

2005/06 comparisons	2006/07 Results				Targets for the next 3 years		
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BVPI No Description	Top 25% of Districts nationally	Bottom 25% of Districts nationally	Easington 2005-06 Result	Easington 2006-07 Target	Easington 2006-07 unaudited Outturn	Improving?	Hit Target?	2007-08 Target	2008-09 Target	2009-10 Target
<b>BV2a</b> The level (if any) of the Equality Standard	N/A	N/A	Level 2	Level 2	Level 2	→	✓	Level 3	Level 3	Level 5
<b>BV2b</b> The duty to CORPORATE HEALTH equality	73%	42%	58%	60%	58%	→	✗	58%	69%	69%
<b>BV3</b> The % of citizens satisfied with the overall service provided	60%	50%	51%	72%	56%	↑	✗	N/A	N/A	60%
<b>BV4</b> % of complainants satisfied with the handling of their complaint	38%	32%	28%	45%	44%	↑	✗	N/A	N/A	55%
<b>BV8</b> % of invoices paid by the authority within 30 days	97.30%	92.20%	98.74%	99%	Top Quartile 98.42%	↓	✗	99%	99%	99%
<b>BV9</b> % of Council Tax collected	98.53%	97.40%	96.26%	98.50%	96.55%	↑	✗	98.50%	98.60%	98.70%

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<b>BV10</b> % of business rates received	99.30%	98.40%	97.22%	99.20%	97.82%	↑	✘	99.20%	99.20%	99.20%
<b>BV11a</b> % of top 5% of earners that are women	31.25%	18.79%	11.90%	16%	15.56%	↑	✘	17%	17.50%	18.00%
<b>BV11b</b> % of top 5% of earners who are from an ethnic minority	3.37%	0%	0%	2%	0%	→	✘	2%	2%	2%
<b>BV11c</b> Top 5% of earners that have a disability	5.91%	0%	4.76%	5%	Top Quartile 6.67%	↑	✓	7%	7.50%	8%
<b>BV12</b> No of working days or shifts lost through sickness absence	8.29	10.92	8.66	8.50	8.59	↑	✘	8	7.50	7.50
<b>BV14</b> % of employees retiring early excluding ill health	0%	0.83%	0.79%	0.45%	Top Quartile 0%	↑	✓	0 %	0%	0%
<b>BV15</b> % of employees retiring on grounds of ill health as a % of total workforce	0%	0.42%	0.20%	0%	0.70%	↓	✘	0%	0%	0%

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<b>BV16a</b> % of Council workers declaring they are disabled	4.37%	2.13%	3.22%	4.50%	4.06%	↑	✘	4.50%	5%	5.50%
<b>BV16b</b> % of economically active disabled people in the district	N/A	N/A	29%	N/A	29%	N/A	N/A	N/A	N/A	N/A
<b>BV17a</b> % of Council workers from an ethnic minority	2.7%	0.8%	0.5%	0.5%	0.2%	↓	✘	0.5%	0.6%	0.7%
<b>BV17b</b> Economically active people in the District from an ethnic minority	N/A	N/A	0.8%	N/A	0.8%	N/A	N/A	This BVPI is deleted from 1 <sup>st</sup> April 2007		
<b>BV156</b> % of Council buildings open to the public in which all public areas are suitable for and accessible to disabled people	N/A	N/A	22.58%	50%	27.27%	↑	✘	42.25%	60%	75%
<b>BV63</b> Average SAP energy efficiency rating of Council owned dwellings	69	64	63	66	64	↑	✘	67	70	73

## HOUSING

BVPI No Description	Top 25% of Districts nationally	Bottom 25% of Districts nationally	Easington 2005-06 Result	Easington 2006-07 Target	Easington 2006-07 unaudited Outturn	Improving?	Hit Target?	2007-08 Target	2008-09 Target	2009-10 Target
<b>BV64</b> Number of private sector vacant dwellings returned into occupation or demolished during the year through council action	38	4	108	145	Top Quartile 213	↑	✓	71	28	28
<b>BV66a</b> Proportion of rent collected as % of rent due	98.84%	97.41%	98.57%	98.70%	Top Quartile 99.49%	↑	✓	99.53%	99.54%	99.55%
<b>BV66b</b> Number of local authority tenants with more than 7 weeks of (gross) rent arrears as a % of total number of council tenants	3.39%	7.35%	8.11%	6.50%	8.56%	↓	✗	7.68%	7.12%	6.54%
<b>BV66c</b> % of local authority tenants in arrears who have had Notices Seeking Possession served	13.55%	35.81%	29.35%	25%	36.06%	↓	✗	28%	24%	22%

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<b>BV66d</b> % of local authority tenants evicted as a result of rent arrears	0.15%	0.44%	0.31%	0.25%	0.43%	↓	✘	0.38%	0.30%	0.25%
<b>BV74 (i)</b> Satisfaction of tenants with overall service provided: all tenants	Not Available	Not Available	66.30%	75%	72%	↑	✘	N/A	N/A	85%
<b>BV74 (ii)</b> Satisfaction of tenants with overall service provided: ethnic minority tenants	Not Available	Not Available	Not enough respondents	Insufficient historical data	Not enough respondents	N/A	N/A	N/A	N/A	Insufficient historical data
<b>BV74 (iii)</b> Satisfaction of tenants with overall service provided: non- ethnic minority tenants	Not Available	Not Available	66.30%	75%	73%	↑	✘	N/A	N/A	85%
<b>BV75 (i)</b> Satisfaction of tenants with opportunities to participate in management and decision making in housing services	Not Available	Not Available	55.50%	54%	65%	↑	✓	N/A	N/A	85%

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<b>BV75 (ii)</b> Satisfaction of tenants with opportunities to participate in management and decision making in housing services: ethnic minorities	Not Available	Not Available	Not enough respondents	Insufficient historical data	Not enough respondents	N/A	N/A	N/A	N/A	Insufficient historical data
<b>BV75 (iii)</b> Satisfaction of tenants with opportunities to participate in management and decision making in housing services: non ethnic minorities	Not Available	Not Available	55.50%	54%	65%	↑	✓	N/A	N/A	85%
<b>BV164</b> Compliance with CRE's code of practice in rented housing and following the Good Practice standards for social landlords	N/A	N/A	No	Yes	No	→	✘	This BVPI is deleted from 1 <sup>st</sup> April 2007		

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<b>BV184a</b> Proportion of Council homes which were non- decent at 01.04.06	12%	39%	Not available	72%	81%	↓	✘	90%	80%	63%
<b>BV184b</b> % change in proportion of Council non- decent homes between 01.04.06 and 01.04.07	28.9%	1.6%	4.4%	3.2%	-6.6%	↓	✘	1.0%	13.3%	22.1%
<b>BV212</b> Average time taken to re-let council homes	27	49	84	40	60	↑	✘	55	45	35
<b>BV183a</b> Average length of stay in bed and breakfast accommodation	1.12	4.93	0	0	Top Quartile 0	→	✓	This BVPI is deleted from 1 <sup>st</sup> April 2007		
<b>BV183b</b> Average length of stay in hostel accommodation	0.00	18.48	0	0	Top Quartile 0	→	✓	0	0	0

**HOMELESSNESS**

BVPI No Description	Top 25% of Districts nationally	Bottom 25% of Districts nationally	Easington 2005-06 Result	Easington 2006-07 Target	Easington 2006-07 unaudited Outturn	Improving?	Hit Target?	2007-08 Target	2008-09 Target	2009-10 Target
<b>BV202</b> The number of people sleeping rough on a single night within the area of the local authority	0	4	6	0	1	↑	✓	0	0	0
<b>BV203</b> % change in the average number of families placed in temporary accommodation under homelessness legislation compared with the previous year	-17.87	22.22	138.46%	-38%	Top Quartile -25.81%	↑	✗	This BVPI is deleted from 1 <sup>st</sup> April 2007		
<b>BV213</b> Number of homelessness cases prevented	5	1	3	3	1	↓	✗	6	6	6
<b>BV214</b> Repeat homelessness	0%	4.26%	2.50%	2%	2.86%	↓	✗	This BVPI is deleted from 1 <sup>st</sup> April 2007		
<b>BV76a</b> No claimants visited per 1000 caseload	N/A	N/A	274.26	300	319.01	↑	✓	This BVPI is deleted from 1 <sup>st</sup> April 2007		

## HOUSING BENEFITS & COUNCIL TAX BENEFITS



BVPI No Description	Top 25% of Districts nationally	Bottom 25% of Districts nationally	Easington 2005-06 Result	Easington 2006-07 Target	Easington 2006-07 unaudited Outturn	Improving?	Hit Target?	2007-08 Target	2008-09 Target	2009-10 Target
<b>BV76b</b> No. fraud investigators per 1000 caseload	N/A	N/A	0.32	0.32	0.32	→	✓	0.32	0.32	0.32
<b>BV76c</b> No. fraud investigations per 1000 caseload	N/A	N/A	98.75	80	80.99	↓	✓	81	81	81
<b>BV76d</b> No. prosecutions and sanctions per 1000 caseload	N/A	N/A	3.26	4.00	6.38	↑	✓	6.38	6.38	6.38
<b>BV78a</b> Average time taken to process new claims	25.5	37.8	32.5	25	30.8	↑	✗	25	23	20
<b>BV78b</b> Average time taken to process notification of change of circumstances	8.5	16.7	6.3	6	Top Quartile 6.3	→	✗	6	6	6
<b>BV79a</b> Accuracy of Benefits calculation	99.00%	96.80%	100%	100%	98.60%	↓	✗	100%	100%	100%

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<b>BV79b</b> % recoverable overpayments recovered during the year	79.46%	59.37%	50.97%	55%	49.78%	↓	✘	60%	65%	70%
<b>BV79b (ii)</b> HB overpayments recovered as a % of HB overpayment debt	41.22%	28.35%	33.89%	40%	39.12%	↑	✘	42%	42%	44%
<b>BV79 (iii)</b> HB overpayments written off as % HB overpayment debt	N/A	N/A	16.68%	17%	7.80%	↑	✓	7%	6%	5%
<b>BV80a</b> Satisfaction with contacts/access in the Benefits office	Not Available	Not Available	80%	85%	74%	↓	✘	N/A	N/A	85%
<b>BV80b</b> Satisfaction with the service in the benefits office	Not Available	Not Available	77%	85%	75%	↓	✘	N/A	N/A	85%
<b>BV80c</b> Satisfaction with the Benefits telephone service	Not Available	Not Available	74%	80%	71%	↓	✘	N/A	N/A	80%
<b>BV80d</b> Satisfaction with the staff in the Benefits office	Not Available	Not Available	79%	85%	78%	↓	✘	N/A	N/A	85%

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<b>BV80e</b> Satisfaction with clarity of Benefits forms	Not Available	Not Available	67%	75%	61%	↓	✘	N/A	N/A	75%
<b>BV80f</b> Satisfaction with the time taken for the Benefits decision	Not Available	Not Available	73%	70%	66%	↓	✘	N/A	N/A	70%
<b>BV80g</b> Overall satisfaction with the Benefits service	Not Available	Not Available	80%	85%	76%	↓	✘	N/A	N/A	85%
<b>ENVIRONMENTAL WASTE &amp; CLEANLINESS</b>										
<b>BV82a (i)</b> % of household waste that is recycled	21.72%	14.79%	11.77%	11%	13.12%	↑	✓	14%	15%	16%
<b>BV82a (ii)</b> Total tonnage of household waste that is recycled	9082.98	5279.84	4995.57	4197	5616.34	↑	✓	5694	6132	6570

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<b>BV82b (i)</b> % of household waste that is composted	14.67%	2.68%	15.15%	16%	Top Quartile 20.85%	↑	✓	20%	22%	24 %
<b>BV82b (ii)</b> Total tonnage of household waste that is composted	6048.83	933.96	6432.17	4926	Top Quartile 8924.00	↑	✓	8849	9691	10534
<b>BV84</b> Kg collected of household waste per head	381.0kg	442.7kg	457.0kg	462kg	458.7kg	↓	✓	462kg	462kg	462kg
<b>BV84b</b> % change from the previous year in the no. kgs of household waste collected per head	-3.29%	2.43%	-4.23%	1%	+0.37%	↓	✓	0%	0%	0%
<b>BV86</b> Cost of waste collection per household	£40.28	£52.88	£48.60	£43.95	£43.20	↑	✓	£47.60	£49.25	£49.80
<b>BV89</b> % satisfied with the cleanliness standard in their area	74%	65%	50%	70%	69%	↑	✗	N/A	N/A	75%
<b>BV90a</b> Satisfaction with the waste collection service	86%	73%	89%	95%	90%	↑	✗	N/A	N/A	90%

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<b>BV90b</b> % of people satisfied with recycling	76%	68%	59%	70%	67%	↑	✘	N/A	N/A	75%
<b>BV91a</b> % of population served by kerbside collection of recyclables (one recyclate)	100%	94.0%	99.5%	99%	Top Quartile 100%	↑	✓	100%	100%	100%
<b>BV91b</b> % of population served by kerbside collection of recyclables (two recyclates)	100%	92.3%	99.5%	99%	Top Quartile 100%	↑	✓	100%	100%	100%
<b>BV199</b> Proportion of relevant land having combined deposits of litter and detritus	8%	19%	22%	19%	15%	↑	✓	13%	10%	8%
<b>BV199b</b> % of land and highways with unacceptable levels of graffiti	0%	4%	11%	8%	8%	↑	✓	6%	4%	2%
<b>BV199c</b> % land/highways with unacceptable levels of fly- posting	0%	1%	2%	0%	1%	↑	✘	0%	0%	0%

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<b>BV199d</b> Reduction in incidents/increase in enforcement actions in relation to fly-tipping	N/A	N/A	4	1	1	↑	✓	1	1	1
<b>BV166</b> Enforcement best practice score for environmental health and trading standards	98.7%	80%	96.6%	96.6%	Top Quartile 100%	↑	✓	100%	100%	100%
<b>BV216a</b> Number of "sites of potential concern" with respect to land contamination	<b>ENVIRONMENT &amp; ENVIRONMENTAL HEALTH</b>		396	380	370	↑	✓	360	350	340
<b>BV216b</b> Number of sites of concern identified for remediation as a % of all "sites of potential concern"	8%	1%	3%	7%	7%	↑	✓	2%	2%	3%
<b>BV217</b> % of pollution control improvements to existing installations completed on time	100%	85%	100%	100%	Top Quartile 100%	→	✓	100%	100%	100%

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<b>BV218a</b> % of new reports of abandoned vehicles investigated within 24 hrs of notification	96.12%	71.58%	86.04%	100%	90.67%	↑	✘	100%	100%	100%
<b>BV218b</b> % of abandoned vehicles removed within 24 hrs from the point at which the authority is legally entitled to remove the vehicle	93.95%	56.53%	93.42%	100%	Top Quartile 96.36%	↑	✘	100%	100%	100%
PLANNING										
<b>BV106</b> % of new homes built on brownfield land	89.67%	57.36%	85.12%	65%	87.58%	↑	✓	90%	90%	90%
<b>BV109a</b> Major Planning applications determined in 13 weeks  Govt target 60%	74.75%	58.05%	64.29%	60%	63.89%	↓	✓	69%	75%	75%

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<b>BV109b</b> Minor Planning applications determined in 8 weeks  Govt target 65%	80.39%	68.60%	66.78%	65%	68.69%	↑	✓	74%	82%	82%
<b>BV109c</b> Other Planning applications determined in 8 weeks  Govt target 80%	91.61%	83.85%	79.26%	80%	80.83%	↑	✓	92%	92%	92%
<b>BV111</b> % of applicants satisfied with the Planning service	Not Available	Not Available	89%	75%	86%	↓	✓	N/A	N/A	86%
<b>BV200a</b> Submission of the LDS by 28 <sup>th</sup> March 2005 and a subsequent 3 year rolling programme?	N/A	N/A	Yes	Yes	Yes	→	✓	Yes	Yes	Yes
<b>BV200b</b> Meeting the milestones which the current Local Development Scheme sets out	N/A	N/A	Yes	Yes	Yes	→	✓	Yes	Yes	Yes



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<b>BV200c</b> Publication of an annual planning report by 31 <sup>st</sup> December each year	N/A	N/A	Yes	Yes	Yes	→	✓	This BVPI is deleted from 1 <sup>st</sup> April 2007		
<b>BV204</b> % of appeals allowed against the Council's decision to refuse planning applications	24.0%	37.0%	25%	30%	54.6%	↓	✗	25%	25%	25%
<b>BV205</b> Planning quality of service checklist	88.9%	72%	100%	100%	Top Quartile 100%	→	✓	100%	100%	100%
<b>CULTURE &amp; RELATED SERVICES</b>										
<b>BV119a</b> % of residents satisfied with sports & leisure facilities	65%	55%	48%	60%	52%	↑	✗	N/A	N/A	60%
<b>BV119e</b> % of residents satisfied with parks and open spaces	78%	68%	67%	70%	67%	→	✗	N/A	N/A	75%
<b>BV219a</b> Total number of conservation areas in the local authority area	N/A	N/A	4	4	4	→	✓	This BVPI is deleted from 1 <sup>st</sup> April 2007		

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<b>BV219b</b> % of conservation areas with an up to date character appraisal	26%	0%	0%	50%	Top Quartile 50%	↑	✓	75%	100%	100%
<b>BV219c</b> % of conservation areas with published management proposals	5.50%	0%	0%	0%	0%	→	✓	This BVPI is deleted from 1 <sup>st</sup> April 2007		
<b>BV126</b> Number of domestic burglaries per 1000 households	5.7	9.6	9.9	9	11.9	↓	✗	11.6	N/A	N/A
<b>BV127a</b> Violent crime per 1000 population	11.1	18.6	20.0	10.6	20.3	↓	✗	10.2	N/A	N/A
<b>BV127b</b> Robberies per 1000 population	0.2	0.7	0.5	0.3	0.4	↓	✗	0.3	N/A	N/A
<b>BV128</b> Vehicle crimes per 1000 population	6.4	10.5	11.6	9.8	11.7	↓	✗	11.6	N/A	N/A
<b>BV174</b> Racial incidents recorded by the LA per 100,000 population	N/A	N/A	5.38	3	4.29	↑	✓	20	30	40

**COMMUNITY SAFETY & WELL BEING**

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<b>BV175</b> % of racial incidents that resulted in further action	100%	100%	100%	100%	Top Quartile 100%	→	✓	100%	100%	100%
<b>BV225</b> Actions against Domestic violence	N/A	N/A	81.8%	90.9%	81.8%	→	✗	90.9%	100%	100%
<b>BV226a</b> Total amount spent on advice and guidance services provided by external organisations	N/A	N/A	£104,667	£108,854	£108,854	↑	✓	£113,208	£116,604	£120,102
<b>BV226b</b> % monies spent on advice and guidance services provision which was given to organisations holding the CLF quality mark	N/A	N/A	100%	100%	100%	→	✓	100%	100%	100%
<b>BV226c</b> Total amount spent on advice & guidance in the areas of housing, welfare benefits and consumer matters	N/A	N/A	£61,800	N/A	£119,610	↑	N/A	£122,600	£125,670	£128,800

