



















Best Value Performance Indicators - 1 April 2006 to 31 March 2007

Chapter 5

BVPI No.	Description	Actual 2005/06	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Improved on last year?	Trend over 3 years	Secured Top 25%	Explanation, reasons and actions
2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	2	2	2		Yes	x	→	N/A	It is a large step between Level 2 and Level 3, and it was anticipated that this would take at least 2 years to achieve.
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	53%	84%	75%		Yes	✓	↗	✓	A significant amount of work has been undertaken to enable us to comply with more actions in the checklist. In addition, services are becoming more aware of the diverse needs of the community they serve, and are seeking to meet those needs.
8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	87.42%	90.27%	95.00%		No	✓	↗	x_B	Performance has improved since last year due principally to the undertaking of a CPI project to drive improvement.
9	The percentage of council tax collected by the Authority in the year	97.69%	97.24%	98.70%		No	x	↘	x_B	Performance is slightly down on previous year's performance due to unexpected staffing resources.
10	The percentage of national non-domestic rates collected in-year	96.61%	96.69%	97.30%		No	✓	↗	x_B	Performance has improved slightly on previous year's performance as we have resources dedicated to recovery.
11a	Percentage of top-paid 5% of staff who are women	30.77%	25.00%	28.00%		No	x	↘	x	There has been a slight downturn in terms of performance. This can be attributable to existing employees leaving or new employees joining the authority and the fact that there have been more male senior appointments.
11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	3.85%	3.57%	1.98%		Yes	x	↘	✓	Although there has been a slight downturn in terms of performance it still remains within top quartile.







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11c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	3.85%	3.57%	3.00%		Yes	x		x	There has been a slight downturn in terms of performance. This can be attributable to existing employees leaving or new employees joining the authority.
12	The number of working days/shifts lost to the Authority due to sickness absence	12.24	11.09	11.50		Yes			x_B	Performance has improved due principally to the Managing Attendance at Work Policy and Procedure being revised and the devolvement of the management of short-term sickness to line managers.
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	1.50%	0.23%	1.04%		Yes			x	Performance has improved due to a review of the criteria applied for early retirement applications, which has reduced the number of early retirement applications approved.
15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.00%	0.00%	0.00%		Yes				Performance has remained constant and within top quartile.
16a	The percentage of local authority employees with a disability	1.60%	3.27%	1.86%		Yes			x	Performance has improved due to changes in workforce composition. The Equalities Survey results show an increase in the number of employees with a disability.
16b	The percentage of the economically active population in the local authority area who have a disability	18.16%	18.16%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
17a	The percentage of local authority employees from ethnic minority communities	0.6%	0.9%	0.7%		Yes			x	Performance has improved due principally to the changes in workforce composition.






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17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	1.6%	0.9%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	22.22%	23.53%	30.00%		No	✓	↗	N/A	The performance has increased due to the closure of Wood Street Communal Room.
63	The average SAP rating of local authority-owned dwellings	65	66	66		Yes	✓	↗	x	There has been a slight improvement in performance. The Council completed a public sector stock condition survey in 2005, which incorporated an energy efficiency element as part of the overall study.
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	6	0	0		Yes	x	↘	x _B	This area has been given greater emphasis and an action plan developed to improve performance.
66a	Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings	97.54%	97.52%	97.60%		No	x	↘	x	Performance has remained steady against the previous years performance figures.
66b	Percentage of local authority tenants with more than seven weeks of (gross) rent arrears	5.12%	4.93%	5.50%		Yes	✓	↗	x	Performance has improved due to the introduction of a new rent arrears system and policy. Our current performance ranks the Authority 3rd in the North East Housemark Club (out of 16 reporting organisations).
66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	15.38%	15.96%	17.50%		Yes	x	↘	x	Performance has altered only slightly, less than one notice per week, given that there are over 4270 tenancies.









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66d	Percentage of local authority tenants evicted as a result of rent arrears	0.53%	0.49%	0.50%		Yes	✓	↗	x _B	The rate of evictions remains in line with last year's performance, with a slight drop of 2 evictions seen. This is due to the pro-active work undertaken by the team with tenants in negotiating repayment agreements, debt advice and repayment of monies owed.
164	Does the Authority follow the Commission for Racial Equality's code of practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords'?	Yes	No	Yes		No	x	↘	N/A	The CRE Code is a self assessment, and work will continue to ensure this target is met.
184a	The percentage of local authority dwellings which were non-decent at the start of the financial year	46%	46%	38%		No	x	→	x _B	Stock condition database has been updated during the year which has led to the data becoming more accurate. Properties that were potentially non-decent have now become non-decent which has a detrimental effect on the overall non-decent percentage.
184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	-109.0%	0%	19.8%		No	✓	↗	x _B	As explained in BVPI No 184a
212	Average time taken to re-let local authority housing	36	38	32		No	x	↘	x	Performance is below target due to staffing resources.








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183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	0.79 week	1.50 weeks	3 weeks		Yes	x		x	Within Chester le Street there is no supported living accommodation or alternative temporary accommodation for families who are experiencing homelessness therefore B&B accommodation is the only option. We attempt to make decisions on homelessness applications as quickly as possible to enable people to move from B&B accommodation.
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0.00	0.00	3 weeks		Yes	✓		✓	Performance remains constant and within top quartile. We have not temporarily accommodated anyone in refuges or hostels as this is rarely accepted by homeless families.
202	The number of people sleeping rough on a single night within the area of the authority	4	5	0-10		Yes	x		x_B	The figure is an estimate and we are currently within target. Historically we have not had a high problem with rough sleepers and we rely on information provided on the last rough sleeper count.
203	The percentage change in the average number of families placed in temporary accommodation	-48.68%	-65.84%	-9.00%		Yes	✓		✓	Performance has improved and is within top quartile. We have dramatically reduced the number of people in Non Secure Tenancies and they are no longer used to rehouse Homeless Applicants in Priority Need.




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213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	2	4	0.8		Yes	✓	↗	✗	Performance has improved. We have continued to expand our prevention methods and have a dedicated resource to preventing homelessness.
214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	0.00%	2.44%	0.00%		No	✗	↘	✗	Performance is below target. We have continued to raise our awareness into early intervention to prevent homelessness and repeat homelessness.
76a	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload	549.55	564.81	450.66		Yes	✓	↗	N/A	Performance has improved as we have resources dedicated to visiting customers.
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.39	0.39	0.39		Yes	✗	→	N/A	N/A
76c	The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload	57.68	48.80	58.00		No	✗	↘	N/A	Performance is below target due to unexpected staffing resources.
76d	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	4.09	5.98	5.10		Yes	✓	↗	N/A	More emphasis has been placed on obtaining sanctions. Cases are risk assessed and only cases where investigators feel a sanction can be obtained are actually investigated. This is a better use of Investigators time.
78a	The average processing time taken for all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	24.4	25.6	23.0		No	✗	↘	✗	Performance is slightly below target.






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78b	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf of the Authority	7.4	6.9	7.0		Yes	✓	↗	✓	Performance has improved compared to last year, and remains within top quartile.
79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct	99.60%	99.60%	99.00%		Yes	✗	→	✓	Improved accuracy checking and audit controls have ensured that accuracy of processing has improved and is maintaining top quartile performance. A recent internal audit report confirmed that our controls and procedures are 'strong' in relation to Benefit performance.
79b(i)	The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	38.37%	112.48%	40.00%		Yes	✓	↗	✓	We have a dedicated resource for overpayment recovery. It is fair to assume that debt is addressed and progressed timely. Performance against target is greatly improved.
79b(ii)	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year	12.57%	70.99%	13.00%		Yes	✓	↗	✓	As we have a dedicated resource for overpayment recovery, debt is addressed and progressed timely. Performance against target is greatly improved.


























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79b(iii)	Housing Benefit overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year	4.24%	1.94%	4.00%		Yes	✓	↗	N/A	The amount of debt written off has reduced compared with last year's performance. However, we believe this shows an improved performance. Debt is managed and progressed much more effectively, with a dedicated overpayment resource which has reduced the requirement to write off. Old debt is managed much more effectively and is written off where appropriate.
82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	16.87%	17.08%	25.00%		No	✓	↗	x	The overall recycling performance when BV82a(i) and BV82b(i) are added together is 24.66% which is slightly under the 25% target set. We are continuing to work with Premier Waste and the waste partnership to try and promote the kerbside scheme and increase participation.
82a(ii)	Total tonnage of household waste arisings sent by the Authority for recycling	3611.39	3683.57	5178.34		Yes	✓	↗	x _B	The overall recycling performance when BV82a(ii) and BV82b(ii) are added together is 5317.60, therefore the target has been achieved.
82b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	6.62%	7.58%	25.00%		No	✓	↗	x	As explained in BVPI No 82a(i)
82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	1416.76	1634.03	5178.34		Yes	✓	↗	x	As explained in BVPI No 82a(ii)






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84a	Number of kilograms of household waste collected per head of the population	402.4	405.45	412.46		Yes	x		x	The amount of waste collected per head has increased slightly but is still within the 2.5% growth target. We have kept the amount of waste collected per household to within the target level.
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-4.05%	0.76%	2.50		Yes	x		x	As explained in BVPI No 84a
86	Cost of household waste collection per household	£39.29	£39.34 (Estimated figure)	£39.52		Yes	x			The target has been exceeded with costs remaining consistent with last year.
91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables (one recyclable)	100.0%	100.0%	100.0%		Yes				Performance is consistent with last year and remains within top quartile. All residents are served by kerbside collection of recyclables.
91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100.0%	100.0%	100.0%		Yes				As explained in BVPI No 91a
199a	The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	8%	7.0%	7.5%		Yes				Our performance has continued to improve throughout the year and we have exceeded our target for the year.
199b	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	2%	5%	2%		No	x		x_B	This year's target has not been achieved. It may be that the areas surveyed during last year did not provide an accurate representation of graffiti levels throughout the district and the target set was therefore not achievable.
199c	The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	0%	0%	0%		Yes				N/A




















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199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	Not required	Not required	N/A	N/A	N/A	N/A	N/A	N/A	DEFRA will produce the performance figure based on information inputted onto the Flycapture database.
166a	Score against a checklist of best practice for: (a) Environmental Health	70.0%	100.0%	80.0%		Yes	✓	↗	✓	Performance has improved and is within top quartile. A number of new procedures have been introduced to comply with the BVPI including a new request for service procedure and a customer satisfaction scheme.
216a	Number of 'sites of potential concern' in the local authority area with respect to land contamination	11	11	11		Yes	N/A	→	N/A	Improving performance in this area is a service priority for 2007/8 and an action plan is being developed.
216b	Number of sites 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'	0%	9%	N/A	N/A	N/A	✓	↗	✓	As explained in BVPI No 216a.
217	Percentage of pollution control improvements to existing installations completed on time	0%	100%	0		Yes	✓	↗	✓	Performance has improved. All installations that are currently permitted were reviewed and permits revised and reissued. An inspection programme is scheduled for 2007/8.
218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	90.60%	99.47%	92.00%		Yes	✓	↗	✓	The investigation of reports of abandoned vehicles has been given a high priority. We have a dedicated resource which has enabled us to achieve this high level of performance.
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	100.00%	100.00%	100.00%		Yes	✓	↗	✓	As explained in BVPI No 218a.









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106	Percentage of new homes built on previously developed land	99.34%	90.11%	65.00%		Yes				Target performance is good. The policy of giving priority to the release of brownfield sites in the early years of the local plan is likely to result in more greenfield sites being developed at the end of the plan period (2006). The large Greenfield allocations in the local plan such as Newfield Farm, have yet to receive planning permission.
109a	Percentage of major applications determined within 13 weeks	66.66%	87.50%	70.00%		Yes				Performance has continued to improve and be within top quartile due to: increased officer emphasis on importance of effective performance management; more effective use of delegated powers; increased appreciation amongst planning committee members of importance of effective performance management; and greater staffing resources being applied.
109b	Percentage of minor applications determined within 8 weeks	84.54%	92.41%	80.00%		Yes				As explained in BVPI No 109a.
109c	Percentage of 'other' applications determined within 8 weeks	93.71%	95.40%	90.00%		Yes				As explained in BVPI No 109a.
200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes		Yes			N/A	Performance has remained constant. A revised and updated LDS was agreed and submitted to GONE in March 2007.








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200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	No	No	Yes		No	x	↘	N/A	Target has not been achieved due to staffing resources.
200c	Did the local Planning Authority publish an annual report by 31st December each year?	Yes	Yes	Yes		Yes	✓	↗	N/A	Performance has remained constant. An annual monitoring report was submitted to GONE on 22 December 2006.
204	The 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	33.3%	12.5%	<30.0%		Yes	✓	↗	✓	Improved performance can largely be attributed to Officers taking a more robust approach to refusals of planning permission, ensuring such decisions are only taken where it is considered a particular proposal would be likely to cause serious harm.
205	The local authority's score against a 'quality of planning services' checklist	83.3%	100.0%	100.0%		Yes	✓	↗	✓	Achievement of 100% has been due to the adoption of a Multi Disciplinary Approach to Major Development Proposals. This has ensured the service meets all recommended criteria on the checklist.
219a	Total number of conservation areas in the local authority area	2	2	2		Yes	N/A	→	N/A	N/A
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	50.00%	100%	100.00%		Yes	✓	↗	✓	Target has been achieved and consultants appointed from planning delivery grant funding.
219c	Percentage of conservation areas with published management proposals	0.00%	100%	100.00%		Yes	✓	↗	✓	As explained in BVPI No 219b.
126a	Domestic burglaries per 1,000 households in the Local Authority area	8.6	7.06	8.47		Yes	✓	↗	x	Target has been exceeded as we have seen a reduction in domestic burglaries.



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127a	Violent crime per 1,000 population in the Local Authority area	17.0	17.86	16.67		No	x	↘	x	Target has not been achieved. The adoption of the National Crime Recording Standards (NCRS) by all police forces has impacted on crime statistics. The Home Office now recognises that the NCRS has inflated recorded crime figures and work has been commissioned to analyse the extent of the impact and identify solutions.
127b	Robberies per 1,000 population in the Local Authority area	0.5	0.47	0.47		Yes	✓	↗	x	Target has been achieved.
128	The number of vehicle crimes per 1,000 population in the Local Authority area	7.6	6.35	6.44		Yes	✓	↗	✓	Target has been exceeded and is within top quartile.
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	1.87	5.64	3.00		No	x	↘	N/A	Target has not been achieved. This year has seen an increase in racial incidents reported to the authority.
175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100.00%	100.00%	100.00%		Yes	✓	↗	✓	Target has been achieved.
225	Actions against domestic violence. The percentage of questions from a checklist to which a local authority can answer 'yes'.	36.4%	45.5%	100.0%		No	✓	↗	N/A	Performance is below target. We now have a Domestic Violence Coordinator in Chester le Street and Durham to assist with the provision of services within CLS. We hope to assess and increase the options to victims of Domestic Violence.
226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£75,384.99	£75,384.99	£75,384.99		Yes	N/A	N/A	N/A	Spend has remained constant as there has been no growth in budgets for funding of external agencies.









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226b	Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above	0.00%	50.27%	50.27%		Yes	✓	↗	N/A	Spend has increased as CAB were awarded Quality Mark from April 2006.
226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	£529,676.67	£530,471.19	£530,471.19		Yes	N/A	N/A	N/A	This is the same amount of time as last year however the amount differs to reflect increase in salaries. There is no change in services provided therefore no change in amount spent.


User Satisfaction Performance Indicators 2006/07

Chapter 5

BVPI No.	Description	Actual 2003/04	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Improved from 2003/04?	Trend	Secured Top 25%	Explanation, reasons and actions
3	Satisfaction overall	52.00%	54.00%	61.00%		No	✓	↗	✗	Satisfaction has improved since 2003/04. Our level of satisfaction is above the average for Mets and Unitary Council's across the county.
4	Satisfaction with complaint handling	31.00%	30.00%	30.00%		Yes	✗	↘	✗ _B	Satisfaction has decreased slightly. All identified actions established as part of the corporate planning system were achieved. This has ensured that we had a fully embedded complaints system.
74a	Satisfaction with overall service provided by landlord	78.00%	73.00%	78.00%		No	✗	↘	✗ _B	We have seen a slight decrease in satisfaction since 2003/04.
74b	Satisfaction with overall service provided by landlord for BME groups	50.00%	50.00%	78.00%		No	✗	→	✗ _B	Satisfaction has remained the same in comparison to 2003/04.
74c	Satisfaction with overall service provided by landlord for Non-BME groups	78.00%	73.00%	78.00%		No	✗	↘	✗ _B	Satisfaction has decreased since 2003/04. The sample size comparison can attribute to the slight decrease in satisfaction. Tenants aspirations and expectations continue to increase and this can be reflective in this figure.
75a	Satisfaction with opportunities for participation	58.00%	68.00%	63.00%		Yes	✓	↗	✗	We have continued to involve and consult with our Tenants on a larger scale allowing them to participate in the way we deliver our housing service, and this is reflected in the positive increase in satisfaction in this area.
75b	Satisfaction with opportunities for participation for BME groups	100.00%	100.00%	60.00%		Yes	✓	↗	✓	A 100% satisfaction with opportunities for participation of B.M.E Tenants has been recorded.
75c	Satisfaction with opportunities for participation for Non-BME groups	58.00%	68.00%	63.00%		Yes	✓	↗	✗	We have seen an increase in satisfaction with opportunities for participation of Non-B.M.E Tenants. We continue to engage and offer more opportunities for Tenants to engage with the Housing Service, through working groups, Tenant Reference Group, the LSVT process etc.











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BVPI No.	Description	Actual 2003/04	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Improved from 2003/04?	Trend	Secured Top 25%	Explanation, reasons and actions
80a	Satisfaction with the Benefit Service - Contact with the office	80.00%	82.00%	85.00%		No	✓	↗	✗	Satisfaction has improved since 2003/04. The service is continually improving and is aiming for top quartile in all performance areas.
80b	Satisfaction with the Benefit Service - Service in the office	83.00%	81.00%	86.00%		No	✗	↘	✗	Satisfaction has decreased since 2003/04. The service is continually striving to improve and is aiming for top quartile in all performance areas.
80c	Satisfaction with the Benefit Service - Telephone service	77.00%	81.00%	80.00%		Yes	✓	↗	✓	Satisfaction has improved since 2003/04. The service is continually striving to improve and is aiming for top quartile in all performance areas.
80d	Satisfaction with the Benefit Service - Staff in the office	82.00%	81.00%	86.00%		No	✗	→	✗	Satisfaction has remained constant since 2003/04. The service is continually striving to improve and is aiming for top quartile in all performance areas.
80e	Satisfaction with the Benefit Service - Forms	63.00%	62.00%	65.50%		No	✗	→	✗	Satisfaction has remained constant since 2003/04. The service is continually striving to improve and is aiming for top quartile in all performance areas.
80f	Satisfaction with the Benefit Service - Speed of service	73.00%	79.00%	78.00%		Yes	✓	↗	✓	Satisfaction has improved since 2003/04 and speed of processing is now monitored weekly. The service is continually striving to improve and is aiming for top quartile in all performance areas.
80g	Satisfaction with the Benefit Service - Overall satisfaction	79.00%	82.00%	84.00%		No	✓	↗	✗	Satisfaction has improved since 2003/04. Many service improvements have been achieved since the last survey and this is reflected in the overall percentage of customer satisfaction.
89	Satisfaction with cleanliness	52.00%	68.00%	60.00%		Yes	✓	↗	✓	Satisfaction has improved mainly as a result of introducing zones throughout the district which have dedicated staff working in them.

User Satisfaction Performance Indicators 2006/07

Chapter 5

BVPI No.	Description	Actual 2003/04	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Improved from 2003/04?	Trend	Secured Top 25%	Explanation, reasons and actions
90a	Satisfaction with waste collection	87.00%	83.00%	75.00%		Yes	x		x	Satisfaction has decreased since 2003/04. Informal feedback from customers would suggest that the main reason for dissatisfaction is having to pay a £5.00 charge for the civic amenities collection service.
90b	Satisfaction with waste recycling (local facilities)	74.00%	64.00%	73.00%		No	x		x_B	Satisfaction has decreased since the last survey. Residents feel that the council should be providing recycling facilities for a wider range of items, particularly card and plastic, as well as providing a separate bin for green waste collections.
111	Satisfaction with the Planning service by those making a planning application	76.00%	85.00%	80.00%		Yes	✓		✓	Satisfaction has improved due to; meeting of core BVPI 109 targets hence customers get quick decision; staff focus on customer care approach; improved committee procedures, including Member debate hence customers feel their view has been listened too; Improved use of IT, allowing increased range of options for service interaction.
119a	Satisfaction with cultural and recreational activities - Sports/leisure facilities	56.00%	65.00%	60.00%		Yes	✓		✓	The increase in satisfaction levels may be attributable to the recent investment, especially the pool hall refurbishment at the leisure centre.
119e	Satisfaction with cultural and recreational activities - Parks & open spaces	65.00%	78.00%	78.00%		Yes	✓		✓	Satisfaction levels have improved since 2003/04.

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10
Corporate Health	2a	2	N/A	N/A	N/A	3	3	4
	2b	84%	73	42	57	89%	95%	100%
	8	90.27%	97.30	92.20	93.70	95.00%	97.50%	98.00%
	9	97.24%	98.53	97.40	97.84	98.80%	99.00%	99.00%
	10	96.69%	99.30	98.40	98.69	97.90%	98.20%	98.50%
	11a	25.00%	31.25	18.79	25.15	31.00%	32.00%	33.00%
	11b	3.57%	3.37	0.00	1.88	2.50%	3.00%	3.37%
	11c	3.57%	5.91	0.00	3.28	3.00%	4.00%	5.00%
	12	11.09	8.29	10.92	9.64	10.65	9.50	8.29
	14	0.23%	0.00	0.83	0.61	0.50%	0.20%	0.00%
	15	0.00%	0.00	0.42	0.29	0.00%	0.00%	0.00%
	16a	3.27%	4.37	2.13	3.69	2.50%	3.50%	4.50%
	16b	18.16%	N/A	N/A	N/A	N/A	N/A	N/A
	17a	0.9%	2.7	0.8	2.1	1.5%	2.0%	2.5%
	17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	0.9%	N/A	N/A	N/A	This indicator will be deleted from the 2007/08 collection cycle for BVPIs	

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10	
	156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	23.53%	N/A	N/A	N/A	40.00%	60.00%	75.00%
Housing	63	The average SAP rating of local authority-owned dwellings	66	69	64	66	67	N/A	N/A
	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	0	38.00	4.00	28.04	2	2	2
	66a	Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings	97.52%	98.84	97.41	97.32	97.80%	N/A	N/A
	66b	Percentage of local authority tenants with more than seven weeks of (gross) rent arrears	4.93%	3.39	7.35	6.01	5.25%	N/A	N/A
	66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	15.96%	13.55	35.81	26.32	18.00%	N/A	N/A
	66d	Percentage of local authority tenants evicted as a result of rent arrears	0.49%	0.15	0.44	0.50	0.47%	N/A	N/A
	164	Does the Authority follow the Commission for Racial Equality's code of practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords'?	No	N/A	N/A	N/A	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
	184a	The percentage of local authority dwellings which were non-decent at the start of the financial year	46%	12	39	26	38%	N/A	N/A
	184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	0%	28.9	1.6	23.1	17.0%	N/A	N/A
	212	Average time taken to re-let local authority housing	38	27	49	41	32	N/A	N/A
	183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	1.50 weeks	1.12	4.93	3.32	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
	183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0.00	0.00	18.48	11.77	3	2	1

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10
202	The number of people sleeping rough on a single night within the area of the authority	5	0	4	2	0-10	0-10	0-10
203	The percentage change in the average number of families placed in temporary accommodation	-65.84%	-17.87	22.22	8.31	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	4	5	1	18	1.6	2.4	3.2
214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	2.44%	0	4.26	3.17	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
HB/CTB								
76a	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload	564.81	N/A	N/A	N/A	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.39	N/A	N/A	N/A	0.39	0.39	0.39
76c	The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload	48.80	N/A	N/A	N/A	59.00	60.00	61.00
76d	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	5.98	N/A	N/A	N/A	7.00	8.00	9.00
78a	The average processing time taken for all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	25.6	25.5	37.8	33.5	24.0	23.0	23.0
78b	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf of the Authority	6.9	8.5	16.7	13.9	7.0	7.0	7.0
79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct	99.60%	99.00	96.80	97.56	99.10%	99.10%	99.10%

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10	
79b(i)	The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	112.48%	79.46	59.37	69.48	95.00%	95.00%	95.00%	
79b(ii)	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year	70.99%	41.22	28.35	35.10	65.00%	70.00%	75.00%	
79b(iii)	Housing Benefit overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year	1.94%	N/A	N/A	N/A	1.00%	1.00%	1.00%	
Waste & Cleanliness	82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	17.08%	21.72	14.79	18.55	16.00%	16.00%	16.00%
	82a(ii)	Total tonnage of household waste arisings sent by the Authority for recycling	3683.57	9082.98	5279.84	7361.52	3425	3425	3425
	82b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	7.58%	14.67	2.68	9.44	8.00%	8.00%	8.00%
	82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	1634.03	6048.83	933.96	3945.75	1712.00	1712.00	1712.00
	84a	Number of kilograms of household waste collected per head of the population	405.45	381.0	442.7	410.3	422.8	433.3	444.2
	84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	0.76%	-3.29	2.43	-0.24	-4.01%	-4.02%	-4.03%
	86	Cost of household waste collection per household	£39.34 (Estimated figure)	40.28	52.88	49.71	£41.40	£42.64	£43.92
	91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables (one recyclable)	100.0%	100.0	94.0	94.8	100.0%	100.0%	100.0%
91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100.0%	100.0	92.3	92.0	100.0%	100.0%	100.0%	

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10	
199a	The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	7.0%	8.0	19.0	13.7	7.0%	6.5%	6.0%	
199b	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	5%	0	4	3	4.50%	4.00%	3.50%	
199c	The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	0%	0	1	1	0%	0%	0%	
199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	Not required	N/A	N/A	N/A	N/A	N/A	N/A	
Environmental Health	166a	Score against a checklist of best practice for: (a) Environmental Health	100.0%	98.7	80.0	87.2	100.0%	100.0%	100.0%
	216a	Number of 'sites of potential concern' in the local authority area with respect to land contamination	11	N/A	N/A	N/A	8	5	5
	216b	Number of sites 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'	9%	8	1	9	9	9	9
	217	Percentage of pollution control improvements to existing installations completed on time	100%	100	85	86	100	100	100
	218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	99.47%	96.12	71.58	80.12	99.00%	99.50%	100.00%
	218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	100.00%	93.95	56.53	70.67	100.00%	100.00%	100.00%
Planning	106	Percentage of new homes built on previously developed land	90.11%	89.67	57.36	72.85	65.00%	65.00%	65.00%
	109a	Percentage of major applications determined within 13 weeks	87.50%	74.75	58.05	65.49	88.00%	88.00%	88.00%
	109b	Percentage of minor applications determined within 8 weeks	92.41%	80.39	68.60	73.73	92.00%	92.00%	92.00%
	109c	Percentage of 'other' applications determined within 8 weeks	95.40%	91.61	83.85	86.71	96.00%	96.00%	96.00%
	200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	N/A	N/A	N/A	Yes	Yes	Yes

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10	
200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	No	N/A	N/A	N/A	Yes	Yes	Yes	
200c	Did the local Planning Authority publish an annual report by 31st December each year?	Yes	N/A	N/A	N/A	This indicator will be deleted from the 2007/08 collection cycle for BVPIs			
204	The 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	12.5%	25.0	36.1	30.6	25.0%	25.0%	25.0%	
205	The local authority's score against a 'quality of planning services' checklist	100.0%	94.4	83.3	88.9	100.0%	100.0%	100.0%	
Culture & Related Services	219a	Total number of conservation areas in the local authority area	2	N/A	N/A	N/A	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
	219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	100%	26.00	0.00	19.87	100.00%	100.00%	100.00%
	219c	Percentage of conservation areas with published management proposals	100%	5.50	0.00	8.04	This indicator will be deleted from the 2007/08 collection cycle for BVPIs		
Community Safety & Well-Being	126a	Domestic burglaries per 1,000 households in the Local Authority area	7.06	5.7	9.6	8.2	6.91	6.77	6.63
	127a	Violent crime per 1,000 population in the Local Authority area	17.86	11.0	18.6	15.6	17.68	17.5	17.32
	127b	Robberies per 1,000 population in the Local Authority area	0.47	0.2	0.7	0.6	0.46	0.45	0.44
	128	The number of vehicle crimes per 1,000 population in the Local Authority area	6.35	6.4	10.5	9.2	6.17	6.1	6.03
	174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	5.64	N/A	N/A	N/A	9.40	13.00	17.00
	175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100.00%	100.00	100.00	100.00	100.00%	100.00%	100.00%
	225	Actions against domestic violence. The percentage of questions from a checklist to which a local authority can answer 'yes'.	45.5%	N/A	N/A	N/A	60.0%	80.0%	100.0%
	226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£75,384.99	N/A	N/A	N/A	£75,384.99	£75,384.99	£75,384.99

Best Value Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2006/07	National Top Quartiles for Districts 2005/06	National Bottom Quartiles for Districts 2005/06	National Average for Districts 2005/06	Target 2007/08	Target 2008/09	Target 2009/10
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	50.27%	N/A	N/A	N/A	50.27%	50.27%	50.27%
226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	£530,471.19	N/A	N/A	N/A	£542,918.58	£556,491.54	£570,403.82

	CPA performance indicators
	LAA performance indicators

User Satisfaction Performance Targets for the next three years

Appendix 4

BVPI No.	Description	Actual 2003/04	Actual 2006/07	National Top Quartiles for Districts 2003/04	National Bottom Quartiles for Districts 2003/04	National Average for Districts 2003/04	Target 2007/08	Target 2008/09	Target 2009/10
BV003	Satisfaction overall	52.00%	54.00%	61.00	52.00	55.96	58.00%	61.00%	63.00%
BV004	Satisfaction with complaint handling	31.00%	30.00%	37.00	30.00	33.45	32.00%	34.00%	36.00%
BV074a	Satisfaction with overall service provided by landlord	78.00%	73.00%	85.00	77.00	79.86	78.00%	N/A	N/A
BV074b	Satisfaction with overall service provided by landlord for BME groups	50.00%	50.00%	86.00	64.00	73.59	N/A	N/A	N/A
BV074c	Satisfaction with overall service provided by landlord for Non-BME groups	78.00%	73.00%	85.00	76.25	79.99	N/A	N/A	N/A
BV075a	Satisfaction with opportunities for participation	58.00%	68.00%	70.00	62.00	65.39	70.00%	N/A	N/A
BV075b	Satisfaction with opportunities for participation for BME groups	100.00%	100.00%	75.75	50.00	65.92	N/A	N/A	N/A
BV075c	Satisfaction with opportunities for participation for Non-BME groups	58.00%	68.00%	70.00	62.00	65.91	N/A	N/A	N/A
BV080a	Satisfaction with the Benefit Service - Contact with the office	80.00%	82.00%	84.00	76.00	79.85	N/A	N/A	85.00%
BV080b	Satisfaction with the Benefit Service - Service in the office	83.00%	81.00%	86.00	78.00	81.38	N/A	N/A	86.00%
BV080c	Satisfaction with the Benefit Service - Telephone service	77.00%	81.00%	80.00	67.00	72.56	N/A	N/A	82.00%
BV080d	Satisfaction with the Benefit Service - Staff in the office	82.00%	81.00%	86.00	79.00	82.37	N/A	N/A	83.00%
BV080e	Satisfaction with the Benefit Service - Forms	63.00%	62.00%	67.50	60.00	63.75	N/A	N/A	68.00%
BV080f	Satisfaction with the Benefit Service - Speed of service	73.00%	79.00%	77.00	67.00	71.93	N/A	N/A	81.00%
BV080g	Satisfaction with the Benefit Service - Overall satisfaction	79.00%	82.00%	84.00	77.00	79.98	N/A	N/A	84.00%
BV089	Satisfaction with cleanliness	52.00%	68.00%	68.00	58.00	62.58	70.00%	72.00%	74.00%
BV090a	Satisfaction with waste collection	87.00%	83.00%	90.00	83.00	85.75	87.00%	89.00%	91.00%
BV090b	Satisfaction with waste recycling (local facilities)	74.00%	64.00%	75.50	67.00	71.21	68.00%	70.00%	71.00%
BV111	Satisfaction with the Planning service by those making a planning application	76.00%	85.00%	81.00	70.00	75.11	N/A	N/A	85.00%
BV119a	Satisfaction with cultural and recreational activities - Sports/leisure facilities	56.00%	65.00%	60.25	50.00	55.01	66.00%	67.00%	68.00%

User Satisfaction Performance Targets for the next three years





Appendix 4

BVPI No.	Description	Actual 2003/04	Actual 2006/07	National Top Quartiles for Districts 2003/04	National Bottom Quartiles for Districts 2003/04	National Average for Districts 2003/04	Target 2007/08	Target 2008/09	Target 2009/10
BV119e	Satisfaction with cultural and recreational activities - Parks & open spaces	65.00%	78.00%	77.00	68.00	72.43	79.00%	80.00%	81.00%

	CPA performance indicators
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Local Performance Indicators - 1 April 2006 to 31 March 2007

Appendix 5

LPI No.	LPI Description	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Explanation, reasons & actions
CRCSS03a	% of telephone calls answered within 15 seconds	94.6%	90%		Yes	We have seen a steady increase in call handling performance across the civic centre staff. The Customer Excellence strategy and the Corporate Plan have ensured that customer excellence is at the forefront of all teams.
CRCSS07a	% complaints responded to within 10 working days	82.3%	90%		No	We have continually failed to reach our target despite implementing a number of changes. Actions for 2007/08 will include the formulation of a corporate customer services team to act as advocates and monitor complaints, supported by the introduction of the corporate e-govt CRM system.
HRLP01	% of voluntary leavers as % of staff in post	6.32%	6%		No	There has been a slight improvement in terms of performance. This is most likely due to fewer staff leaving the Authority during 2006/07.
HRLP04	% of disciplinaries as a % of staff in post	3.05%	1%		No	The target has not been achieved. There has been an increase in the number of disciplinary cases.
HRLP05	% of grievances as a % of staff in post	1.09%	1%		No	The target has not been achieved. There has been an increase in the number of grievance cases.
HRLP14	% of recruitment enquiries responded to within 48 hours	100%	80%		Yes	The target has been exceeded.
ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	66%	50%		Yes	The initial target for overall satisfaction of the website was set at 50% as it was the first time the target had been set and we expected about half of the customers to be satisfied with the site.
ITLP17	Increase in the use of the authority's website	105,652	90,000		Yes	Performance has improved. This is due to the significant communications and take up campaign carried out by the communications team.
FSLP12	% of registered invoices approved/actioned within 7 days	90.91%	80%		Yes	Performance has improved throughout the year due principally to the undertaking of a CPI project to drive improvement.
FSLP13	% of sundry debtors raised within 5 days of request	93.89%	90%		Yes	The target has been exceeded, the fourth quarter showing an impressive 98% success rate.









Local Performance Indicators - 1 April 2006 to 31 March 2007

Appendix 5

LPI No.	LPI Description	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Explanation, reasons & actions
FSLP31	% of actions completed from Risk Management Strategy	95.83%	100%		No	The target has not been achieved. The remaining action refers to further training which has been deferred to 2007-08 to link to new member intake and OD manager competencies.
FSLP40	% of actions completed from Procurement Strategy	94.64%	100%		No	The target has not been achieved. The variance equates to less than one complete action of the fourteen actions scheduled to be completed.
FSLPACC10	Statement of Accounts presented to Council within statutory deadline (30 Jun)	Yes	Yes		Yes	All reports were completed and submitted to Council by 30 June 2006.
HSLPPS1	% of urgent repairs completed within Government time limits	96.27%	97.0%		No	The target has not been achieved. The appointing of works orders has ensured the majority of repairs are completed within guidelines with only a few exceptions.
HSLPPS2	Average time taken to complete non-urgent responsive repairs	25.18	25		Yes	Target has been achieved due to the effective use of the appointment system.
HSLPPS3	% of repair appointments that were made and kept by the authority	93.79%	92%		Yes	Target has been achieved due to effective use of the appointment system.
HSLPTP1	Increase engagement with 'hard to reach' groups	N/A	10%	N/A	N/A	We currently do not have a mechanism in place to capture this information. This indicator has therefore been DISCONTINUED.
HSLPTP2	% of tenants involved in the housing services	40%	30%		Yes	The target has been exceeded. Throughout the year we have engaged with our Tenants through various mechanisms such as Home Visits, Focus Groups, and Conferences etc.
HSLPIM1	Former tenant arrears as a % of rent roll	1.04%	0.95%		No	The target has not been met due to unexpected staffing resources. Despite this we benchmark in the median quartile both locally and nationally and are close to upper quartile performance.
HSLPIM2	% of rent written off	0.63%	0.75%		Yes	The target has been met. Arrears outstanding have been submitted for write off timely.










Local Performance Indicators - 1 April 2006 to 31 March 2007

Appendix 5

LPI No.	LPI Description	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Explanation, reasons & actions
HSLPIM3	Current rent arrears as a % of rent roll	2.46%	2.30%		No	The target has not been met due to unexpected staffing resources, however, this measure can still be regarded as a relative success. Our performance sits in upper quartile when benchmarked both nationally and locally.
HSLPSH1	The increase of affordable homes built on new development in the district of Chester-le-Street	0	21		No	The target has not been achieved as there have been no completions of affordable housing - these will be completed in 2007/08. This indicator has been amended for 2007/08 to include 'all new housing development in the district of Chester le Street to include 30% affordable homes'. This will demonstrate that all new developments contain 30% affordable housing rather than a number.
HSLPSH2	The number of homeless households re-housed in the private rented sector	0	1		No	The target has not been met as there were no homeless households housed within the private sector. This indicator has been amended for 2007/08 to include 'those household threatened with homelessness'.
HSLPSH3	The number of homeless households re-housed in Social Rented Sector (RSL Accommodation)	2	1		Yes	The target has been exceeded.
HSLPSH4	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	41	44		No	The target has not been met. Throughout this year 8 landlords have joined the scheme but 12 have left.
HSLPSH5	The number of accredited properties in the Private Landlord Accreditation Scheme	80	50		Yes	On setting the target for this indicator there was 50 accredited properties - this target has now been exceeded by 30 properties.
ESLP10	% of designated grass areas cut within 10 working day cycle	98.1%	85%		Yes	The grass cutting season runs from April until the end of October. Performance is measured between these dates. The level of performance for the year was exceptionally good. This was partly achieved due to the good weather conditions experienced throughout the grass cutting season.
EHLP04	% of primary food hygiene inspections achieved of those planned	98%	90%		Yes	The target has been exceeded. Primary food hygiene inspections are considered as a priority area of work within the team.


Local Performance Indicators - 1 April 2006 to 31 March 2007

Appendix 5

LPI No.	LPI Description	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Explanation, reasons & actions
PLLP33a	% of pre-application enquiries responded to within target (major)	78.10%	90%		No	Performance is significantly below local target due to unexpected staffing resources.
PLLP33b	% of pre-application enquiries responded to within target (minor)	70.10%	90%		No	As explained in LPI No PLLP33a.
PLLP02	% of householder planning applications determined in 8 weeks	97.32%	95%		Yes	Performance has increased due to: increased officer emphasis on importance of effective performance management; more effective use of delegated powers; increased appreciation amongst planning committee members of importance of effective performance management; and greater staffing resources being applied to BVPI 109
PLLP29a	% of planning enforcement enquiries responded to within 24 hours (Category 1 cases)	100%	90%		Yes	The target has been exceeded with all category 1 cases received being responded to within target.
PLLP29b	% of planning enforcement enquiries responded to within 7 working days (Category 2 cases)	100%	90%		Yes	The target has been exceeded with all category 2 cases received being responded to within an average of 3.33 working days.
PLLP29c	% of planning enforcement enquiries responded to within 21 working days (Category 3 cases)	99.5%	90%		Yes	The target has been exceeded. Of the 193 category 3 cases received, all were responded to within target, with the exception of one.
LDLP25	% of standard searches carried out in 10 working days	98.91%	99%		No	The target has not been met due to staffing resources.
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£40.31 (Estimated figure)	£36.50		No	The figure of £40.31 is only an interim figure based on the probable outturn reported to members in February. It is anticipated that the actual outturn for leisure services will be better and so reduce the figure.
LSLP14	Total number of user visits to all the main 4 leisure sites (Leisure Centre, Riverside (including Park), Golf complex, Selby Cottage) and the services and activities provided by the community leisure team	902,246	950,000		No	The target has not been achieved. The mechanisms and resources for collecting usage information during 2007/2008 will be strengthened to ensure all relevant information is available and accurate.

Local Performance Indicators - 1 April 2006 to 31 March 2007

Appendix 5

LPI No.	LPI Description	Actual 2006/07	Target 2006/07	Current Perf Status	Achieved Target?	Explanation, reasons & actions
LSLP15	% of young people (those under 16 yrs old) within the total user visits to the 4 main leisure sites (excluding Riverside Park) and the services and activities provided by the community leisure team	35.06%	40%		No	The target has not been achieved. Resources and mechanisms are in place for 2007/08 that allow the accurate and timely collation of user data from all sources reflecting use by under 18's.

Local Performance Targets for the next three years

Appendix 6

	LPI No.	LPI Description	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10
Corporate Health	CRCSS03a	% of telephone calls answered within 15 seconds	94.6%	92%	94%	95%
	CRCSS07a	% complaints responded to within 10 working days	82.3%	90%	92%	92%
	HRLP01	% of voluntary leavers as % of staff in post	6.32%	5.5%	4.5%	4.0%
	HRLP04	% of disciplinaries as a % of staff in post	3.05%	1.0%	0.7%	0.5%
	HRLP05	% of grievances as a % of staff in post	1.09%	1.0%	0.7%	0.5%
	HRLP14	% of recruitment enquiries responded to within 48 hours	100%	80%	90%	100%
	ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	66%	70%	75%	80%
	ITLP17	Increase in the use of the authority's website	105,652	108,946	114,394	120,114
	FSLP12	% of registered invoices approved/actioned within 7 days	90.91%	90%	95%	95%
	FSLP13	% of sundry debtors raised within 5 days of request	93.89%	95%	100%	100%
	FSLP31	% of actions completed from Risk Management Strategy	95.83%	100%	100%	100%
	FSLP40	% of actions completed from Procurement Strategy	94.64%	100%	100%	100%
	FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes	Yes
Housing	HSLPPS1	% of urgent repairs completed within Government time limits	96.27%	97.5%	N/A	N/A
	HSLPPS2	Average time taken to complete non-urgent responsive repairs	25.18	22	N/A	N/A
	HSLPPS3	% of repair appointments that were made and kept by the authority	93.79%	94%	N/A	N/A
	HSLPTP1	Increase engagement with 'hard to reach' groups	INDICATOR DISCONTINUED			
	HSLPTP2	% of tenants involved in the housing services	40%	35%	N/A	N/A
	HSLPIM1	Former tenant arrears as a % of rent roll	1.04%	0.93%	N/A	N/A

Local Performance Targets for the next three years

Appendix 6

LPI No.	LPI Description	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	
HSLPIM2	% of rent written off	0.63%	0.73%	N/A	N/A	
HSLPIM3	Current rent arrears as a % of rent roll	2.46%	2.46%	N/A	N/A	
HSLPSH1.07	All new housing development in the district of Chester-le-Street to include 30% affordable homes	0	30%	30%	30%	
HSLPSH2.07	The number of households threatened with Homelessness re-housed in the private rented sector	0	8	10	12	
HSLPSH3	The number of homeless households re-housed in Social Rented Sector (RSL Accommodation)	2	60	50	40	
HSLPSH4	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	41	46	48	50	
HSLPSH5	The number of accredited properties in the Private Landlord Accreditation Scheme	80	90	100	110	
Waste & Cleanliness	ESLP10	% of designated grass areas cut within 10 working day cycle	98.1%	90%	93%	95%
Environmental Health	EHLP04	% of primary food hygiene inspections achieved of those planned	98%	95%	96%	98%
Planning	PLLP33a	% of pre-application enquiries responded to within target (major)	78.10%	90%	90%	90%
	PLLP33b	% of pre-application enquiries responded to within target (minor)	70.10%	90%	90%	90%
	PLLP02	% of householder planning applications determined in 8 weeks	97.32%	95%	96%	96%

Local Performance Targets for the next three years

Appendix 6

LPI No.	LPI Description	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10
PLLP29a	% of planning enforcement enquiries responded to within 24 hours (Category 1 cases)	100%	90%	90%	90%
PLLP29b	% of planning enforcement enquiries responded to within 7 working days (Category 2 cases)	100%	90%	90%	90%
PLLP29c	% of planning enforcement enquiries responded to within 21 working days (Category 3 cases)	99.5%	90%	90%	90%
LDLP25	% of standard searches carried out in 10 working days	98.91%	99%	99%	99%
Culture & Related Services					
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£40.31 (Estimated figure)	£38.50	£38.00	£37.50
LSLP14	Total number of user visits to all the main 4 leisure sites (Leisure Centre, Riverside (including Park), Golf complex, Selby Cottage) and the services and activities provided by the community leisure team	902,246	975,000	1,000,000	1,025,000
LSLP15	% of young people (those under 16 yrs old) within the total user visits to the 4 main leisure sites (excluding Riverside Park) and the services and activities provided by the community leisure team	35.06%	42.5%	44%	45%