





















Table 1 Best Value Performance Indicators - Report for the period April 2005 - March 2006





| BVPI No. | Description | Perf 2004/05 | Perf 2005/06 | Target 2005/06 | Current Perf Status | Achieved Target? | Improved on last year? | Trend over 3 years | Secured Top 25% | Good Perf | Explanation, Reasons & Actions |
|--------------------|---|--------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|---|
| 2a | The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability | 0 | 2 | 1 |  | Yes | ✓ | ↗ | N/A | High | The approval, adoption and implementation of the Corporate Equality Plan, in particular the 3 year action plans, has enabled us to address all of the points in the first two levels of the ESLG. |
| 2 b | The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application | 21% | 53% | 50% |  | Yes | ✓ | ↗ | ✗ | High | A self assessment has been undertaken, as well as monthly monitoring of the CEP actions plans which indicate the levels of ESLG achieved. |
| 8 | Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms | 70.30% | 87.42% | 90% |  | No | ✓ | ↗ | ✗ _B | High | The performance for 2005/2006 has improved by 17.12% in relation to the previous year. |
| 9 | The percentage of council tax collected by the Authority in the year | 98.0% | 97.69% | 98.3% |  | No | ✗ | ↘ | ✗ | High | Performance has slipped from that of last year. This is mainly down to the delay in issuing the annual Council Tax bills, caused by an error by the Council's printing contractor. This has impacted on the collection rate. |
| 10 | To monitor the collection rate of national non-domestic rates | 96.60% | 96.61% | 98.0% |  | No | ✓ | → | ✗ _B | High | Performance has remained consistent. All collection statistics will now be monitored monthly to ensure any slippage in performance is addressed immediately. |
| 11a | Percentage of top-paid 5% of local authority staff who are women | 28.57% | 30.77% | 25% |  | Yes | ✓ | ↗ | ✓ | High | There has been a slight increase in terms of performance. This is more than likely to be attributable to existing employees leaving or new employees joining the Authority throughout the course of the year, which has an impact on the overall headcount used to calculate this BVPI. |
| 11b AMEND ED | The percentage of the top 5% of Local Authority staff who are from an ethnic minority | 2.8% | 3.85% | 2.80% |  | Yes | ✓ | ↗ | ✓ | High | |


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|------------|---|---------------|--------------|----------------|--|------------------|------------------------|--------------------|-----------------|-----------|--|
| 11c NEW | Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools) | New indicator | 3.85% | IHD | N/A | N/A | N/A | N/A | N/A | N/A | There is no data on performance for previous years. We have developed an action plan to improve performance |
| 12 | The number of working days/shifts lost to the Local Authority due to sickness absence | 11.5 | 12.24 | 10.65 |  | No | x | ↘ | x _B | Low | Sickness absence has increased slightly from last year. This is due to an increase in the number and duration of some of the Council's long-term sickness cases. There has been an increase in the number and duration of long-term sickness cases over the past year. We have developed an action plan to improve performance |
| 14 | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force | 1.9% | 1.50% | 1.18% |  | No | ✓ | ↗ | x _B | Low | The Council has improved its performance against this performance indicator. We have developed an action plan to improve performance |
| 15 | The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce | 0% | 0.00% | 0% |  | Yes | N/A | → | ✓ | Low | No action felt required |
| 16a | The percentage of local authority employees with a disability | 2% | 1.60% | 2.99% |  | No | N/A | N/A | x _B | High | The Council seeks to proactively attract potential employees with disabilities . The Council has also undertaken a Disability Symbol Review during the past year. |
| 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 | |



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|--------------------|--|--------------|--------------|----------------|---|------------------|------------------------|--------------------|----------------------|-----------|---|
| 17a | The percentage of local authority employees from ethnic minority communities | 5% | 0.6% | 2.86% |  | No | N/A | N/A | x_B | High | The Council seeks to proactively attract potential employees f and will take positive action to assist applicants from ethnic minority communities to take up employment with the Council wherever possible. |
| 17b AMEND ED | The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area | 0.9% | 1.6% | 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 | 11.1% | 22.22% | 20.00% |  | Yes | ✓ | ↗ | x_B | High | The councils Equality and diversity Working Group is addressing this issue. During the next thress years we ill be taking a prioritised approach to improvement |
| 157 | The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery | 41.79% | 100.00% | 100% |  | Yes | ✓ | ↗ | ✓ | High | The Councils Moderiastion Project Team drove the significant improvement in this indicator. This is a strong example of how project management can improve performance |
| 63 AMEND ED | The average SAP rating of local authority-owned dwellings | 49 | 65 | 50 |  | Yes | ✓ | ↗ | x | High | The Council completed a public sector stock condition survey in 2005, which incorporated an energy efficiency element as part of the overall study. This confirmed a dramatic increase in the energy efficiency performance of the Council's dwellings since the previous stock condition survey. |
| 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 | 6 | 7 |  | No | ✓ | ↗ | x | High | The reason for the increase in performance from previous years relates to the demolition of former RTB properties in Pelton Fell. T |






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|----------------|---|---------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|--|
| 66a AMENDED | Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings | 97.19% | 97.54% | 97.40% |  | Yes | ✓ | ↗ | ✗ | High | The performance target has been achieved for 2005/06. This has been possible due to the refocusing of resources and the creation of a dedicated Income Management Team from January, 2005. |
| 66b NEW | The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants | New indicator | 5.12% | IHD | N/A | N/A | N/A | N/A | N/A | Low | This is a new indicator introduced 2005/06 and guidance for best performance is that a low performance is good. The North East Benchmarking Club through Housemark indicates that 6% is upper quartile. |
| 66c NEW | Percentage of local authority tenants in arrears who have had Notices Seeking Possession served | New indicator | 15.38% | IHD | N/A | N/A | N/A | N/A | N/A | Low | This is a new indicator introduced 2005/06 and guidance states that a low % performance is good. Information received from the North East Benchmarking Club through Housemark shows that 18% or below is upper quartile. |
| 66d NEW | Percentage of local authority tenants evicted as a result of rent arrears | New indicator | 0.53% | IHD | N/A | N/A | N/A | N/A | N/A | Low | This is a new indicator introduced 2005/06. The only guidance received is that a low% performance is good. |
| 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 | | Yes | | | | | | N/A | |
| 184a | The proportion of local authority dwellings which were non-decent at the start of the financial year | 22% | 46% | 18.00% |  | No | ✗ | ↘ | ✗ _B | Low | The information for 2004/05 is based on data collected from an earlier stock condition survey undertaken by Rand |


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|-------------|--|---------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|--|
| 184b | The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year | -137.6% | -109.0% | 18.2% |  | No | ✓ | ↗ | ✗ _B | High | Associates. The Director of Community Services did not feel that the data was robust and therefore commissioned a further survey to be undertaken, which was carried out by Savills during 2005/06. The information for Quarters 1 to 3 of 2005/06 was calculated using the Rand survey and ongoing doors & windows, kitchens and bathrooms and heating system replacements. The end of year figure presented now is a more accurate reflection of the proportion of non-decent homes using the Savills survey |
| 211a NEW | The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings | New indicator | Not required | 70% | | | | | | High | Deleted from the 2005/2006 suite. |
| 211b NEW | Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings | New indicator | Not required | 18% | | | | | | Low | Deleted from the 2005/2006 suite. |
| 212 NEW | Average time taken to re-let local authority housing | New indicator | 36 | 25 days |  | No | N/A | N/A | N/A | Low | The number of properties available to let will reduce as properties begin to be allocated in line with the new Points Allocations Scheme. T |
| 183a | The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need | 2 weeks | 1 week | 4 weeks |  | Yes | ✓ | ↗ | ✓ | Low | Due to Prevention work customers are applying to use earlier therefore allowing us longer to seek long term permanent accommodation. |
| 183b | The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need | 0 | 0 | 0 |  | Yes | N/A | → | ✓ | Low | The council do not use Hostel Accommodation for families |



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| 202 | The number of people sleeping rough on a single night within the area of the authority | 4 | 0-10 | 0-10 | | | | | | Low | |
| 203 | The percentage change in the average number of families placed in temporary accommodation | -13.6% | -48.68% | -5% |  | Yes | ✓ | ↗ | ✓ | N/A | No action is required necessary |
| 213 NEW | 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 | New indicator | 0.80 | IHD | N/A | N/A | N/A | N/A | N/A | High | No historical data is available to compare our performance |
| 214 NEW | Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years | New indicator | 0.00% | IHD | N/A | N/A | N/A | N/A | N/A | Low | This was a new indicator for 2005/06 therefore no historic data |
| 76a | The number of housing benefit claimants in the local authority area visited, per 1,000 caseload | 389 | 549.55 | 181 |  | Yes | ✓ | ↗ | ✓ | High | Performance has exceeded the previous years due to the completion of 90% of interventions by visit. Two Intervention Officers were recruited in November 2004, which means that 2005/06 was the first year in which there was a full complement of staff. |
| 76b | The number of fraud investigators employed by the Local Authority, per 1,000 caseload | 0.48 | 0.39 | 0.37 |  | Yes | ✗ | ↘ | N/A | N/A | Although this figure is slightly down on last year, target has been achieved. A Revenues and Benefits restructure was completed and effective from January 2006, and there is now a full complement of trained and qualified Fraud Investigators. |
| 76c | The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload | 23.10 | 57.68 | 50 |  | Yes | ✓ | ↗ | ✗ | High | A Revenues and Benefits restructure was completed and effective from January 2006, and there is now full complement of trained and qualified Fraud Investigators |







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|----------|---|--------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|---|
| 76d | The number of Housing benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area | 3.08 | 4.09 | 2.7 |  | Yes | ✓ | ↗ | ✗ | High | A Revenues and Benefits restructure was completed and effective from January 2006, and there is now full complement of trained and qualified Fraud Investigators. The Authority has also launched a fraud awareness campaign, which has increased the number of quality referrals received, resulting in an increased number of prosecutions and sanctions. |
| 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 | 29.66 | 24.4 | 25 |  | Yes | ✓ | ↗ | ✓ | Low | Target has been achieved due to weekly performance monitoring that has ensured that performance has shown a sustained and continual improvement. A Revenues and Benefits restructure was completed in January 2006 which has ensured that job roles are more clearly defined and processes have been streamlined or improved. |
| 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 | 6.44 | 7.4 | 9 |  | Yes | ✗ | ↘ | ✗ | Low | Changes in legislation have meant that changes in circumstances are now processed differently to that of previous years. This has inevitably increased the number of days to process changes in circumstances, |
| 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 | 98.4% | 99.60% | 98.51% |  | Yes | ✓ | ↗ | ✓ | High | Improved accuracy checking and audit controls have ensured that accuracy of processing has improved on last years performance and is now top quartile. |








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| 79b(i) AMENDED | The amount of Housing Benefit overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during this period | 28.72% | 38.37% | IHD | N/A | N/A | ✓ | ↗ | x | N/A | This is a new BVPI therefore as yet there is no guidance set by performance quartiles. T |
| 79b(ii) NEW | HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period | New indicator | 12.57% | IHD | N/A | N/A | N/A | N/A | N/A | N/A | This is a new BVPI therefore as yet there is no guidance set by performance quartiles. T |
| 79b(iii) NEW | Housing Benefit overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period | New indicator | | IHD | N/A | N/A | N/A | N/A | N/A | N/A | This is a new BVPI therefore as yet there is no guidance set by performance quartiles. T |
| 82a(i) AMENDED | Percentage of household waste arisings which have been sent by the Authority for recycling | 12.54% | 15.02% | 18% |  | No | ✓ | ↗ | x | High | Performance has improved from last year mainly due to increased participation in the kerbside recycling scheme. This has partly been achieved as a result of the 'crocodile' bin lid policy. The target has not been achieved but when our performance is added to BVPI82b, then the target has been exceeded. |
| 82a(ii) NEW | Total tonnage of household waste arisings which have been sent by the Authority for recycling | New indicator | 3215.95 | 4023 |  | No | N/A | N/A | N/A | N/A | Some of the household waste collected has been diverted to Thornley digester for anaerobic digestion rather than being sent for recycling. |




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|-------------------|--|---------------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|--|
| 82b(i) AMENDED | The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion | N/A | 15.20% | IHD | N/A | N/A | N/A | N/A | N/A | High | We have been able to divert some of our waste from landfill to the Thornley Digester plant for anaerobic processing. |
| 82b(ii) | Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion | N/A | 3253.79 | IHD | N/A | N/A | N/A | N/A | N/A | N/A | We have been able to divert some of our waste from landfill to the Thornley Digester plant for anaerobic processing. |
| 84a AMENDED | Number of kilograms of household waste collected per head of the population | 419.4kg | 402.4 | 429.85kg |  | Yes | ✓ | ↗ | ✗ | Low | The overall tonnage of waste collected has reduced this year. |
| 84b NEW | Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population | New indicator | -4.05% | 0.10% decrease |  | Yes | N/A | N/A | N/A | N/A | There has been a larger than expected decrease in the amount of waste which has been collected. |
| 86 | Cost of household waste collection per household | £37.51 Estimated | | £38 | | | | | | Low | Delay with final return. Finance are currently waiting for information from the County before the cost can be calculated. This is expected very soon (possibly w/c 8 May). Await response from team. |
| 91a AMENDED | Percentage of households resident in the authority's area served by kerbside collection of recyclables (one recyclable) | 100% | 100.0% | 100% |  | Yes | N/A | → | ✓ | High | No action considered to be necessary |
| 91b NEW | Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables | New indicator | 100.0% | 100% |  | Yes | N/A | N/A | N/A | High | No action considered to be necessary |
| 199a AMENDED | The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level | 11% | 8% | 10% |  | Yes | ✓ | ↗ | ✓ | Low | Performance has improved during 2005/2006. This is because of the additional funding given to the street cleansing service, and the implementation of zones throughout the district. |

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|-------------|--|---------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|--|
| 199b NEW | The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible | New indicator | 2% | IHD | N/A | N/A | N/A | N/A | N/A | Low | This is a new PI so no comparable performance is available. However, performance this year indicates that there is a low level of graffiti throughout the district. |
| 199c NEW | The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible | New indicator | 0% | IHD | N/A | N/A | N/A | N/A | N/A | Low | This is a new PI so no comparable performance is available. However, performance this year indicates that there is a low level of graffiti throughout the district. |
| 199d NEW | The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping' | New indicator | Not required | IHD | N/A | N/A | N/A | N/A | N/A | Low | 2005/06 is being used as a baseline year for information. DEFRA will produce performance figures for 2006/07 based on information inputted onto the Flycapture database. Targets will be set based on next year's figures. |
| 166a | Environmental Health & Trading Standards checklist. Score against a checklist of best practice for: (a) Environmental Health | 57.5% | 70.0% | 80% |  | No | ✓ | ↗ | x _B | High | Some elements of the targeted educational programme for 2005/06 were not completed. To put this right the targeted educational programme for 2006/07 will be achieved. |
| 216a NEW | Number of 'sites of potential concern' (within the local authority area), with respect to land contamination | New indicator | | IHD | | | | | | N/A | This is a new indicators and there is no historical data to compare performance |
| 216b NEW | 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' | New indicator | | IHD | | | | | | N/A | This is a new indicators and there is no historical data to compare performance |

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|-------------|--|---------------|--------------|----------------|--|------------------|------------------------|--------------------|-----------------|-----------|--|
| 217 NEW | Percentage of pollution control improvements to existing installations completed on time | New indicator | 0% | IHD | N/A | N/A | N/A | N/A | N/A | High | This is a new indicator for 2005/06. No pro-active policing of prescribed pollution control processes currently takes place. To set meaningful targets and establish robust monitoring will require additional resources. Failure to do this will not only affect this indicator, but also impacts upon the progress of BVPI166a. Remedial Action: This indicator will be looked at during the course of the 2006/07 financial year. The Council has relatively few numbers of processes operating within the district that require an authorisation, when compared to neighbouring authorities. It follows that it has been given low priority when compared to other indicators. |
| 218a NEW | Percentage of new reports of abandoned vehicles investigated within 24hrs of notification | New indicator | 90.60% | 100% |  | No | N/A | N/A | N/A | High | |
| 218b NEW | Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle | New indicator | 100.00% | 100% |  | Yes | N/A | N/A | N/A | High | |




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|--------------|--|--------------|--------------|----------------|---|------------------|------------------------|--------------------|-----------------|-----------|---|
| 106 | Percentage of new homes built on previously developed land | 64.19% | 99.33% | 60% |  | Yes | ✓ | ↗ | ✓ | High | The difference is due to the number of sites passing through the system that were Greenfield permissions reducing and the brownfield sites that were approved in accordance with new guidance dominating the completions. The majority of sites coming through the planning system are previously developed land. This is apparent in the percentages although there are still a number of Greenfield permissions in the system awaiting development. |
| 109a | Percentage of major applications determined within 13 weeks | 40% | 66.66% | 50% |  | Yes | ✓ | ↗ | ✗ | High | We identified a particular cause of delay (legal agreements) and now do things differently to improve performance |
| 109b | Percentage of minor applications determined within 8 weeks | 89% | 84.54% | 75% |  | Yes | ✗ | ↘ | ✓ | High | The very slight drop in performance was an issue of workload However, it should be noted that performance remains healthy, 20 percentage points above target. |
| 109c | Percentage of 'other' applications determined within 8 weeks | 90% | 93.71% | 85% |  | Yes | ✓ | ↗ | ✓ | High | No action required |
| 179 | The percentage of standard searches carried out in 10 working days | 82.66% | 98.56% | 93% |  | Yes | ✓ | ↗ | ✗ | High | The performance has increased by 15.9 % due to one member of staff being dedicated to the provision of this service |
| 200a AMENDED | (Superseded from 2004/05 200a) Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme? | N/A | Yes | Yes |  | Yes | N/A | N/A | N/A | N/A | The indicator is new for this period therefore there is no data for the previous year. The Local Development Scheme was submitted on the 10 th March 2005. |

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| 200b NEW | Has the local planning authority met the milestones which the current Local Development Scheme sets out? | N/A New indicator | No | No |  | Yes | N/A | N/A | N/A | N/A | The first milestone was for the draft Statement of Community Involvement to be published in May 2005. Unfortunately due to printing problems outside of the Planning Policy Teams control the document was not published until mid June. |
| 200c NEW | Did the local Planning Authority publish an annual monitoring report by 31st December each year? | New indicator | Yes | Yes |  | Yes | N/A | N/A | N/A | N/A | The first Annual Monitoring Report to be produced under the new planning system was submitted to Government Office on the 21 st December 2005 |
| 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 | 50% | 35% | <25% |  | No | ✓ | ↗ | x | N/A | While the target was not achieved there is improvement. The reasons for non achievement is principally due to members right to decide applications on merit. |
| 205 | The local authority's score against a 'quality of planning services' checklist | 78% | 83.3% | 80% |  | Yes | ✓ | ↗ | x | High | We have invested in technology to achieve this |
| 219a NEW | Total number of conservation areas in the local authority area | New indicator | 2 | 2 |  | Yes | N/A | N/A | N/A | N/A | There are no more proposed conservation areas at the present time. |
| 219b NEW | Percentage of conservation areas in the local authority area with an up-to-date character appraisal | New indicator | 50.00% | 100% |  | No | N/A | N/A | N/A | N/A | Chester-le-Street Town Centre has an up-to-date appraisal but Plawsworth Conservation Area does not. To put this right we will work with Durham County Council to establish the progress that has been made on completing a Character Appraisal and agree a timescale for its completion. |
| 219c NEW | Percentage of conservation areas with published management proposals | New indicator | 0.00% | 50% |  | No | N/A | N/A | N/A | N/A | Management proposal has not yet been submitted from the relevant department at the County Council. We will work with the County Council to put this right |

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|---------------------|--|---------------|--------------|----------------|--|------------------|------------------------|--------------------|-----------------|-----------|---|
| 126a | Domestic burglaries per year, per 1,000 households in the Local Authority area | 13.76 | 8.56 | 13.30 |  | Yes | ✓ | ↗ | ✗ | Low | The CDRP have developed existing initiatives with regards to PPO scheme and Neighbourhood Watch and changing crime trends have seen a reduction in domestic burglaries |
| 127a AMEND ED | Violent crime per year, per 1,000 population in the Local Authority area | N/A | 17.01 | N/A | N/A | N/A | N/A | N/A | N/A | Low | No return required |
| 127b | Robberies per year, per 1,000 population in the Local Authority area | N/A | 0.49 | N/A | N/A | N/A | N/A | N/A | N/A | Low | No return required |
| 128 AMEND ED | The number of vehicle crimes per year, per 1,000 population in the Local Authority area | 6.9 | 7.58 | 6.67 |  | No | ✗ | ↘ | ✗ | Low | Performance may be as a result increase in desirable 'extras' for example Satellite Navigation Systems. We are working with the Police to promote vehicle safety through interventions and publicity. For example, crime prevention initiative in using a vehicle excise licence holder to promote awareness and reduce theft from motor vehicles |
| 174 | The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population | 65.66 | 1.87 | 63.41 | N/A | N/A | N/A | N/A | N/A | N/A | We are working with the police to secure the best information possible |
| 175 | The percentage of racial incidents reported to the Local Authority that resulted in further action | 100% | 100.00% | 100% |  | Yes | N/A | → | N/A | High | We are working with the police to secure the best information possible |
| 225 NEW | (Superseded from 2004/05 - originally 176) Actions against domestic violence - the purpose of this BVPI is to assess the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence | New indicator | 36.4% | IHD | N/A | N/A | N/A | N/A | N/A | High | Performance increased due to work with County wide co-ordinator and DV Practitioners Group |
| 226a NEW | (Superseded from 2004/05 - originally 177) Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations | New indicator | £75,384.99 | IHD | N/A | N/A | N/A | N/A | N/A | N/A | This is a new BVPI and therefore there is no data to compare our performance against. |

| BVPI No. | Description | Perf 2004/05 | Perf 2005/06 | Target 2005/06 | Current Perf Status | Achieved Target? | Improved on last year? | Trend over 3 years | Secured Top 25% | Good Perf | Explanation, Reasons & Actions |
|-------------------------------|--|---------------|--------------|----------------|---------------------|------------------|------------------------|--------------------|-----------------|-----------|---|
| 226b NEW | 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 | New indicator | 0.00% | IHD | N/A | N/A | N/A | N/A | N/A | High | This is a new BVPI and therefore there is no data to compare our performance against. |
| 226c NEW | 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 | New indicator | £529,676.67 | IHD | N/A | N/A | N/A | N/A | N/A | N/A | This is a new BVPI and therefore there is no data to compare our performance against. |
| TOTALS + | | | | | | 37 | 32 | 31 | 15 | | |
| TOTALS - | | | | | | 19 | 7 | 7 | 17 | | |
| TOTALS NEUTRAL | | | | | | | | 6 | | | |
| TOTALS BOTTOM QUARTILE | | | | | | | | | 10 | | |
| TOTAL | | | | | | 56 | 39 | 44 | 42 | | |
| TOTAL N/A | | | | | | 24 | 41 | 36 | 38 | | |
| TOTAL OVERALL | | | | | | 80 | 80 | 80 | 80 | | |

| BVPI No. | Description | Perf 2004/05 | Perf 2005/06 | Target 2005/06 | Current Perf Status | Achieved Target? | Improved on last year? | Trend over 3 years | Secured Top 25% | Good Perf | Explanation, Reasons & Actions | |
|----------|---|--------------|--------------|----------------|--------------------------------|------------------|------------------------|--------------------|-----------------|-----------|--------------------------------|--|
| | Required to produce a total of 49 indicators | | | | ACTUALS FOR YTD 2004/05 | | | | | | | |
| | Equates to 84 separate indicators | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | We: | | | | | | | | | | | |
| | Achieved our targets | 66% | | | | 47% | | | | | | |
| | Improved on last year | 82% | | | | 53% | | | | | | |
| | Showed improvement trend over 3 years | 70% | | | | 44% | | | | | | |
| | Secured performance in Top 25% | 36% | | | | 42% | | | | | | |
| | | | | | | | | | | | | |
| | Unfortunately we: | | | | | | | | | | | |
| | Failed to meet our targets | 34% | | | | 53% | | | | | | |
| | Failed to improve | 18% | | | | 47% | | | | | | |
| | Show a declining trend | 16% | | | | 40% | | | | | | |
| | Show bottom quartile | 24% | | | | 33% | | | | | | |

| KEY: | |
|---|---|
| IHD | Insufficient historic data |
|  | Better than Target Performance |
|  | On Target Performance |
|  | Worse than Target Performance |
| Top 25% | National District Council comparisons are based on 2004/05 audited data |

| Summary of Performance by Category | Achieved Target | Not Achieved Target | Improved from Last Year | Not Improved from Last Year | Top 25% | Bottom 25% |
|---|------------------------|----------------------------|--------------------------------|------------------------------------|----------------|-------------------|
| Corporate Health | 41% | 41% | 53% | 12% | 24% | 41% |
| Housing | 28% | 22% | 33% | 6% | 17% | 11% |
| Benefits & Council Tax | 70% | 0% | 60% | 20% | 30% | 0% |
| Waste & Cleanliness | 38% | 15% | 23% | 0% | 15% | 0% |
| Environmental Health | 17% | 33% | 17% | 0% | 0% | 17% |
| Planning | 90% | 10% | 60% | 10% | 30% | 0% |
| Culture & Related Services | 33% | 67% | 0% | 0% | 0% | 0% |
| Community Safety & Wellbeing | 20% | 10% | 10% | 10% | 0% | 0% |