

Appendix 3 Best Value Performance Indicators - Targets for next three years

BVPI No.	Description	Perf 2005/06	National Top Q for Districts 2004/05	National Bottom Q for Districts 2004/05	National Average for Districts 2004/05	Target 2006/07	Target 2007/08	Target 2008/09	
Corporate Health	2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	2	?	?	?	2	3	3
	2 b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	53%	63.00	36.80	48.96	75%	85%	85%
	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%	97.00	91.06	93.28	95.00%	97.00%	98.00%
	9	The percentage of council tax collected by the Authority in the year	97.69%	98.50	97.31	97.8	98.70%	98.90%	99.00%
	10	To monitor the collection rate of national non-domestic rates	96.61%	99.20	98.22	98.63	97.30%	97.90%	98.20%
	11a	Percentage of top-paid 5% of local authority staff who are women	30.77%	28.93	16.10	22.8	28.00%	29.00%	30.00%
	11b AMEND ED	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	3.85%	1.98	0.00	1.38	1.98%	1.98%	1.98%
	11c NEW	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	3.85%	?	?	?	3.00%	3.50%	4.00%
	12	The number of working days/shifts lost to the Local Authority due to sickness absence	12.24	8.48	11.10	9.78	11.50	10.65	9.80
	14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	1.50%	0.00	1.04	0.75	1.04%	0.90%	0.80%
	15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.00%	0.00	0.50	0.33	0.00%	0.00%	0.00%
	16a	The percentage of local authority employees with a disability	1.60%	4.10	1.86	3.4	1.86%	2.00%	3.00%
	16b	The percentage of the economically active population in the local authority area who have a disability	18.16%	34.77	14.27	?	N/A	N/A	N/A
	17a	The percentage of local authority employees from ethnic minority communities	0.6%	2.50	0.70	2.1	0.7%	1.0%	1.5%
	17b AMEND ED	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	1.6%	108.50	45.50	?	N/A	N/A	N/A

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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%	81.80	41.94	60.40	30.00%	40.00%	45.00%	
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	100.00%	84.69	64.27	73.02	Deleted from 2006/07 BVPI set			
Housing	63 AMENDED	The average SAP rating of local authority-owned dwellings	67	60.00	64				
	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	25.00	2.00	19.83				
	66a AMENDED	Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings	97.54%	98.74	97.15	97.68	97.60%	97.80%	98.00%
	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	5.12%	?	?	?	5.50%	5.25%	5.00%
	66c NEW	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	15.38%	?	?	?	17.50%	18.00%	18.00%
	66d NEW	Percentage of local authority tenants evicted as a result of rent arrears	0.53%	?	?	?	0.50%	0.47%	0.45%
	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'?		?	?	61			
	184a	The proportion of local authority dwellings which were non-decent at the start of the financial year	46%	17.00	42.00	29	38%	23%	8%
	184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	-109.0%	25.2	6.2	15.9	19.8%	39.5%	65.2%
	211a NEW	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	Not required				Deleted from 2006/07 BVPI set		

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211b NEW	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings	Not required				Deleted from 2006/07 BVPI set		
212 NEW	Average time taken to re-let local authority housing	36	?	?	?	32	30	28
183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	1 week	1.00	5.00	4	3 weeks	2 weeks	1 week
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0	0.00	19.00	13	3 weeks	2 weeks	1 week
202	The number of people sleeping rough on a single night within the area of the authority	0-10	?	?	?	0-10	0-10	0-10
203	The percentage change in the average number of families placed in temporary accommodation	-48.68%	-9.40	25.21	12.87	-9.00%	-9.00%	-9.00%
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	0.80	?	?	?	0.8	1.6	2.4
214 NEW	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	0.00%	?	?	?	0.00%	0.00%	0.00%
HB/CTB 76a	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload	549.55	296.60	173.06	232.09	450.66	450.66	450.66
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.39	?	?	?	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	57.68	59.53	29.00	46.56	58.00	59.00	60.00
76d	The number of Housing benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	4.09	6.25	2.52	5.02	5.10	5.30	5.50
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	28.00	40.60	35.6	23.0	22.0	21.0

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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	6.80	12.40	10.5	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	99.00%	99.00%	99.00%	
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	38.37%	53.59	35.1	44.71	40.00%	42.00%	44.00%	
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	12.57%	?	?	?	13.00%	14.00%	16.00%	
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	4.24%	?	?	?	4.00%	3.50%	3.00%	
Waste & Cleanliness	82a(i) AMENDED	Percentage of household waste arisings which have been sent by the Authority for recycling	15.02%	19.33	12.36	16.08	21.00%	25.00%	25.00%
	82a(ii) NEW	Total tonnage of household waste arisings which have been sent by the Authority for recycling	3215.95	?	?	?	5178.34	6318.81	6476.78
	82b(i) AMENDED	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	15.20%	10.55	0.40	6.49	17.00%	20.00%	20.00%
	82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	3253.79	?	?	?	3729.00	4497.00	4609.00
	84a AMENDED	Number of kilograms of household waste collected per head of the population	402.4	380.40	442.80	412.30	Keep within 2.5% growth from previous year	Keep within 2.5% growth from previous year	Keep within 2.5% growth from previous year

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84b NEW	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-4.05%	?	?	?	Keep within 2.5% growth from previous year	Keep within 2.5% growth from previous year	Keep within 2.5% growth from previous year
86	Cost of household waste collection per household		35.56	48.10	43.09			
91a AMEND ED	Percentage of households resident in the authority's area served by kerbside collection of recyclables (one recyclable)	100.0%	100.00	89.8	92.2	100.0%	100.0%	100.0%
91b NEW	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100.0%	?	?	?	100.0%	100.0%	100.0%
199a AMEND ED	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	8%	10.00	21.50	16.3	7.5%	7.0%	6.0%
199b NEW	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	2%	?	?	?	2%	1.75%	1.50%
199c NEW	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	0%	?	?	?	0%	0%	0%
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'	Not required	?	?	?	N/A	N/A	N/A
Environmental Health	166a	Environmental Health & Trading Standards checklist. Score against a checklist of best practice for: (a) Environmental Health	93.43	75.00	82.1			
	216a NEW	Number of 'sites of potential concern' (within the local authority area), with respect to land contamination	?	?	?			
	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'	?	?	?			
	217 NEW	Percentage of pollution control improvements to existing installations completed on time	?	?	?			
	218a NEW	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	90.60%	?	?	92.00%	93.50%	95.00%
	218b NEW	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%	100.00%

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Planning	106	Percentage of new homes built on previously developed land	99.33%	90.08	52.17	69.25	65.00%	65.00%	65.00%
	109a	Percentage of major applications determined within 13 weeks	66.66%	71.25	46.87	59.05	70.00%	75.00%	75.00%
	109b	Percentage of minor applications determined within 8 weeks	84.54%	75.28	61.00	67.56	80.00%	85.00%	90.00%
	109c	Percentage of 'other' applications determined within 8 weeks	91.54%	88.01	79.98	82.79	90.00%	90.00%	95.00%
	179	The percentage of standard searches carried out in 10 working days	98.56%	100.00	96.08	94.89	Deleted from 2006/07 BVPI set		
	200a AMEND ED	(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?	Yes	?	?	?	Yes	Yes	Yes
	200b NEW	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	No	?	?	?	Yes	Yes	Yes
	200c NEW	Did the local Planning Authority publish an annual monitoring report by 31st December each year?	Yes	?	?	?	Yes	Yes	Yes
	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	35%	24.00	37.00	30.1	<30.0%	<25.0%	<25.0%
	205	The local authority's score against a 'quality of planning services' checklist	83.3%	88.90	72.00	77.5	100.0%	100.0%	100.0%
Culture & Related Services	219a NEW	Total number of conservation areas in the local authority area	2	?	?	?	2	2	2
	219b NEW	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	50.00%	?	?	?	100.00%	100.00%	100.00%
	219c NEW	Percentage of conservation areas with published management proposals	0.00%	?	?	?	100.00%	100.00%	100.00%
Community Safety & Well-being	126a	Domestic burglaries per year, per 1,000 households in the Local Authority area	8.56	6.18	10.76	8.95	8.47	8.39	8.31
	127a AMEND ED	Violent crime per year, per 1,000 population in the Local Authority area	17.01	2.42	7.26	5.57	16.67	16.34	16.01
	127b	Robberies per year, per 1,000 population in the Local Authority area	0.49	5.20	10.48	8.30	0.47	0.45	0.43
	128 AMEND ED	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	7.58	6.84	11.54	9.68	6.44	6.21	6.00

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174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	1.87	?	?	?	3.00	4.00	5.00
175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100.00%	?	?	?	100.00%	100.00%	100.00%
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	36.4%	?	?	?	100.0%	100.0%	100.0%
226a NEW	(Superseded from 2004/05 - originally 177) Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£75,384.99	?	?	?	£75,384.99	£80,000.00	£85,000.00
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	0.00%	?	?	?	50.27%	50.27%	50.27%
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	£529,676.67	?	?	?	£530,471.19	£530,736.02	£531,000.86

Key

? Means that no comparable information is available.

CPA Indicators