

Performance Indicators for Improvement 2005/2006

Low Performing Indicators

BV011a – *The percentage of top 5% of earners that are women – (Central Resources)*

Although this indicator met the organisational target the figure has decreased from the previous period 2003/04 and has fallen from the below average to the bottom quartile.

BV011b – *The percentage of top 5% earners from black and minority ethnic communities – (Central Resources)*

The performance of this indicator has decreased from 2003/04 and also failed to meet the organisational target set. This decrease in performance has resulted in a decline from the below average quartile to the bottom quartile.

BV017a – *Percentage of Local Authority employees from minority ethnic communities – (Central Resources)*

This indicator has failed to meet the organisational target and has also decreased in performance from the previous period 2003/04 resulting in a decline in quartile performance to the bottom quartile.

BV017b – *Percentage of economically active minority ethnic community population – (Central Resources)*

This indicator met the organisation target, however this was set at zero. The indicator is currently performing well under the National Average and has remained static from the previous year.

BV076c – *Housing Benefit Security: Number of fraud investigations, per 1,000 caseload (Central Resources)*

The performance of this indicator has decreased from 2003/04 and is below the required target and far below the National Average (2003/04). This is a relatively new indicator and monitoring performance may reveal trends.

BV076d – *Housing Benefit Security: Number of prosecutions and sanctions, per 1,000 caseload (Central Resources)*

Although this has improved year on year, the end of year figure has fallen below the operational target and the National Average (2003/04). Again, this is a relatively new indicator and monitoring performance may reveal trends.

BV082a – *Percentage of the total tonnage of household waste arising, which has been recycled (Community Services)*

This indicator performed well in 2003/04 falling in the above average quartile. However, this indicator's performance has decreased from the previous year and failed to meet both the operational target and the National Average.

BV082b – Percentage of the total tonnage of household waste arising, which has been composted (Community Services)

This figure has remained constant for the last 5 years, with Wear Valley falling into the bottom quartile. Processes have now been implemented to improve performance and this indicator should remain on the quarterly reporting system to demonstrate tangible improvements.

BV84 – Number of Kilograms of household waste collected per head (Community Services)

During the period 2003/04 Wear Valley emerged in the above average quartile. However, for the period 04/05 the figures represented the below average quartile. This indicator is directly linked to BV082a and should be jointly monitored.

BV109b - Percentage of minor applications determined within 8 weeks – (Regeneration)

During 2003/04 this indicator appeared in the top quartile. For 2004/05 the indicator has fallen to below average and failed to meet the operational target. The drop in performance for this indicator may be attributed to employee shortages. It is therefore essential that this indicator be monitored to ensure the anticipated improvements are met once the resource issue has been addressed.

BV109c - Percentage of other applications determined within 8 weeks – (Regeneration)

During 2003/04 this indicator appeared in the top quartile. For 2004/05 this indicator dropped to the bottom quartile and failed to meet the operational target. This drop in performance for this indicator may be attributed to employee shortages. It is therefore essential that this indicator be monitored to ensure the anticipated improvements are met once the resource issue has been addressed.