council tax benefit prosecutions and sanctions, per year, per 1,000 caseload, in the local authority area	3.01	2.75	✓	n/a
78a	Average processing time taken for all new housing and council tax benefit claims submitted to the authority	21 days	26 days	✓	↑
78b	Average processing time taken for all written notifications to the authority of changes to a claimant's circumstance that require a new decision on behalf of the authority	10 days	12 days	✓	↑
79a	Percentage of cases within a random sample for which the authority's calculation of housing and council tax benefit is found to be correct	96.8%	99.0%	x	↓
79b(i)	Amount of housing benefit overpayments recovered during the period being reported on as a percentage of deemed recoverable overpayments during that period	73.07%	76.0%	x	↓
79b(ii)	Amount of housing benefit overpayments recovered during the period as a percentage of the total amount of overpayment debt outstanding at the start of the period plus amount of overpayments identified during the period	44.3%	45.0%	x	↓
79b(iii)	Amount of housing benefit overpayments written off during the period as a total amount of overpayment debt outstanding at the	4.00%	2.14%	✓	↑

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	start of the period, plus amount of overpayments identified during the period				
Environment					
82a(i)	Percentage of household waste arisings which have been sent by the authority for recycling	15.52%	14.40%	✓	↑
82a(ii)	Total tonnage of household waste arisings which have been sent by the authority for recycling	8533.53 tonnes	8100.00 tonnes	✓	↑
82b(i)	Percentage of household waste arisings which have been sent by the authority for composting	27.88%	26.60%	✓	↑
82b(ii)	Total tonnage of household waste arisings which have been sent by the authority for composting	15330.04 tonnes	14962.00 tonnes	✓	↑
84a	Number of kilograms of household waste collected per head of the population	473.60 kgs	472.68 kgs	x	↓
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	0.46%	0.28%	✓	↑
86	Cost of household waste collection per household	£69.02	£73.13	✓	n/a
91a	Percentage of households resident in the authority's area served by a kerbside collection of recyclables	100%	100%	✓	↔

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91b	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables	100%	100%	✓	↔
199a	Proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	7.13%	2.00%	✗	↓
199b	Proportion of relevant land and highways from which unacceptable levels of graffiti are visible	0.64%	0.00%	✗	↓
199c	Proportion of relevant land and highways from which unacceptable levels of fly-posting are visible	0.00%	0.00%	✓	↔
199d	Year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	Level 3 (good)	Level 3 (good)	✓	↔
166a	Score against a checklist of best practice for Environmental Health	100%	100%	✓	↑
216a	Number of 'sites of potential concern', within the local authority area, with respect to land contamination	233	234	✗	↓
216b	Number of 'sites of potential concern' for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	4.50	5.00	✗	↓
217	Percentage of pollution control improvements to existing	88.9%	83.0%	✓	↑

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	installations completed on time				
218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	78.95%	75.00%	✓	↑
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	50.0%	50.0%	✓	↑
Planning					
106	Percentage of new homes built on previously developed land	87.64%	50.0%	✓	↑
109a	Percentage of major planning applications determined within 13 weeks	66.67%	60%	✓	↑
109b	Percentage of minor planning applications determined within 8 weeks	56.34%	65%	x	↓
109c	Percentage of 'other' planning applications determined within 8 weeks	70.61%	80%	x	↓
200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28 th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	✓	↔
200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	No	Yes	x	↓

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204	Number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	40%	30%	x	↓
205	The local authority's score against a 'Quality of Planning Services' checklist	89.0%	83%	✓	↑
Culture & Related Services					
170a	Number of visits to/usages of local authority funded or part-funded museums, per 1,000 population	186	143	✓	↑
170b	Number of those visits to local authority funded or part-funded museums that were in person, per 1,000 population	46.6	44.8	✓	↑
170c	Number of pupils visiting museums and galleries in organised school groups	585	500	✓	↓
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	0.00%	12.0%	x	↓
Community Safety & Wellbeing					
126	Domestic burglaries per year, per 1,000 households in the local authority area	6.4	6.2	x	↓
127a	Number of violent crimes per year, per 1,000 population in the local authority area	10.1	9.27	x	↓

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127b	Number of robberies per year, per 1,000 population in the local authority area	0.4	3.0	✓	↑
128	Number of vehicle crimes per year, per 1,000 population in the local authority area	7.4	7.9	✓	↑
174	Number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	0.86	0.00	✗	↓
175	Percentage of racial incidents reported to the local authority that resulted in further action	100%	100%	✓	↔
225	Score against a list of 'Actions against Domestic Violence'	63.6%	81.8%	✗	↓
226a	Total amount spent by the local authority on advice and guidance services provided by external organisations	£66,000	£66,000	✓	↓
226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS quality mark at 'general help' level and above	95%	95%	✓	↑
226c	Total amount spent on advice and guidance services in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	£152,934	£152,934	✓	↓