

TITLE:	YEAR END REVIEW OF PERFORMANCE 2006/07
TO/ON:	EXECUTIVE 9TH JULY 2007
BY:	DIRECTOR OF CORPORATE ADMINISTRATION AND POLICY
PORTFOLIO HOLDER:	M.J. MALONE, DEPUTY LEADER
STATUS:	PERFORMANCE MONITORING REPORT

1. Purpose of Report

- 1.1. The purpose of this report is to inform members of the performance of red, amber and green rated Best Value Performance Indicators (BVPIs) for the year 2006/07.
- 1.2. The report also introduces a set of local indicators that reflect the aims of the Corporate Plan 2006-2010, which will form part of the Performance Management Framework and Scrutiny process for 2007/08

2. Background

- 2.1. The Year End Performance Monitoring report for 2005/06 introduced a traffic light risk rating system to identify the Best Value Performance Indicators where anticipated performance was deemed to be a risk for 2006/07. Full titles of the indicators are included in the performance tables in Appendix 1 along with the recommended risk rating for each indicator for 2007/08.
- 2.2. A feature of the new system is that assigned risk ratings can be amended both throughout the year to reflect current performance levels and also at the year end where any indicators are deemed to be posing a concern. This report highlights performance indicators where risk ratings have been changed as part of the year end review to reflect either a significant improvement or deterioration in performance.
- 2.3. The reviewed risk ratings for 2007/08 have been assigned using both comparable performance data with other local authorities nationally and also on the performance of each BVPI to date. An explanation of how the risk assessment rating is calculated is included in Appendix 2.
- 2.4. In addition the report details the results of the BVPIs included in the statutory satisfaction surveys carried out during 2006/07. The authority has a statutory duty to undertake a series of satisfaction surveys every three years. The four surveys carried out during

2006/07 include the General Survey, the Planning Survey, the Housing/Council Tax Benefits Survey and the Tenants Satisfaction Survey.

The responsibility for the collection of the indicators included in the Tenants Satisfaction Survey transferred to Derwentside Homes in December 2006 and performance information is no therefore no longer collected and reported for these indicators. The surveys took place between August 2006 and January 2007 and all cleaned and validated data was submitted to the Audit Commission by the specified deadline of March 31st 2007.

- 2.5. The report highlights all exceptional variances in BVPIs by a margin of \pm 10% from performance for the previous year or against the target set for the year end. In addition a summary of all variances in performance for 2006/07 is included in Appendix 3 along with an explanation for any changes in anticipated performance.
- 2.6. The outturn national quartile boundaries for 2006/07 will not be available until later in the year and it is therefore not possible to calculate the current quartile position for each indicator. A predicted quartile position based upon the 2005/06 All England boundaries has therefore been included in the report in Appendix 1 for member's information.
- 2.7. The tables in Appendix 1 also take into account the fact that Part 7 Clause 107 of the Local Government and Public Involvement in Health Bill is recommending the abolition of a number of statutory indicators in their current format. Any indicators that have been either deleted from the indicator set or had their method of collection changed for 2007/08 are identified throughout Appendix 1.
- 2.8. The Audit Commission has indicated that performance indicators collected in future will reflect individual priorities at a neighbourhood level thus enabling councils to further develop more locally owned approaches to performance. In response to this an additional set of local performance indicators that reflect the corporate aims and objectives of the reviewed Corporate Plan 2006-2010 has been produced and included in the Best Value Performance Plan 2007. These local indicators will form part of the Performance Management Framework and Scrutiny process for 2007/08 and are included in Appendix 4 for member's information.
- 2.9. In response to one of the criticisms highlighted by the CPA Inspection Team that the Council does not always systematically target top-performing councils to discover best practice and improve its own performance, during 2005/06 and 2006/07 we compared ourselves with a group of similar councils known as our nearest neighbours.

The nearest neighbour grouping for 2007/08 has been revised and an arrangement now exists that will enable performance to be compared on a quarterly basis throughout 2007/08 with each of our 'neighbour' authorities. The revised group has been identified as a more challenging group of authorities against whom we should bench mark ourselves on a regular basis.

The revised district authorities included in the 'Nearest Neighbour' grouping for 2007/08 are shown in the table below:

Nearest Neighbour Grouping 2007/08	
Allerdale Borough Council	Fenland District Council
Ashfield District Council	Gedling Borough Council
Bassetlaw District Council	Mansfield District Council
Blyth Valley Borough Council	Newark and Sherwood District Council
Bolsover District Council	Newcastle Under Lyme Borough Council
Boston Borough Council	Nuneaton and Bedworth Borough Council
Broxtowe Borough Council	Rushcliffe Borough Council
Chesterfield Borough Council	Sedgefield Borough Council
Derwentside District Council	Teesdale District Council
Durham City Council	Wear Valley District Council
Erewash Borough Council	West Lancashire District Council

3. **Relevant Material Considerations**

- 3.1. Performance for all of the BVPIs is detailed in a series of Tables in Appendix 1 along with the 2006/07 year end performance for each indicator and the anticipated target for 2006/07.
- 3.2. The report highlights the performance for the final year end for all red risk rated indicators and demonstrates where performance is a concern and also where improvement in performance has occurred. Any amber rated indicators where performance has significantly fallen or improved by 10% or more during 2006/07 are also highlighted. An update of the performance of all green rated indicators is given and any indicators demonstrating deterioration in performance are highlighted and new risk rating assigned where appropriate.

Red Rated Best Value Performance Indicators

- 3.3. All red risk rated indicators are shown in Table A in Appendix 1 and the outturn performance for each indicator is given for 2006/07 along with the estimated year-end target for each indicator.

- 3.4. There are currently six indicators that were assigned a red risk rating for the third and final quarter of 2006/07. A detailed analysis of performance for of all six red rated BVPIs is included in paragraphs 3.5 and 3.6.

Improvements in Performance for Red Rated Indicators

- 3.5. Four of the six red risk indicators have demonstrated a rise in performance during 2006/07:
- **BVPI 2a** - The Equality Standard measures the extent to which the authority conforms to the Local Government Standard in respect of gender, race and disability. Performance is measured against Levels 0-5 with 5 being the best and 0 the worst. The authority has remained at Level 1 for the past 3 years.

In response to the findings raised by the Improvement and Development Agency with regard to the weaknesses identified in service provision around diversity issues across the authority, an internal audit of service provision was undertaken to identify gaps in service delivery for this indicator. Action to address any weaknesses in service provision have been taken and the authority has now achieved 'Level 2' of the Equality Standard. As the target for this indicator has been achieved the rating has been changed from red to amber for 2007/08.

- **BVPI 11a** – The number of women in the top 5% of earners has increased during 2006/07 from 11.43% in 2005/06 to 17.24% in 2006/07. This situation has arisen as a result of an increase in the number of female employees in this category. Reported performance has marginally exceeded an anticipated year end target of 17.14% but continues to perform well below the lowest 2005/06 'All England' national quartile boundary of 22.22% and therefore remains a red risk rated indicator for 2007/08.
- **BVPI 12** – There are two outturn performance figures for the average number of days lost to absence during 2006/07, both of which must be returned to the Audit Commission at the year end. The average number of working days lost has been calculated as 11.36 days up to the 3rd December 2006 when 218 members of staff transferred to Derwentside Homes. The average number of days lost to absence for the remaining staff up to the 31st March 2007 has been calculated as 10.44 days. Both performance figures have improved when compared to 12.01 days in 2005/06 but fall significantly short of the anticipated target of 8.90 days. On a positive note the outturn figure of 10.44 days for the year end for the remaining staff has moved from the worst performing quartile nationally into the 3rd performing quartile based upon the 2005/06 national quartile boundaries. The risk rating will remain red for this indicator in 2007/08.

A Performance Clinic of Senior Managers was held on the 18th April 2007 to discuss the causal factors associated with high sickness rates. As part of the Benchmarking Exercise a guest speaker from Castle Morpeth attended the session to share examples of good practice with the group. In addition this indicator was discussed at the Joint Learning and Community Safety Scrutiny Panel during April 2007 and further updates will be presented to the relevant Scrutiny Panel throughout 2007/08.

- **BVPI 84a** – The kilograms of household waste collected per household continues to perform well and has improved from a collection rate of 450kg per head of population in 2005/06 to 420kg in 2006/07 and exceeds an anticipated year end target of 440kg. This indicator now falls within the 2nd best performing quartile nationally based upon the 2005/06 All England national quartile boundaries. In view of this the risk rating for this indicator has been amended to amber for 2007/08.

Red Rated Indicators demonstrating either a fall in performance or no improvement in performance

- 3.6. The remaining 2 red risk indicators have demonstrated either no improvement or a fall in performance during 2006/07 when compared with performance in 2005/06 and will retain their current red risk ratings in 2007/08 and include:

- **BVPI 11b** – The percentage of employees from the BME community that are in the top 5% of earners remains at 0%. The total BME population for Derwentside in 2001 was 0.6% and therefore a smaller percentage of employees would be expected to fall within this indicator.
- **BVPI 127a** – The rate of violent crime continues to rise and the outturn figure for 2006/07 was 3.9% higher than at the same time during 2005/06 and continues to fall within the second worst performing quartile nationally based upon the 2005/06 national quartile boundaries. The current performance of 18.34 violent crimes per 1,000 population also represents an 18% variation from the anticipated year end target of 15.52.

The incidences of recorded violent crime have increased during 2006/07 as a result of a number of reasons. At a joint Learning and Community Safety Scrutiny Panel held during April a representative from Durham Constabulary gave a presentation to members outlining a number of factors that had contributed to the overall increase in recorded violent crime rates.

The presentation highlighted the fact that there had been an increase in the detection rate of violent crime, in part, due to an

increased police presence in town centres during weekends and also the effective use of the Council's CCTV systems and door supervision schemes. In addition a greater number of crimes linked to domestic violence had been recorded during 2006/07 as a result of the work carried out by the Domestic Violence Forum. This along with the use of headset video technology for evidence gathering has enabled the police to make arrests without the consent of the victim. Also a change in police procedure towards the removal of the perpetrator of the violence from the family home as opposed to the victim has all contributed to an increase in arrests.

Amber rated Best Value Performance Indicators

- 3.7. Performance for 2006/07 for all amber rated indicators is included in Table B in Appendix 1 along with a predicted quartile position for 2006/07.
- 3.8. There have been a number of indicators that have continued to improve throughout 2006/07 when compared to that of the same period in 2005/06. The majority of Planning and Housing Benefit and Council Tax indicators continue to progress well and the Recycling and Street Cleaning Services BVPIs have demonstrated an increase in performance across almost all service areas when compared with performance for the same period in 2005/06.
- 3.9. There are 51 amber rated indicators that are collected annually where performance can be reported for 2006/07 and of these 57% have demonstrated a rise in performance when compared to the same period last year, which shows that over half of amber indicators have increased performance this year.
- 3.10. A number of amber rated indicators have also performed well against their anticipated year-end targets for 2006/07 with 66% of indicators that can be measured achieving their anticipated year end targets.

Significant improvements in amber rated indicators

- 3.11. There have been a number of amber rated indicators that in 2006/07 have performed in excess of 10% in comparison with performance for 2005/06 and these include:
 - **BVPI 15** – The indicator measuring the percentage of employees retiring on ill health has performed above the anticipated target due to a reduced number of employees retiring than anticipated.
 - **BVPI 78a** – The average time taken to process new housing benefit claims has demonstrated an increase in performance of 13% and continues to perform in the top quartile nationally. An improvement to working practices and procedures has significantly contributed to this increase in performance.

- **BVPI 79 i. ii and iii** – These three indicators measure the average time taken to recover overpayments in Housing Benefit payments and include any write-offs. BV 79b i and ii have demonstrated a significant improvement in performance throughout 2006/07 and have significantly improved in performance compared with 2005/06. In addition 79biii has also continued to perform well during 2006/07. There is however a concern with regard to the software used to calculate these three indicators and because of this an amber rating has been given to these indicators for 2007/08.
- **BVPI 82ai** – The percentage of waste recycled has increased to 19.47% demonstrating a rise in performance of almost 44% when compared to the same period in 2005/06. This increase in performance is as a result of the introduction of the Twin Bin Scheme in July 2006 and the district's recycling rate now falls within the 2nd best performing nationally based upon the 2005/06 'All England' quartile boundaries.
- **BVPI 82bi** – The percentage of waste composted has significantly increased, rising from 3.54% in 2005/06 to 9.54% in 2006/07 as a result of the pilot Composting Scheme being introduced. Performance also significantly exceeds an anticipated year end target of 8.00%. Recycling targets for both waste and compost will be set in 2007/08 to reflect the Government target to achieve 40% for both indicators by 2009/10.
- **BVPI 86** – The cost per household of waste collection in 2006/07 has fallen from a cost of £ 43.06 per household in 2005/06 to £37.34, which represents a 13.5% increase in performance. The introduction of the 'Twin Bins' system in July 2006 has contributed to this reduction in costs as a result of savings in operational costs.
- **BVPI 106** – The percentage of new homes built on previously developed land in 2006/07 is 18% higher than that of 2005/06. This is due to the fact that there have been a number of developments on previously developed land.
- **BVPI 156** – The percentage of buildings accessible to people with a disability has increased from 44.44% to 62.50% as a result of a number of buildings being decommissioned. In addition the development of a new Enterprise Centre at Tanfield has increased the number of buildings that meet the standard.
- **BVPI 179** – The proportion of standard searches carried out in 10 days has increased from 77.50% in 2005/06 to 97.10% in 2006/07. BVPI 179 was deleted from the indicator set during 2006/07, however as performance was deemed a concern a decision was taken to continue to collect and monitor the number of searches carried out within 10 days throughout 2006/07. The indicator has

demonstrated a significant improvement, achieving a rate of 100% for the final quarter of 2006/07. Performance, however remains in the bottom performing quartile nationally and in view of this BVPI 179 will continue to be monitored as part of the indicator set during 2007/08.

- **BVPI 199b and c** – the percentage of relevant highways from which unacceptable levels of both graffiti and fly posting is visible is 0% for 2006/07 and both indicators fall within the top quartile nationally and have been allocated a green risk rating for 2007/08.
- **BVBI 213** – A set of measures developed to prevent homelessness include joint working with the Citizen's Advice Bureau via the provision of a part time worker and a Joint Protocol arrangement with other key service providers. As a result performance has increased during 2006/07. The indicator continues to sit in the bottom performing quartile nationally, however, and a red risk rating has therefore been assigned for 2007/08.
- **BVPI 214** – The incidences of repeat homelessness has fallen significantly during 2006/07 when compared to the same period in 2005/06. The percentage of repeat cases has fallen from 3.70% to 2.48%. The requirement to collect this indicator has been removed for 2007/08 and a risk rating has therefore not been allocated to this indicator.

Significant deterioration in amber rated indicators

3.12. Indicators where performance has slipped by 10% or more either from their anticipated target or in comparison with performance in 2005/06 include:

- **BVPI 11c** – The proportion of earners with a disability in the top 5% of employees has fallen to 10.34% from 14.29% in 2005/06. This fall in performance has arisen as a result of members of staff transferring from the authority to the newly established Derwentside Homes as part of a Large Scale Voluntary Transfer in December 2006. Performance is still higher than that of the average of our nearest neighbours, which was 4.53% in 2005/06 and also that of the highest performing authorities nationally and this indicator continues to remain in the best performing quartile. In view of this a green risk rating has been assigned to this indicator for 2007/08.
- **BVPI 14** – The percentage of employees taking early retirement has increased from 0% in 2005/06 to 1.25% in 2006/07 and BV 14 has slipped into the bottom performing quartile nationally. This indicator has, however, performed better than the predicted target of 1.63% as a reduced number of employees retired than predicted and retains an amber risk rating for 2007/08.

- **BVPI 16a** – The percentage of earners with a disability has fallen due to staff transferring to Derwentside Homes during December 2006. The indicator continues to sit within the top performing quartile nationally, however, and therefore a green risk rating has been assigned to this indicator.
- **BVPI 17a** – The percentage of employees from an ethnic minority background employed by the local authority has fallen to 0.14% from a figure of 0.39% in 2005/06 and remains in the worst performing quartile nationally. This situation has arisen as a result of a number of employees either leaving the authority or transferring to Derwentside Homes. The Council continually strives to increase the number of employees from ethnic minorities and advertises all posts externally using a variety of media including the internet, and all adverts include a statement positively encouraging applicants from under represented groups to apply. In view of this fall in performance this indicator has been allocated a red risk rating for 2007/08.
- **BVPI 78b** – The average time taken to process changes in circumstances for housing benefit applications has deteriorated from 9.43 days in 2005/06 to 10.14 days in 2006/07 and is significantly lower than an anticipated year end target of 8 days. Performance for this indicator, however, continues to remain in the top performing quartile nationally. In addition the Government target has been set at 10 days for 2007/08 and because of this BVPI 78b has been given a green risk rating for 2007/08.
- **BVPI 174** – The number of racial incidents per 100,000 population has increased in 2006/07, however the authority has ensured that action to address all incidents has been taken in every case.
- **BVPI 183b** – The average stay of families in hostel accommodation has risen from 0 weeks in 2005/06 to 8 weeks 2006/07. This situation has arisen as a direct result of the changes in applicant criteria for the 'More than a Roof' scheme. This scheme is a hostel managed by Centrepoint for 16-25 year olds and young women who are pregnant residing in this facility fall within the 'family' category and have significantly contributed to this indicator. In view of the changes in circumstances this indicator has changed from a green risk rating to an amber rating for 2006/07.
- **BVPI 199d** – The year on year reduction in the number of incidents of fly tipping has fallen into the lowest performing category of "4" during 2006/07. This fall in performance is as a result of an increase in the number of recorded incidents compared with the number of enforcement actions taken during 2006/07. The authority currently has a share in the services of an Enforcement Officer but does not have a dedicated full time officer at present. In view of this

fall in performance this indicator has been given a red risk rating for 2007/08.

- **BVPI 219b** – There have not been any character appraisals undertaken for the 16 Conservation Areas across Derwentside during 2006/07. This situation has arisen due to difficulties in securing the required financial resources and also problems with recruitment to the position responsible for producing the management plans. It is anticipated that this situation will be resolved by May 2007 and at present an amber risk rating is still assigned to this indicator with the provision that performance is reviewed at the end of the first quarter of 2007/08.

BVPI 225 – The number of actions that the authority fulfils that contribute to the effectiveness of the services designed to help victims of domestic violence and prevent further domestic violence have decreased from 72.70% in 2005/06 to 63.64% in 2006/07. Performance has fallen because there has not been a reduction in the number of repeat domestic violence cases in 2006/07 when compared to 2005/06.

Green rated Best Value Performance Indicators

- 3.13. There are 15 indicators that have been assessed as green for 2006/07 and Table C in Appendix 1 details the current performance of all green indicators and denotes all amended risk ratings where applicable.

Sixty percent of green risk rated indicators have either improved in performance or retained their high performance rates within the top performing quartiles nationally. The exception to this is BVPI 183b that monitors the average number of weeks that homeless applicants who are in priority need remain in hostels, which has significantly deteriorated throughout 2006/07. The reason for this is due to the increase in the number of young applicants who are in priority need who have been accepted onto the 'More Than a Roof' Scheme, which is a hostel for young people aged 16 to 25. In view of this BVPI 183b has been assessed as an amber risk for 2007/08.

In addition the performance for BVPI 109b that determines the number of minor planning applications processed in eight weeks now falls within the third performing quartile nationally and has had a current green risk rating amended to amber for 2007/08. The performance for this indicator has, however exceeded the Government Development Control target of 68%

4. **Satisfaction Survey Results 2006/07**
 - 4.1. The statutory Satisfaction Surveys were carried out during 2006/07 and results returned to the Audit Commission in March 2007. The surveys undertaken include the General Survey, Planning Survey and Housing/Council Tax Benefit Survey.

- 4.2. Appendix 1 includes the final audited figures for each of the statutory satisfaction BVPIs carried out during 2006/07. In addition the results from the 2003/04 surveys are included and the direction of travel given for each indicator. The direction of travel trends given reflect the confidence intervals of each indicator and show that BV3 and BV4 that measure the satisfaction rate with the overall service provided by the council and the way it handles complaints has remained static. BV 4 that monitors the percentage of complainants that are satisfied with the handling of their complaint now falls within the lowest performing quartile nationally. There are, however, concerns with regard to the accuracy of this indicator as the sample survey used in the General Survey is not taken from the Council's Complaints Database. In view of this it is recommended that this indicator be allocated an amber risk rating for 2007/08.

Of the remaining 14 indicators a further 8 have remained static, 4 have deteriorated and 2 have improved in comparison to the 2003/04 surveys. The indicators that have declined include BV90a, which measures satisfaction levels with the waste collection service, which has fallen from 87% in 2003/04 to 74% in this survey. BV80b, d and e, which measure satisfaction rates with the delivery of Housing Benefit services have also demonstrated a decline but still retain satisfaction ratings above 60%. Finally BV 119e that monitors satisfaction rates with parks and open spaces has fallen from 59% in 2003/04 to 56% in 2006/07 and continues to fall within the worst performing quartile nationally. In view of this it is recommended that this indicator be allocated a red risk rating.

The indicators demonstrating an improvement include BV89 that measures satisfaction with regard to environmental cleanliness, which has risen significantly from 52% in 2003/04 to 61% in 2006/07 and BV119a that measures satisfaction rates with sport and leisure facilities, which has increased from 55% to 64%.

- 4.3. Action to improve levels of low satisfaction will be addressed via the Derwentside Citizens Panel and through a series of Focus Groups designed to identify causes of low performance in these areas.

5. **Action Planning and Risk Assessment Ratings**

- 5.1. All red risk rated indicators are required to complete an Action Plan for referral to the relevant Scrutiny Panel and Action Planning updates were presented to both the Autumn and Spring Scrutiny Panels.
- 5.2. An advantage of the current Performance Monitoring Risk Rating System is that it enables risk ratings assigned at the beginning of the financial year to be amended throughout the year to reflect slippages or significant improvements in overall performance. This re-assessment process is carried out at quarterly intervals throughout the year and the amended risk ratings for 2007/08 are shown below:

BVPI	Title	Current Rating 2006/07	Recommended Rating 2007/08
2a	Equality Standard (0-5)	Red	Amber
11c	Top 5% earners - disability	Amber	Green
17a	% BME employees	Amber	Red
84a	Kg of household waste collected	Red	Amber
9	% of council tax collected	Amber	Green
78a	Processing new HB claims	Amber	Green
78b	Change in Circumstances	Amber	Green
119e	% satisfied with parks & open spaces	N/A	Red
199b	Street cleanliness - graffiti	Amber	Green
199c	St cleanliness – fly posting	Amber	Green
199d	St cleanliness – fly tipping	Amber	Red
213	Homelessness prevention	Amber	Red
218a	Abandoned vehicles - investigated	Amber	Green
218b	Abandoned vehicles - removal in 24 hours	Amber	Green

5.3. There are eight indicators that have been allocated a red risk rating for 2007/08, all of which will be required to complete an Action Plan. Four of the indicators are identified in the Amended Risk Table above and four have retained their red risk ratings allocated during 2006/07. All Action Plans will be referred to the relevant Scrutiny Panel throughout 2007/08 with regular updates regarding progress presented to members.

The Best Value Performance Indicators that have been assigned a red risk rating for 2007/08 are detailed below along with the relevant Scrutiny Panel to whom they will report. In addition the frequency of reporting is included to reflect anticipated changes in the indicator throughout the year.

BVPI	Title	Scrutiny Panel	Frequency
11a	% women in to 5% earners	Comm/Strong Comm	A
11b	% BME in top 5% earners	Comm/Strong Comm	A
12	Days lost to absence	Learning/Economy	Q
17a	% BME LA employees	Comm/Strong Comm	A
127a	Violent crime/1000 pop	Comm Safety/Strong Comm	Q
119e	% Satis parks/open spaces	Environment/ Health	A
199d	Street Cleaning fly posting	Environment/Health	A
213	Homelessness prevention	Environment/Health	A

A = Annually
Q = Quarterly

6. **Conclusion**

- 6.1. This is the year end monitoring report for 2006/07 using the Risk Assessment Performance Management Framework. Performance has declined or remained static for 2 of the 6 red rated indicators that have been monitored during 2006/07. On a positive note 4 indicators have demonstrated an increase in performance in 2006/07.

Two red risk rated indicators, BV2a that monitors the Equality Standard and BV84a that measures the kilograms of household waste collected, have performed exceptionally well and as a result current risk ratings have been amended from red to amber for 2007/08.

- 6.2. The Risk Assessment Performance Management Framework enables assigned risk ratings to be amended both throughout the year to reflect current performance levels and also at the year end where any indicators are deemed to be posing a concern. In view of current and anticipated performance it is recommended that eight BVPIs be allocated a red risk rating for 2007/08. All red risk rated indicators will continue to form part of the action planning process and regular updates regarding performance will be reported to relevant Scrutiny Panels via agreed reporting mechanisms throughout 2007/08.
- 6.3. There have been some positive improvements in performance for the amber and green rated indicators during 2006/07 with 52% percent of amber rated indicators demonstrating a rise in performance compared with the same period last year. Similarly 60% of all green rated indicators have either continued to improve in areas where performance was already higher than that of the best quartile performing authorities in 2005/06 or retained their top quartile position throughout 2006/07.
- 6.4. The surveys undertaken during 2006/07 to measure levels of satisfaction with council services have also performed well with 50% of satisfaction BVPI s performing in the top two performing quartiles nationally and only 4 of the 16 indicators demonstrating significant falls in performance.
- 6.5. Overall, performance for both the indicators that measure satisfaction rates and also all red, amber and green risk rated indicators has shown that almost 60% of indicators reached or exceeded their anticipated year end targets. Performance has also improved in over half of all indicators where comparison with 2005/06 is possible and 51% percent of BVPIs have improved, 20% have remained the same and 29% have deteriorated.
- 6.6. The outturn national quartile boundaries for 2006/07 will not be available until later in the year and it is therefore not possible to calculate the current quartile position for each indicator. Based upon the 2005/06 boundaries the authority would have 37% of indicators in

the best performing quartile, 20% in the second best performing quartile and 15% in both the third performing and worst performing quartiles. Comparable quartile data is unavailable for the remaining 13% of indicators.

- 6.7. The service areas where significant improvements in performance have occurred throughout 2006/07 include Housing Benefit and Council Tax and Environmental Services, both of which have either demonstrated continuous improvement throughout the year or retained historically high levels of performance. In addition the Planning indicators have all exceeded their Government set development control targets.

7. **Recommendation**

- 7.1. Members are requested to note the content of this report and consider commissioning further reports into the performance of any of the best value performance indicators with a view to incorporating any indicators that pose concern into the Action Planning and Scrutiny process.

For further information contact Anne Smith, Performance Management Officer, Telephone 01207 218208 or E-Mail anne.smith@derwentside.gov.uk

APPENDIX 1

Appendix 1 includes detailed information within a set of tables regarding performance for all Statutory Best Value Performance Indicators for 2006/07. An explanation as to what each column represents is given below:

Column 1 & 2	Gives the number and short description of each Best Value Performance Indicator
Column 3	Shows the top quartile boundary nationally. This figure is the 'All England' average for 2005/06 the audited figures of which were published by the Audit Commission in January 2007.
Column 4	Shows the bottom quartile boundary nationally. This figure is the 'All England' average for 2005/06 the audited figures of which were published by the Audit Commission in January 2007.
Column 5	This is the average performance of our 22 Nearest Neighbours for each BVPI for 2005/06
Column 6	As the 2006/07 national quartile boundaries will not be published by the Audit Commission until January 2008 it is not possible to give the current quartile position of each BVPI until then. A predicted quartile position has therefore been provided based upon the 2005/06 quartile position and performance to date
Column 7	This is the audited year end performance figure for 2005/06
Column 8	This is the anticipated year end target for 2006/07 and was set at the beginning of the financial year
Column 9	This is the unaudited year end performance figure for 2006/07
Column 10	This compares the performance for 2006/07 with the anticipated 2006/07 target set at the start of the year
Column 11	This compares the actual performance for 2006/07 with the same period 12 months ago
Column 12	This gives the suggested risk rating for 2007/08 based upon predicted quartile position and performance to date

APPENDIX 1

Table A







Best Value Performance Indicators – Red Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
2a	Equality Standard (0-5)	Not available	Not available	Level 1	Not available	Level 1	Level 2	Level 2	✓	↔		Work on the equality Standard has meant that Level 2 has been attained
11a	% of top 5% of earners that are women	42.58%	22.22%	55.95%	4	11.43%	17.14%	17.24%	✓	↔		The % of female employees has increased in 2006/07
11b	Percentage of top 5% of earners that are from BME communities	4.33%	0.00%	1.08%	4	0.00%	2.78 %	0.00%	✗	↗		No change due to no appointments being made at this level during 2006/07
12	Number of days/shifts lost to absence	8.34 days	10.94 days	10.73 days	4	12.01 days	8.90 days	11.36	✗	↔		11.36 days includes staff prior to housing transfer
					3			10.44				
84a	Kg of household waste collected	394kg	478kg	425.4kg	2	450kg	440kg	420kg	✓	↔		Refuse collection rates continue to fall and the Year End target has been met In 2006/07BV 84a/b will be collected via DEFRA but will continue to be reported in 2007/08
84b	% change from previous year	-3.74%	1.31%	-1.00%	1	1.8%	1.0%	-6.66%				
127a	Violent crime per 1,000 pop	12.50	22.90	16.80	3	17.72	15.52	18.34	✗	↘		Presentation by the Police Joint Scrutiny Panel on 24/4/07

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
2b	Race equality checklist	79.00%	53.00%	55.95%	2	68.42%	73.68%	73.68%	✓	↔	A	
3	% citizens satisfied with overall service provided by their authority	58.00%	48.00%	55.68%	3	50.00%	60.00%	50.00%	✗	↗	A	
	Confidence interval/base number					2.51/1524		2.55/1482				
4	% complainants satisfied with the handling of their complaint	37.00%	30.00%	33.54%	4	34.00%	40.00%	29.00%	✗	↗	A	
	Confidence interval/base number					5.31/306		4.97/320				
8	% of invoices paid within 30 days	96.71%	89.24%	93.28%	3	93.57%	94.50%	92.80%	✗	↘	A	
9	% of council tax collected	98.40%	96.39%	97.28%	2	98.30%	98.35%	98.31%	✗	↔	A	
11c	Top 5% of earners: with a disability	4.93%	0.00%	4.53%	1	14.29%	14.29%	10.34%	✗	↘	A	

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
14	% employees taking early retirement	0.17%	0.78%	0.55%	4	0.00%	1.63%	1.25%	✓	↗	A	
15	% employees retiring on ill health	0.10%	0.37%	0.33%	4	0.74%	0.74%	0.54%	✓	↘	A	
16a	% of LA employees meeting DDA	3.86%	1.86%	3.37%	1	4.72%	5.51%	4.05%	✗	↗	G	
17a	% of LA BME employees	4.8%	0.9%	1.17%	4	0.39%	0.63%	0.14%	✗	↗	R	Performance has fallen as a result of employees leaving the authority
76b	HB security – number of investigators per 1000 caseload	0.40%	0.24%	0.31	1	0.38%	0.38%	0.38%	✓	↗	N/A	Requirement to collect BV 76b deleted for 2007/08
78a	Average time for processing new claims	26.4 days	39.1 days	35.81 days	1	29.41 days	27 days	25.53 days	✓	↘	G	
78b	Average time taken for processing change in circumstance	9.10 days	18.80 days	13.65 days	1	9.43 days	8 days	10.14 days	✗	↗	G	Government target for 2007/08 has been set at 10 days and therefore rating remains green

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
79b i	(HB) o/payments recovered being reported on as a % of HB-o/payments	79.39%	58.98%	69.54%	1	66.16%	66.0%	85.58%	✓	↔	A	Due to the fact that concerns have been expressed regarding the accuracy of the software used to collect this BVPI – an amber rating has been given to 79b I, ii and iii for 2007/08
79b ii	HB o/payments recovered as a % of the total amount of HB overpayment debt outstanding	39.69%	27.35 %	29.94%	1	38.88%	35.0%	73.86%	✓	↔	A	
79b iii	HB o/payments written off as a % of HB overpayment debt outstanding at period start + HB o/payments	All England quartile data not provided by the Audit Commission for this indicator		6.88%	2	1.26%	2.00%	1.70%	✗	↔	A	
80a	% satisfied – Contact/acce ss facilities benefits off	83.00%	73.00%	79.62%	1	79.00%	82.00%	77.00%	✗	↔	G	

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
	Confidence interval/base no.					3.25/595		2.28/1305				
80b	% satisfied – Service in benefits office	85.00%	74.00%	81.47%	1	87.00%	89.00%	79.00%	x	↻	G	
	Confidence interval/base no.					2.93/506		2.78/825				
80c	% satisfied – Telephone service	77.00%	60.00%	69.96%	3	63.00%	69.00%	60.00%	x	↻	A	
	Confidence interval/base no.					8.79/116		5.51/304				
80d	% satisfied – Staff in benefits office	85.00%	77.00%	82.27%	3	87.00%	88.00%	81.00%	x	↻	A	
	Confidence interval/base no.					2.68/605		2.20/1222				
80e	% satisfied – Clarity of forms and leaflets	67.00%	60.00%	63.00%	3	68.00%	75.00%	62.00%	x	↻	A	
	Confidence interval/base no.					3.76/590		2.72/1222				

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
80f	% satisfied – Time taken for a decision	76.00%	64.00%	70.57%	1	77.00%	85.00%	77.00%	✘	↻	G	
	Confidence interval/base no.					3.39/592		2.26/1335				
80g	% satisfied – Overall benefits service	83.00%	74.00%	74.08%	2	82.00%	88.0%	81.00%	✘	↻	A	
	Confidence interval/base no.					3.07/603		2.10/1335				
82a i	Percentage of waste recycled	20.87%	14.22%	18.15%	2	13.53%	16.00%	19.47%	✓	↻	A	
82aii	Total tonnage of h/h waste sent by the authority for recycling	9083	5280	7250		5238	6195	7060	✓	↻	A	In 2006/07BV 82ai and ii will be collected via DEFRA but will continue to be reported in 2007/08 in monthly & quarterly performance reports
82b i	Percentage of waste sent for composting	13.05%	3.54%	8.23%	2	6.93%	8.00%	9.54%	✓	↻	A	
82b ii	Tonnage of household waste arisings sent for composting	6048	934	3423		2682	3000	3458	✓	↻	A	

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
86	Cost per household of waste collection	District Quartile	District Quartile	£46.26	1	£43.06	£42.29	£37.24	✓	↗	A	As 82a and b – collected via DEFRA in 2006/07
		£40.28	£52.61									
89	% people satisfied with cleanliness standards	73.00%	62.00%	66.95%	4	52.00%	70.00%	61.00%	✗	↗	A	
	Confidence interval/base no.					2.50/1540		2.65/12998				
90a	% people satisfied with waste collection service	85.00%	74.00%	81.18%	3	87.00%	95.00%	74.00%	✗	↘	A	
	Confidence interval/base no.					1.69/1533		2.23/1492				
90b	% people satisfied with recycling	75.00%	66.00%	70.23%	2	70.00%	75.00%	71.00%	✗	↗	A	
	Confidence interval/base no.					2.40/1390		2.35/1435				
106	% of new homes built on previously developed land	96.47%	62.43%	72.75%	2	71.68%	65.0%	85.00%	✓	↗	A	

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
109c	Planning – other apps processed in 8 weeks	91.39%	83.37%	86.24%	2	88.52%	82.0%	82.29%	✓	↗	A	BV109c collected via DCLG in 2006/07 but will continue to be reported in 07/08
111	% applicants/commentators satisfied with planning service	80.00%	72.00%	76.12%	1	85.00%	87.00%	85.00%	✗	↗	G	
	Confidence interval/base					2.01/434		4.81/212				
119a	Percentage satisfied with sports and leisure	63.00%	54.00%	60.27%	1	55.00%	60.00%	65.00%	✓	↘	G	
	Confidence interval/base					2.52/1492		2.44/1484				
119d	Percentage satisfied with theatres and concert halls	53.00%	29.00%	36.54%	1	57.00%	65.00%	57.00%	✗	↗	G	
	Confidence level/base					2.51/1489		2.52/1484				
119e	Percentage satisfied parks and open spaces	78.00%	68.00%	68.5%	4	59.00%	65.00%	56.00%	✗	↗	R	
	Confidence level/base					2.49/1495		2.53/1479				

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End													
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment	
126	Domestic burglaries per 1,000 households	6.40	13.70	10.03	2	8.48	7.90	7.55	✓	↗	A		
127b	Robberies / 1,000 pop	0.30	1.30	0.49	1	0.29	0.17	0.30	✗	↘	A		
156	Buildings accessible to people with a disability	84.70%	44.67%	60.56%	3	44.44%	66.00%	62.50%	✓	↗	A		
166a	Environmental Health checklist of best practice	100.00%	85.00%	84.50%	3	83.2%	85.00%	86.5%	✓	↗	A		
183a	Homelessness – average stay B&B	1 week	4.27 weeks	2.63 weeks	2	2 weeks	0 weeks	2 weeks	✗	↘	N/A	Requirement to collect BV 183a deleted for 2007/08	
174	No. of racial incidents per 100,000 pop	All England quartile data not provided by the Audit Commission					3.48	2.50	5.79	✗	↘	A	
179	Searches out within 10 days	BV 179 was deleted from the statutory indicator set in 2005/06. As performance was bottom quartile a decision was taken to continue collection for 2006/07.					77.50%	95.00%	97.10%	✓	↗	A	BV179 will continue to report during 2007/08
199a	Street & environmental cleanliness - litter	8.8%	21.0%	11.57%	3	18.0%	18.0%	17%	✓	↗	A		
199b	Local street environmental cleanliness – graffiti	1%	6%	2.45%	1	2%	2%	0%	✓	↗	G		

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
199c	Local street and environmental cleanliness – fly posting	0%	2%	1%	1	1%	1.0%	0%	✓	↗	G	
199d	Street environmental cleanliness – fly tipping	All England quartile data not provided by the Audit Commission for this indicator		2.6	4	2	1	4	✗	↘	R	
200a	Plan making development plan	All England quartile data not provided by the Audit Commission for this indicator			All England quartile data not provided by the Audit Commission for this indicator	Yes	Yes	Yes	✓	↗	G	
200b	Plan making – milestones					Yes	Yes	Yes	✓	↗	G	
200c	Plan making monitoring report					Yes	Yes	Yes	✓	↗	N/A	Requirement to collect BV 200c deleted for 2007/08
203	% change in number of families in temp accomm	-15.84%	19.27%	9.16%	1	24.83%	-27.10%	-45.30%	✓	↗	N/A	Requirement to collect BV 203 deleted for 2007/08
204	Planning Appeals	25.00%	36.10%	31.23%	1	18.75%	35.00%	20.00%	✓	↘	G	
213	Homeless Advice Service – preventing homelessness	5	1	4	4	0.25	0.25	0.30	✓	↗	R	

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
214	Repeat homeless	0.37%	4.23%	2.54%	N/A	3.7%	3.0%	2.48%	✓	⚡	N/A	Requirement to collect BV 214 deleted for 2007/08
216a	Identifying contaminated land	This indicator has experienced a number of teething problems with regard to the figures returned by LAs			Not applicable	44	80	57	✗	⚡	A	
216b	No. of sites for which insufficient info. is avail. to decide whether remediation of the land is necessary					0	10.00%	29.00%	✓	⚡	A	
217	Pollution control improvement	100.00%	83.00%	90.00%	1	87.49%	92.00%	100.00%	✓	⚡	G	
218a	Abandoned vehicles investigated	96.64%	73.00%	87.80%	1	92.41%	95.00%	96.75%	✓	⚡	G	
218b	Abandoned vehicles - removal	95.00%	61.11%	76.50%	1	96.52%	97.00%	100.00%	✓	⚡	G	
219a	Conservation areas: Numbers	All England quartile data not provided by the Audit Commission for this indicator			N/A	16	16	16	✓	⚡	N/A	Requirement to collect BV 219a deleted for 2007/08

Table B

Best Value Performance Indicators Amber Risk 2006/07 Year End													
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2005/06 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment	
219b	Conservation areas: character Appraisals	31.86%	0.00%	12.37%	4	0.00%	18.00%	0.00%	✘	↗	A		
219c	Conservation area Management Plans	7.70%	0.00%	9.95%	4	0.00%	12.00%	0.00%	✘	↗	N/A	Requirement to collect BV 219c deleted for 2007/08	
225	Domestic violence checklist	All England quartile data not provided by the Audit Commission for this indicator			2	72.70%	81.82%	63.64%	✘	↘	A		
226a	Advice and guidance services: total expenditure	All England quartile data not provided by the Audit Commission for this indicator				£1,604,785	£1644905	£78,527.33	The outturn figures vary significantly from 2005/06 due to housing services transferring across to Derwentside homes on the 4 th Dec 2006			A	
226b	Advice and guidance services: CLS quality mark					56.9%	58.00%	80.00%				A	Figure taken from CLS website directory
226c	Advice and guidance services: direct provision					£1,538,785	£1578905	£1167089				A	

Table C

Best Value Performance Indicators –Green Risk 2006/07 Year End

BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2006/07 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
10	% of non-domestic rates due that were received	99.26%	98.10%	98.01%	1	99.30%	99.1%	99.30%	✓	↗	G	
64	No. of private sector dwellings returned into occupation	District Quartiles		23	2	61	30	33	✓	↘	G	District quartile data used
		38	4									
76a	HB security – number of claimants visited per 1000 caseload	318.87	198.39	282.07	1	543	500	462	✓	↘		Requirement to collect BV 76a deleted for 2007/08
76c	HB security – number of investigations per 1000 caseload	55.48	25.25	43.39	1	79.5	65.0	60.39	x	↘	G	
76d	HB security – number of prosecutions and sanctions per 1000 caseload	7.26	3.13	5.51	2	6.73	5.0	5.58	✓	↘	G	
79a	Accuracy of HB/CTB claims	99.00%	96.60%	97.94%	1	99.00%	99.00%	99.40%	✓	↗	G	
91a	% of pop served by kerbside collection (one recyclable)	100.00%	93.50%	97.51%	1	99.20%	100.00%	100.00%	✓	↗	G	BV 91a & b collected via DCLG in 2006/07 but

Table C

Best Value Performance Indicators –Green Risk 2006/07 Year End												
BVPI ₁	Title of Indicator ₂	Top All England Quartile 2005/06 ₃	Bottom All England Quartile 2005/06 ₄	2006/07 performance for Nearest Neighbours ₅	Predicted 2006/07 quartile position ₆	Outturn Performance 2005/06 ₇	Year end target 2006/07 ₈	Outturn Perform 2006/07 ₉	Actual V Target 2006/07 ₁₀	2005/06 V 2006/07 ₁₁	Risk Rating for 2007/08 ₁₂	Comment
91b	% of pop served by kerbside collection (two recyclables)	100.00%	90.10%	97.31%	1	99.20%	100.00%	100.00%	✓	⚡	G	will continue to be reported in 07/08
109a	Planning applications processed in 13 weeks	74.90%	57.08%	69.17%	2	82.76%	60.00%	74.28%	✓	⚡	G	BV109ca & b collected via DCLG in 2006/07 but will continue to be reported in 07/08
109b	Minor planning applications determined in 8 weeks	81.07%	69.00%	72.93%	3	75.69%	68.00%	71.69%	✓	⚡	A	
128	Vehicle crimes per 1000 population	7.30	14.60	11.56	2	7.23	7.01	7.40	✗	⚡	G	Indicator borderline top quartile
175	% Racial incidents resulting in further action	100.00%	100.00%	100.00%	1	100.00%	100.00%	100.00%	✓	⚡	G	
183b	Homelessness – average stay in hostel	0	17	5.33	3	0	0	8 weeks	✗	⚡	A	
202	Number of rough sleepers	0	5	2	1	0	0	0	✓	⚡	G	
205	Quality of planning service checklist	District Quartiles		86.77%	1	94.44%	94.44%	94.44%	✓	⚡	G	
		94.40%	83.30%									

Assessment Bandings

Green

Indicators being allocated a green risk status have either:

- i. Remained in the top performing quartiles nationally for two years or more;
- OR
- ii. Demonstrated continual improvement and are expected to fall in the top performing quartiles by the end of the financial year.

Amber

Indicators being allocated an amber risk status have either:

- i. Demonstrated a rise in performance and moved from the worst performing quartiles nationally into the better performing quartiles;
- OR
- ii. Performed well in the past but started to show slippages in performance.

Red

Indicators that are assessed as a red risk have:

- i. Historically fallen in the worst quartiles nationally and show little improvement in performance to date;
- OR
- ii. Have been recommended to be part of the Action Planning Process in the current financial year;
- OR
- iii. Have been qualified by the Audit Commission

VARIANCES OF ± 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07

PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
CORPORATE HEALTH							
2a	CRE level	1	2	2	100.00%	0.00%	Internal audit of service provision undertaken via IDeA and action taken to address any weaknesses
2b	Duty to promote race checklist score	68.42%	73.68%	73.68%	7.69%	0.00%	
3	% citizens satisfied with overall service provided by their authority	50.00%	50.00%	60.00%	0.00%	16.67%	
4	% complaints satisfied with the handling of their complaint	34.00%	29.00%	40.00%	14.71%	27.50%	Satisfaction BVPIs Surveys are undertaken every 3 years and action to address poor levels of performance will be addressed via the Citizens Panel and Focus Groups
8	Percentage of invoices paid within 30 days	93.57%	92.80%	94.50%	0.82%	1.80%	
9	Percentage of Council Tax collected	98.30%	98.31%	98.35%	0.01%	0.04%	
10	Percentage of non-domestic rates due that were received	97.30%	99.30%	99.10%	2.06%	0.20%	
11a	Percentage of top 5% of earners that are women	11.43%	17.24%	17.14%	50.83%	0.58%	There has been an increase in the number of female staff in the top 5%
11b	Percentage of top 5% of earners that are from black and minority ethnic communities	0	0	2.78	-	100.00%	This indicator has remained at 0% - however as the BME pop for Derwentside is 0.6%, a smaller % of employees would be expected to fall within this indicator
11c	Percentage of employees with a disability	14.29%	10.43%	14.29%	27.01%	27.01%	The % of earners with a disability in the top 5% has fallen due to a number of staff transferring to the newly formed Housing Association Derwentside Homes. This indicator still falls within the top performing national quartile
12	Number of working days/shifts lost to absence	12.01	10.44	8.9	13.07%	17.30%	The target for this indicator was set to reflect the top quartile boundary. Performance for the year end has increased in comparison to 2005/06 - a series of Performance Clinics and Scrutiny Panels have contributed to the increased performance

BVPIs improving in performance or against target

BVPIs deteriorating in performance or against target

VARIANCES OF ± 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07							
PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
14	Percentage of employees taking early retirement	0.00%	1.25%	1.63%	-	23.31%	This indicator has performed above than the anticipated target due to a reduced number of employees retiring than anticipated
15	Percentage of employees retiring on ill-health	0.74%	0.54%	0.74%	27.03%	27.03%	This indicator has performed above than the anticipated target due to a reduced number of employees retiring on ill health than anticipated
16a	Percentage of LA employees declaring that they are disabled	4.72%	4.05%	5.51%	14.19%	26.50%	The % of earners with a disability has fallen due to staff transferring to Derwentside Homes. The indicator continues to sit within the top performing national quartile
17a	Percentage of ethnic minority employees	0.39%	0.14%	0.39%	64.10%	64.10%	The % of earners from BME communities has fallen due both to staff transferring to Derwentside Homes and staff leaving the authority
156	% public buildings suitable for and accessible to disabled	44.44%	62.50%	66.00%	40.64%	5.30%	The percentage of buildings accessible to people with a disability has increased due to a number of buildings being decommissioned along with the addition of a new Centre
STRATEGIC AND SUPPORTED HOUSING							
64	No. of non-local authority owned dwellings returned into occupation/demolished in the financial year as a result of LA action	61	33	30	45.90%	10.00%	The number of vacant dwellings returned into occupation increased significantly during 2005/06 in comparison with other district councils. The target was set with the knowledge that a smaller number of dwellings would fall into this category in 2006/07 - this indicator continues to fall within the higher performing quartiles nationally.
183i	Average length of stay in B & B accommodation	2	2	0	0.00%	-	It was anticipated this indicator would decrease during 2006/07 –however the number of weeks of the average stay in BB has remained static at 2 weeks
183ii	Average length of stay in hostel accommodation	0	8	0	-	-	The no .of families in hostel accommodation has increased significantly as a result of the changes in the criteria for the 'More than a Roof Scheme'.
202	No. of rough sleepers	0	0	0	-	-	
203	Percentage change in the average number of families placed in temporary accommodation compared with the previous year.	24.83%	-45.30%	-27.10%	282.44%	67.16%	Action Planning initiatives for this indicator has significantly improved overall performance.

VARIANCES OF ± 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07							
PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
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	0.25	0.3	0.25	20.00%	20.00%	Preventative measures include joint working with CAB via the provision of a part time worker and Joint Protocol arrangement with other key service providers
214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	3.70%	2.48%	3.00%	32.97%	17.33%	Joint working with other agencies i.e., CAB., Health, and Police have contributed towards an improvement in performance
HOUSING AND COUNCIL TAX BENEFIT							
76a	HB - no. of claimants visited per 1000 caseload	543	462	500	14.92%	7.60%	Although performance has fallen this indicator complied with the number of visits required and remains in the top performing quartile nationally
76b	HB - no. of investigators per 1000 caseload	0.38	0.38	0.38	0.00%	0.00%	
76c	HB - no. of investigations per 1000 caseload	79.50	60.39	65.00	24.04%	7.09%	Delays in the replacement of the Fraud Manager led to a reduced in th amount of investigations, however this indicator remains within the top performing quartile nationally.
76d	HB - no. of prosecutions and sanctions per 1000 caseload	6.73	5.58	5.00	17.09%	11.60%	The number of investigations decreased, however the quality increased resulting in more sanctions per investigation
78a	Average time for processing new HB claims	29.94	25.53	27	14.73%	-5.44%	Improvements in working practices has contributed to the increase in performance
78b	Average time for processing notifications of change of circumstance	9.43	10.14	8	7.53%	26.75%	Elements of criteria within the 'Change of Circumstances' has altered - the government has recognised this and the top quartile target has now been amended to 10 days instead of 8.
79a	Accuracy of calculation of HB calculated	99.00%	99.40%	99.00%	0.40%	0.40%	

VARIANCES OF ± 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07

PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
79bi	HB overpayments - recovered/deemed recoverable	66.16%	85.58%	66.00%	29.35%	29.67%	
79bii	HB overpayments - recovered/debt outstanding	38.88%	73.85%	35.00%	89.94%	111.00%	The indicators were introduced in 2005/06 and targets were set as an estimate. Performance has improved consistently throughout 2006/07
79biii	HB overpayments - writ offs/debt outstanding	1.26%	1.70%	2.00%	34.92%	15.60%	The indicators were introduced in 2005/06 and targets were set as an estimate.
80a	% satisfied – Contact/access facilities benefits office	79.00%	77.00%	82.00%	2.53%	-6.10%	Satisfaction BVPIs Surveys are undertaken every 3 years and action to address poor levels of performance will be addressed via the Citizens Panel and Focus Groups
80b	% satisfied – Service in benefits office	87.00%	79.00%	89.00%	9.20%	11.24%	
80c	% satisfied – Telephone service	63.00%	60.00%	69.00%	4.76%	13.04%	
80d	% satisfied – Staff in benefits office	87.00%	81.00%	88.00%	6.90%	7.95%	
80e	% satisfied – Clarity of forms and leaflets	68.00%	62.00%	75.00%	8.82%	17.33%	
80f	% satisfied – Time taken for a decision	77.00%	77.00%	85.00%	0.00%	9.41%	
80g	% satisfied – Overall benefits service	82.00%	81.00%	88.00%	1.22%	7.95%	
WASTE AND CLEANLINESS							
82a (i)	Percentage of waste recycled	13.53%	19.47%	16%	43.90%	21.69%	The significant increase in recycling is due to the introduction of the Twinbins Scheme in July 2006
82a(ii)	Total tonnage of waste recycled	5238	7060	6195	34.78%	13.96%	
82b (i)	Percentage of waste sent for composting/anaerobic digestion	7%	9.54%	8%	37.66%	19.25%	The % of waste composted has significantly increased as a result of the pilot Composting Scheme

VARIANCES OF $\pm 10\%$ IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07

PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
82b (ii)	Total tonnage of waste sent for composting/anaerobic digestion	2682	3458	3000	28.93%	15.27%	
84a	No. of kilograms of household waste collected per head of population	450	420	440	6.67%	4.55%	
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	1.80%	-6.66%	1.00%	n/a	n/a	
86	Cost of waste collection per household	£43.06	£37.24	£42.29	13.52%	11.94%	The introduction of the TwinBins Scheme in July 2006 has contributed to the reduction resulting in savings in operational costs.
89	% people satisfied with cleanliness standards	52.00%	61.00%	70.00%	17.31%	12.86%	
90a	% people satisfied with waste collection service	87.00%	74.00%	95.00%	14.94%	22.11%	Satisfaction BVPIs Surveys are undertaken every 3 years and action to address poor levels of performance will be addressed via the Citizens Panel and Focus Groups
90b	% people satisfied with recycling	70.00%	71.00%	75.00%	1.43%	5.33%	
91a	Percentage of population served by a kerbside collection of recyclables (1)	99.20%	100.00%	100.00%	0.81%	0.00%	
91b	Percentage of population served by a kerbside collection of recyclables (2)	99.20%	100.00%	100.00%	0.81%	0.00%	
199a	The proportion of relevant land having combined deposits of litter and detritus	18%	17%	18%	5.56%	5.56%	
199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible	2%	0%	2	100.00%	100.00%	The relevant % of highways from which unacceptable levels of both graffiti and fly posting was 0 at each inspection
199c	The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible	1%	0%	1	100.00%	100.00%	
199d	Year-on-year reduction in the number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	2	4	1	100.00%	300.00%	The fall in performance is as due to an increase in the no. of incidents recorded compared to the no. of enforcement actions taken during 2006/07 - also the authority currently has only a 'share' in the services of an Enforcement Officer and does not have a full time dedicated post.

VARIANCES OF \pm 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07							
PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
ENVIRONMENTAL HEALTH							
166a	Score against a checklist of enforcement best practice for environmental health and trading standards	83.50%	86.50%	85%	3.57%	1.76%	The authority has improved against the Environmental Checklist as anticipated in 2006/07
216a	Identifying contaminated land	44	57	80	29.55%	28.75%	This indicator performed better than in 2006/07 - however LAs do not appear to have been consistent with data reporting in 2005/06 and the quartile boundaries have not been used to assess performance nationally for 216 a and b.
216b	Information on contaminated land	0.00%	29.00%	10.00%	-	190.00%	
217	Pollution control improvements	89.47%	100%	92.00%	-	8.70%	
218a	Percentage of abandoned vehicles investigated within 24 hours of notification	92%	95.75%	95%	3.61%	0.79%	
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	97%	100.00%	97.00%	3.55%	3.09%	
PLANNING							
106	Percentage of new homes built on previously developed land	71.68%	85.00%	65.00%	18.58%	30.77%	Due to the fact that there have been an increase in the number of developments on brown field sites
109a	Planning major applications processed in 13 weeks	82.76%	74.28%	60.00%	10.25%	23.80%	This indicator has significantly exceed the government set target and is based upon a greater number of applications than last year
109b	Planning minor applications processed in 8 weeks	75.69%	71.69%	68.00%	5.28%	5.43%	
109c	Planning other applications processed in 8 weeks	88.52%	82.29%	82.00%	7.04%	0.35%	
111	% Apps satisfied with planning service	85.00%	85.00%	87.00%	0.00%	2.30%	Satisfaction BVPs Surveys are undertaken every 3 years and action to address poor levels of performance will be addressed via the Citizens Panel and Focus Groups
179	Standard searches within 10 days	77.50%	97.10%	95.00%	25.29%	2.21%	Red Risk Action Planning throughout 2006/07 has contributed to the rise in overall performance for this indicator

VARIANCES OF \pm 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07							
PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
200a	Did the local planning authority submit a Local Development scheme by 28th March 2005 and thereafter maintain a 3 year rolling programme?	Yes	Yes	Yes	-	-	
200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	Yes	Yes	Yes	-	-	
200c	Did the Local Planning Authority publish an annual monitoring report by December last year?	Yes	Yes	Yes	-	-	
204	Percentage of appeals allowed against the authority's decision to refuse planning applications	19%	20%	35%	6.67%	42.86%	There were a lower number of applications permitted at appeal following a Council decision to refuse permission reflecting the high quality of decision making at the authority
205	Planning Quality of Service Checklist	94.44%	94.44%	94.44%	0.00%	0.00%	
CULTURE AND RELATED SERVICES							
119a	% satisfied with sports and leisure facilities	55%	65%	60.00%	18.18%	8.33%	
119d	% satisfied with theatres and concert halls	57%	57%	65.00%	0.00%	12.31%	Satisfaction BVPs Surveys are undertaken every 3 years and action to address poor levels of performance will be addressed via the Citizens Panel and Focus Groups
119e	% satisfied with parks and open spaces	59%	56%	65.00%	5.08%	13.85%	
219a	Total no. of conservation areas in LA area	16%	16%	16.00%	0.00%	0.00%	
219b	% of conservation areas - character appraisal	0%	0%	18.00%	-	100.00%	There have not been any character appraisals/management proposals carried out due to difficulties in securing the required financial resources and problems with recruitment to the post responsible for the production of these plans
219c	% conservation areas - management proposals	0%	0%	12.00%	-	100.00%	

VARIANCES OF ± 10% IN PERFORMANCE IN COMPARISON TO 2005/06 AND AGAINST ANTICIPATED TARGET FOR 2006/07							
PI No.	Description	Year end 2005-06 Actual	Year end 2006-07 Actual	Year end 2006-07 Target	Variance from Previous Year	Variance from Target	Comment
COMMUNITY SAFETY AND WELLBEING							
126	Domestic burglaries per year per 1,000 households	8.48	7.55	7.9	10.96%	3.42%	
127a	Violent crime per 1,000 population	17.72	18.34	15.52	3.89%	18.62%	Incidences of violent crime have increased and fallen below target. This is due in part to an increase in the detection rate as a result of an increased police presence in town centres during weekends, the effective use of the Council's CCTV systems and door supervision schemes.
127b	Robberies per year, per 1000 population	0.29	0.3	0.17	3.45%	76.47%	Robberies have marginally increased in comparison to 2005/06 and the performance continues to fall within the top performing quartile nationally.
128	Vehicle crimes per 1,000 population	7.23	7.40	7.01	2.77%	5.99%	
174	No. of racial incidents per 100,000 population	3.48	18.54	2.5	66.37%	131.60%	The target for 2007/08 has been set at 23.17 as it is anticipated that the new reporting mechanism for this indicator will identify a higher no. of incidents
175	Percentage of racial incidents resulting in further action	100%	100%	100%	0.00%	0.00%	
225	Overall effectiveness of LA services designed to help victims of domestic violence and prevent further domestic violence	72.72%	63.64%	82%	12.49%	22.22%	Performance has fallen because there has not been a reduction in the number of repeat domestic violence cases from 2005/06 to 2006/07. However the number of cases are significantly small and have remained static.
226a	Advice and guidance services: total expenditure	1604785	78527	1644905	95.11%	95.23%	The decrease is due to changes in the way this indicator is calculated along with the transfer of services across to Derwentside Homes
226b	Advice and guidance services: CLA quality mark	56.9%	80.0%	58.0%	40.60%	37.93%	Overall costs have decreased due to the LSVT
226c	Advice and guidance services: direct provision	1538785	1167089	1578905	24.16%	26.08%	As 226a











Outturn Performance of Local Performance Indicators 2006/07

The council has produced a set of local performance indicators that are used to measure performance within Derwentside District Council in order to assess how well we are doing and to develop actions to bring about improvements.










The following tables contain information for the current set of local performance indicators, which reflect the thematic aims and objectives of the council's recently reviewed Corporate Strategy 2006 –2010. In total there are 160 local indicators that the council continually reviews and improves to ensure that they are relevant and support the overarching seven corporate aims. In addition any links to both the Derwentside Community Strategy and the Durham County Local Area Agreement are also highlighted throughout the Local Performance Tables.

The seven corporate aims are listed below:

COMMUNITY SAFETY AIM	Together with our partners deliver a safer place
STRONG COMMUNITIES AIM	Together with our partners, deliver a place with strong, cohesive communities and enable them to achieve their vision
ECONOMY	Together with our partners, deliver an economically successful place
HEALTH	Together with our partners, improve the health of the population and reduce health inequalities
ENVIRONMENT	Together with our partners, create a clean, attractive and sustainable environment
LEARNING	Together with our partners, deliver a learning community
EXCELLENCE	Together with our partners, achieve organisational excellence

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
COMMUNITY SAFETY AIM - TOGETHER WITH OUR PARTNERS DELIVER A SAFER PLACE						Links to Derwentside Community Strategy: Community Safety Outcome 1 and 3					
Corporate Objective CS1 – Reduce crime in Derwentside						Links to Durham County LAA: Safer and Stronger Communities SSC1					
CS 1.1	To reduce the overall crime rate in Derwentside by 15% by 2008 – BCS Comparators per 1000 population	51.60	2005/06 62.70	2005/06 53.70	55.66		To reduce by 15% by 2008	No	Ongoing	To reduce by 15%	To be set
The 10 British Crime Survey comparators are listed below. Reductions are based upon a 2003/04 baseline and rates are given per 1000 head of population											
CS 1.2a	To reduce theft of a motor vehicle by 25% by 2008	2003/04 3.90			2.79		To reduce by 16%	Yes	Ongoing	Reduce by 25%	To be set
CS 1.2b	To reduce theft from a vehicle by 10% by 2008	2003/04 5.37			4.34		To reduce by 5%	Yes	Ongoing	Reduce by 10%	To be set
CS 1.2c	To reduce vehicle interference by 30% by 2008	2003/04 0.73			0.99		To reduce by 19%	No	Ongoing	Reduce by 30%	To be set
CS. 1.2d	To reduce household burglary by 10% by 2008	2003/04 3.43			3.36		To reduce by 5%	No	Ongoing	Reduce by 10%	To be set
CS. 1.2e	To reduce criminal damage by 15% by 2008	2003/04 26.3			32.5		To reduce by 10%	No	Ongoing	Reduce by 15%	To be set
CS.1.2f	To reduce common assault by 20% by 2008	2003/04 3.29			3.01		To reduce by 5%	Yes	Ongoing	Reduce by 20%	To be set


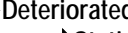
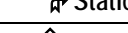




Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
CS. 1.2g	To reduce wounding by 10% by 2008	2003/04 3.47			6.97		To reduce by 10%	No	Ongoing	Reduce by 10%	To be set
CS. 1.2.h	To reduce robbery by 25% by 2008	2003/04 0.18			0.30		To reduce by 16%	No	Ongoing	Reduce by 25%	To be set
CS. 1.2i	To reduce theft of a pedal cycle by 10% by 2008	2003/04 0.88			0.93		To reduce by 5%	No	Ongoing	Reduce by 10%	To be set
CS. 1.2j	To reduce theft from a person by 25% by 2008	2003/04 0.39			0.52		To reduce by 17%	No	Ongoing	Reduce by 25%	
COMMUNITY SAFETY AIM - TOGETHER WITH OUR PARTNERS DELIVER A SAFER PLACE						Links to Derwentside Community Strategy: Community Safety outcome 1, 2 and 3					
Corporate Objective CS2 – Increase public reassurance, creating sustainable communities where the public feels safe, by addressing anti-social behaviour and quality of life issues						Links to Durham County LAA: Safer and Stronger Communities SSC1, 2 and 4					
CS. 2.1	Increase the confidence of local minority people in reporting incidents of hate crime	2004/05 – 29 2005/06 - 56			80		To increase by 10% by 2008	Yes	Ongoing	Ongoing	
CS. 2.2	Reduce the proportion of residents reporting their quality of life is affected by anti social behaviour	County Durham fig for 2004 is 72%		72%	N/A	N/A	N/A	N/A			65.5%
CS. 2.3a	Reduce the number of incidents of harassment being recorded within the Council	3.48 (Racial Incidents)			5.79 (Racial Incidents)		2.5 (Racial Incidents)	No (Racial Incidents)	2.31 Racial Incidents	2.31 Racial Incidents	2.31 Racial Incidents
Targets to be set in 2007/08 for remaining 5 areas – gender, disability, sexual orientations, age and religion.											

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
CS.2.3b	Increase the number of incidences of harassment recorded by the Council where further action has been taken	100% (Racial Incidents) See 2.3a			100% Racial incidents		100% Racial incidents	Yes Racial incidents	100% Racial	100% Racial	100% Racial
									Targets to be set in 2007/08 for remaining 5 areas – gender, disability, sexual orientations, age and religion.		
CS. 2.4	Reduce the proportion of relevant land from which unacceptable levels of graffiti are visible	2%	2005/06 4%	N/A	0%		2%	Yes	1%	1%	1%
CS. 2.5	Maintain the proportion of relevant land and highways from which unacceptable levels of fly posting are visible	1%	2005/06 1%	N/A	0%		1%	Yes	1%	1%	1%
CS. 2.6a	Reduce the number of fly-tipping incidents	"2"	Not available	N/A	"4"		"1"	No			
CS. 2.6b	Increase the number of enforcement actions in relation to fly-tipping	New indicator			0	N/A	Increase no actions taken	No	To increase the number of actions taken		
CS.2.7	Increase the percentage of new reports of abandoned vehicles investigated within 24hours of notification	92.41%	2005/06 81.56%	N/A	96.75%		95.00%	Yes	96%	97%	97%
CS. 2.8	Increase the percentage of abandoned vehicles removed within 24 hours from the point at which the authority is entitled to remove the vehicle	96.57%	2005/06 74.39%	N/A	100.0%		97.00%	Yes	98%	99%	99%

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
COMMUNITY SAFETY AIM - TOGETHER WITH OUR PARTNERS DELIVER A SAFER PLACE						Links to Derwentside Community Strategy: Community Safety Outcome 5					
Corporate Objective CS3 – Reduce the adverse impact which drugs and alcohol have on individuals and communities in Derwentside						Links to Durham County LAA: Safer and Stronger Communities SSC1					
CS.3.1	Increase the % of professionals and community members receiving training/education intervention appropriate to their role in relation to substance misuse	This target was taken from a draft of the County Durham Local Area Agreement. However, the target proved to be un-measurable and has been removed from the final Agreement.									
CS. 3.2	To reduce the proportion of residents who think that people being rowdy or drunk in public places is a very big or fairly big problem in their area	DCLG Best Value Survey 2003/04 63.9%%			36.9%		50.1%	Yes	Target of 35% set in line with the Durham LAA		
COMMUNITY SAFETY AIM - TOGETHER WITH OUR PARTNERS DELIVER A SAFER PLACE						Links to Derwentside Community Strategy: Community Safety Outcome 4					
Corporate Objective CS4 – Increase the effectiveness of the LA service designed to help and prevent victims of domestic violence						Links to Durham County LAA: Safer and Stronger Communities SSC1					
CS. 4.1	Increase by 10% the number of domestic violence cases brought to justice	350 (Northern Division)			8.57%		8%	Yes	10%	Target to be set	




Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
STRONG COMMUNITIES AIM – TOGETHER WITH OUR PARTNERS, DELIVER A SAFER PLACE WITH STRONG, COHESIVE COMMUNITIES AND ENABLE THEM TO ACHIEVE THEIR VISION						Links to Derwentside Community Strategy: Strong Communities Outcome 1 and 3					
Corporate Objective C.1 – Increase the community’s opportunity to influence decisions						Links to Durham County LAA: Children & Young People C&YP 8 Safer and Stronger Communities SSC3					
C. 1.1a	Increase the number of people who feel they can influence decisions, which affect their area from 40% to 45% by March 2010	2003/04 BVPI General Survey 26.1%			2006/07 BVPI 26.6%		Not set	Yes			31%
Conf inter /base No.		1463/2.3			1272/2.4						
C. 1.1b		10 th Citizens Panel Sept 2004 41%									45%
C. 1.2	Increase the percentage of young people who feel they can influence decisions, which their quality of life	Baseline and targets to be set by Dec 2007									
C. 1.3	To increase the percentage of older people (60+) who feel they can influence decisions, which affect their quality of life	2003/04 BVPI General Survey 21.4%			2006/07 BVPI 29.7%		Not set	Yes			37%
		527/3.5			441/4.3						




Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
STRONG COMMUNITIES AIM – TOGETHER WITH OUR PARTNERS, DELIVER A SAFER PLACE WITH STRONG, COHESIVE COMMUNITIES AND ENABLE THEM TO ACHIEVE THEIR VISION						Links to Derwentside Community Strategy: Strong Communities Outcome 1 & 3 The Built and Natural Environment Outcome 2					
Corporate Objective C.2 – Create a greater sense of pride						Links to Durham County LAA: Children and Young People C&YP8 Safer and Stronger Communities SSC3					
C. 2.1	Maintain to at least 90% of people who have a pride in Derwentside and want to remain in the area	Baseline to be set by Dec 07 in line with LAA ward based figures									90%
STRONG COMMUNITIES AIM – TOGETHER WITH OUR PARTNERS, DELIVER A SAFER PLACE WITH STRONG, COHESIVE COMMUNITIES AND ENABLE THEM TO ACHIEVE THEIR VISION						Links to Derwentside Community Strategy: Health Outcome 1, 2, 3 Economy Outcome 1, Employment 1 Children and Young People Outcome 3, 5					
Corporate Objective C.3 – Regenerate the most deprived communities						Links to Durham County LAA: Safer and Stronger Communities SSC4					
C. 3.1a	Reduce mortality rates from heart disease/ stroke and related diseases so that the absolute gap between the national rate and the average rate for deprived areas	2003 Worst 20% = 124.3 Derwentside = 119.3	2004 90.5	2004 111.1	2004 117.4		To narrow the gap	Yes Worst 20% = 116.9	To reduce by 40% the absolute gap between the national rate and the average rate for deprived areas		
C. 3.1b i	To raise standards in English in secondary education in all LA's in receipt of NRF so that at least 50% of pupils achieve Level 5 or above	2004 69.0%	2005 74.0%	2005 70.0%	2005 70.0%		50.0%	Yes	At least 50% of pupils to achieve Level 5	At least 50% of pupils to achieve Level 5	At least 50% of pupils to achieve Level 5





Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
C. 3.1b ii	To raise standards in English in secondary education in all LA's in receipt of NRF so that at least 50% of pupils achieve Level 5 or above	2004 73.0%	2005 74.0%	2005 73.0%	2005 73.0%		50.0%	Yes	At least 50% of pupils to achieve Level 5	At least 50% of pupils to achieve Level 5	At least 50% of pupils to achieve Level 5
C. 3.1b iii	To raise standards in English in secondary education in all LA's in receipt of NRF so that at least 50% of pupils achieve Level 5 or above	2004 67.0%	2005 70.0%	2005 69.0%	2005 68.0%		50.0%	Yes	At least 50% of pupils to achieve Level 5	At least 50% of pupils to achieve Level 5	At least 50% of pupils to achieve Level 5
C. 3.1c	To reduce aggregated crime in LA districts in receipt of NRF who are also high crime areas by a greater % than the aggregated reduction in non-high crime areas	2004 High crime area = 93.2 Derwentside = 49.1	2005 62.7	2005 53.7	2005 55.8		To be less than crime area – 2005 high crime area is 91.0	Yes	To have a lower aggregated crime rate than that of NRF high crime areas		
C. 3.1d	To significantly improve the employment rate of LA wards within LA districts in receipt of NRF, thus reducing the difference between their employment rate and the overall employment rate	Apr 2004 – Mar 2005 70.7	Apr 2005 – Mar 06 74.4	Apr 2005 – Mar 06 68.6	Apr 05 – Mar 06 70.0		To narrow the gap between the district and national average	No	To reduce the difference between the Derwentside employment rate and the overall employment rate for England		








Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
C. 3.1e	Reduce the % of LA districts in receipt of NRF judged to have unacceptable amounts of litter at a greater rate than the % rate reduction of all LAs nationally	Baseline year to be 2003-04 26.0%	2004 18.1% 2005 15.3% (diff = 15.4%)	N/A	2004 21.0% 2005 18% (diff = 14.2%)		To incr at a rate > the national rate	No	To reduce unacceptable amounts of litter at a greater rate than the % rate reduction of all LAs nationally		
STRONG COMMUNITIES AIM – TOGETHER WITH OUR PARTNERS, DELIVER A SAFER PLACE WITH STRONG, COHESIVE COMMUNITIES AND ENABLE THEM TO ACHIEVE THEIR VISION						Links to Derwentside Community Strategy: Lifelong Learning Outcome 3 Strong Communities Outcome 1					
Corporate Objective C.4 – Promote collaborative working to effectively engage and support communities						Links to Durham County LAA: Healthier Communities & older People HC&OP4 Safer and Stronger Communities SSC3					
C. 4.1	Increase staff awareness of Community Development/Engagement principles in line with Durham C.C. Community Engagement Strategy	Baseline and targets to be set by Dec 2007									
C. 4.2	To develop joint protocols with main agencies to support effective community engagement and consultation LSP Review on community engagement under way and joint protocols are considered as a part of it	N.A.						Ongoing	By Oct. 2007	Ongoing	Ongoing








Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
C. 4.3a	Encourage volunteering opportunities to increase the no. of young people (5-25) who volunteer	0.06%							Target to be set Dec 2007		
C. 4.3b	Encourage volunteering opps to increase the no. of adults who volunteer	0.13%							Target to be set Dec 2007		
STRONG COMMUNITIES AIM – TOGETHER WITH OUR PARTNERS, DELIVER A SAFER PLACE WITH STRONG, COHESIVE COMMUNITIES AND ENABLE THEM TO ACHIEVE THEIR VISION Corporate Objective C.5 – Ensure that the Council’s services are fully accessible to the same quality standard by all communities regardless of race, age, ethnicity, gender, disability, religion, sexuality and geography						Links to Derwentside Community Strategy: Community Safety Outcome 1, Strong Communities Outcome 2 & 3, Children & Young People Outcome 3 Built and Natural Environment Outcome 3 Links to Durham County LAA: Healthier Communities & Older People HC&OP3					
C. 5.1a	Increase the % of ethnic minority residents who are satisfied with D.D.C. services	84.6%							Target to be set Dec 2007		
C. 5.1b	Increase the % of disabled residents who are satisfied with D.D.C. services	Baseline satisfaction rate/targets to be set Dec 07									
C. 5.2	To increase the % of people who feel their local area is a place where people from different backgrounds and communities can live together harmoniously	Durham Local Area Agreed target to be set by Dec 2007									






Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
C. 5.3a	To establish a forum with transport providers to ensure sustainability of existing transport services								Local Partners meeting by Dec 2007	Ongoing	Ongoing
C. 5.3b i	To promote residents satisfaction with transport availability/affordability in relation to accessing services	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.3b ii	To promote residents satisfaction with transport availability/affordability in relation to accessing leisure	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.3b iii	To promote residents satisfaction with transport availability/affordability in relation to accessing employment and training	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4a i	Increase the % of people who feel that the area caters for their needs – leisure	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4a ii	Increase the % of people who feel that the area caters for their needs – health	Baseline to be set by Dec 2007							Target to be set by Dec 07		

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
C. 5.4a iii	Increase the % of people who feel that the area caters for their needs – community activities	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4a iv	Increase the % of people who feel that the area caters for their needs – having fun	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4a v	Increase the % of people who feel that the area caters for their needs – getting jobs	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4b i	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to ethnicity	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4b ii	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to age	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4b iii	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to religion	Baseline to be set by Dec 2007							Target to be set by Dec 07		









Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
C. 5.4b iv	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to gender	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4b v	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to sexuality	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.4b vi	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to disability	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C.5.4b vii	To consult via focus groups to explore all of the above categories included in C. 5.4a in relation to geography	Baseline to be set by Dec 2007							Target to be set by Dec 07		
C. 5.5	To achieve Level 2 of the Equality Standard for Local Government BVPI 2a	Level 1		Level 3	Level 2		Level 2	Yes	Level 2	Level 3	Level 3

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
ECONOMY – TOGETHER WITH OUR PARTNERS, DELIVER AN ECONOMICALLY SUCCESSFUL PLACE						Links to Derwentside Community Strategy: Employment Outcome 1, Learning Outcome 2, Children and Young People Outcome 5					
Corporate Objective E.1 – Reduce the levels of worklessness in Derwentside						Links to Durham County LAA: Economy ED&E 1, Children and Young People C&YP 10					
E. 1.1	Increase the employment rate by 1% per annum by 2010	2005 70.7	2006 74.4	2006 68.6	2006 70.0		To incr by 1%	No	To incr by 1%	To incr by 1%	To incr by 1%
E. 1.2	To reduce the number of IB claimants from 6,000 to 5,256 by 2009	Feb - 2005 5,975			Feb 06 5,690		Ongoing	Yes	To 5,256 by 2009		
ECONOMY – TOGETHER WITH OUR PARTNERS, DELIVER AN ECONOMICALLY SUCCESSFUL PLACE						Links to Derwentside Community Strategy: Employment Outcome 2, Learning Outcome 1 & 2, Children and Young People Outcome 3					
Corporate Objective E.2 – Promote enterprising attitudes and aspirations for all						Links to Durham County LAA: Economy ED&E 4, Children and Young People C&CP 6					
E. 2.1	To work with others to increase the working population qualified to NVQ Level 2 or more from 28,861 to 33,209 by 2009	2004 (31,900) 61.4	2005 62.9	2005 60.7	2005 (32,700) 63.0		Ongoing	Yes	To reach 33,209 by 2009		
E. 2.2	To increase the number of students using Enterprise Place from 2000 per annum to 3000	2000			3000		Ongoing	Yes	To increase to 3000 by 2009		

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
ECONOMY – TOGETHER WITH OUR PARTNERS, DELIVER AN ECONOMICALLY SUCCESSFUL PLACE						Links to Derwentside Community Strategy: Employment Outcome 3 and 4					
Corporate Objective E.3 – Support an increase in the number of business start ups						Links to Durham County LAA: Economy ED&E 2					
E. 3.1	Increase VAT registrations from 155 per annum to 189 per annum	2005 150 per annum			2005 160		Ongoing	Yes	To increase to 185 per annum by 2009		
E. 3.2	Increase the self employment rate by 0.1% per annum from a 2005 baseline of 6.5	Apr 2004 – Mar 2005 5.6	Apr 2005 – Mar 06 9.5	Apr 2005 – Mar 06 7.0	Apr 05 – Mar 06 6.5		To increase the rate year on year	Yes	To increase the rate year on year		
E. 3.3	To support 50 new value added businesses	32			47		50	No	60	60	60
ECONOMY – TOGETHER WITH OUR PARTNERS, DELIVER AN ECONOMICALLY SUCCESSFUL PLACE						Links to Derwentside Community Strategy: Employment Outcome 4					
Corporate Objective E.4 – Increase modern business floor space						Links to Durham County LAA: Economy ED&E 5					
E. 4.1	To provide 70,000 sq. ft. of new directly provided modern business floorspace by March 2010	30,000 sq. ft			Ongoing	Ongoing	Ongoing	Yes	Ongoing	40,000 sq ft	70,000 sq ² by 2010
E. 4.2	To ensure that at least 80% of modern business floor space is occupied within 18 months of completion	88%			98%		80% occupancy	Yes	80%	80%	80%






Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
ECONOMY – TOGETHER WITH OUR PARTNERS, DELIVER AN ECONOMICALLY SUCCESSFUL PLACE						Links to Derwentside Community Strategy: Employment Outcome 4					
Corporate Objective E.5 – Invest in the vitality and viability of the district's commercial centres						Links to Durham County LAA: Economy ED&E 5					
E. 5.1	To work with others to secure £30 million of commercial investment for the district's two main towns				Ongoing	Ongoing	Ongoing	Yes	To secure £30 million by 2010		
E. 5.2	By 2010 achieve a Town Centre User Satisfaction rate equal or above the County average. (Baselines from the 2004 Town Centres Study)	2004 Consett 75% Stanley 56%	N/A	2004 65%	Ongoing	Ongoing	Ongoing	Ongoing	To achieve a Town Centre User Satisfaction Rate higher than that of County Durham		
ECONOMY – TOGETHER WITH OUR PARTNERS, DELIVER AN ECONOMICALLY SUCCESSFUL PLACE						Links to Derwentside Community Strategy: Employment Outcome 4					
Corporate Objective E.6 – Develop and retain quality employment opportunities						Links to Durham County LAA: Economy ED&E 3					
E. 6.1	Improve average earnings (gross weekly pay) by a rate better than the County average.	2005 £332.1 (Full time workers)	2006 £449.6 (Full time workers)	2006 £382.9 (Full time workers)	2006 £353.4 (F/ time workers)		To attain a rate higher than County	No	Higher than County	To attain a rate higher than County	Higher than County
E. 6.2	To support at least 40 local businesses to improve productivity and competitiveness	53			56		To support at least 40 business's	Yes	40	40	40






Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
HEALTH – TOGETHER WITH OUR PARTNERS IMPROVE THE HEALTH OF THE POPULATION AND REDUCE HEALTH INEQUALITIES						Links to Derwentside Community Strategy: Health Outcome 2					
H.1 Protect and improve health and safety						Links to Durham County LAA: Children and Young People C&YP1 Healthier Communities and Older People HC&OP1					
H. 1.1a	To work with partners to reduce health inequalities in relation to taking recommended levels of exercise	Exercise Referral Scheme 19.5% of adult population take part in regular sport and active recreation			Review of current provision now comp		Reduce gap by 10% by 2008 Ongoing	Ongoing	New prog being developed Increase participation in reg sport and recreation by 1%	To reduce gap by 10% Increase participation in reg sport and recreation by 1%	To reduce gap by 20% by 2011 Increase participation in reg sport and recreation by 1%
H. 1.1b	To work with partners to reduce health inequalities in relation to reducing by 10% the gap in life expectancy between the 20% of areas with the lowest life expectancy and England as a whole using the following proxy indicators :	37 of the 55 Super Output Areas fall within the highest 30% of deprived areas nationally for health									
H. 1.1b i	Male Life Expectancy	2003 75.5 years	2004 76.9 years	2004 75.6 years	2004 76.9 years		Ongoing	Yes	2004 – worst 20% of areas = 74.9		





Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
H. 1.1b ii	Female Life Expectancy	2003 79.5 years	2004 81.1 years	2004 79.5 years	2004 81.1 years		Ongoing	Yes	2004 – worst 20% of areas = 79.6		
H. 1.1b iii	Cancer rates per 100,000 population deaths <75	2003 146.9	2004 119.0	2004 135.3	2004 134.6		Ongoing	Yes	2004 – worst 20% of areas = 137.1		
H. 1.1b iv	Circulatory disease per 100,000 population deaths <75	2003 119.3	2004 90.5	2004 111.1	2004 117.4		Ongoing	Yes	2004 – worst 20% of areas = 116.9		
H. 1.2	To achieve a 100% inspection of high risk food premises as a % of those scheduled for inspection	72.5%			Estimated 65% of high risk food inspectd		100 %	No	100%	100%	100%
H. 1.3	To contribute to the FIT 3 Strategic programme ‘Fit for work, fit for life, fit for tomorrow’ aimed at reducing work related injuries, ill health and days lost	New initiative for 2006/07			50 visits 2 visits to premis’s as part of the Fit 3 prog		55 proactive inspection visits /year 2 education’l campaigns per annum	No	55 proactive inspection visits /year 2 educational campaigns per annum		





Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
HEALTH – TOGETHER WITH OUR PARTNERS IMPROVE THE HEALTH OF THE POPULATION AND REDUCE HEALTH INEQUALITIES						Links to Derwentside Community Strategy: Health Outcome 1,2 and 3					
<i>H.2 Support initiatives which address health inequalities between Derwentside wards</i>						Links to Durham County LAA: Children & Young People C&YP3 Healthier Communities and Older People					
H. 2.1	Identify further opportunities of collaborative working with the PCT to address health inequalities in Derwentside -				Joint Healthier Futures Programme in partnership with PCT pilot Pilot commenced Jan 2007 + Staff training prog delivered March 2007	Ongoing	Broaden scope of the 'Try Five' initiative to include the over 50s and develop family focused activity progs Develop a community based Exercise Referral Scheme	Yes	Deliver courses of activity for over 50's at community venues attracting 1,000 attendees Estab six Try 5 family activity programme 3 x 10 week community based programme		Future delivery is dependent upon receiving future funding





Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
HEALTH – TOGETHER WITH OUR PARTNERS IMPROVE THE HEALTH OF THE POPULATION AND REDUCE HEALTH INEQUALITIES						Links to Derwentside Community Strategy: Health Outcome 4 & 5					
H.3 Improve care and support for older people						Links to Durham County LAA: Healthier Communities and Older People HC&OP3					
H. 3.1	To produce an Accommodation and Support Strategy for Older Persons in Derwentside				Ongoing	N/A	By Sept 2007	Consultation & research undertaken / ongoing			
HEALTH – TOGETHER WITH OUR PARTNERS IMPROVE THE HEALTH OF THE POPULATION AND REDUCE HEALTH INEQUALITIES						Links to Derwentside Community Strategy: Health Outcome 1 & 5 Children and Young People C&YP2					
H.4 Improve care and support for vulnerable groups						Links to Durham County LAA: Children and Young People C&YP2 Healthier Communities and Older People HC&OP3, 4 and 5					
H. 4.1	To continue to have full membership of the Supporting People Commissioning Body				DDC has full membership of SP Commissioning Body	Ongoing	To meet targets contained in the Supporting People Strategy	Yes	Ongoing	Ongoing	Ongoing
H. 4.2	To review homeless prevention options in line with the Housing Options Project Plan				Ongoing	N/A	N/A	Ongoing	To create a Sanctuary scheme in Derwentside for victims of domestic violence	Ongoing	Ongoing






Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
HEALTH – TOGETHER WITH OUR PARTNERS IMPROVE THE HEALTH OF THE POPULATION AND REDUCE HEALTH INEQUALITIES						Links to Derwentside Community Strategy: Health Outcome 1					
H.5 Reduce poverty						Links to Durham County LAA: Healthier Communities and Older People HC&OP1					
H. 5.1	To secure additional Benefits for Derwentside residents	£0.75 m in additional benefits secured to date			£400,000		To secure an additional £450,000	£400,000 achieved for next financial round	To achieve up to an additional £1 million up to 2010 Government is to reduce benefit level – as reflected in £400,000 figure		
HEALTH – TOGETHER WITH OUR PARTNERS IMPROVE THE HEALTH OF THE POPULATION AND REDUCE HEALTH INEQUALITIES						Links to Derwentside Community Strategy: Health Outcome 3 and 4					
H.6 Ensure that residents get local access to health services						Links to Durham County LAA: Healthier Communities and Older People HCOP1					
H. 6.1a	To maintain and develop Unscheduled and Emergency Care at Shotley Bridge Hospital						Report on future of SBH completed	Ongoing	To form joint working group on future service developments by 2007/08		
H. 6.1b	To increase the usage of the Minor Injuries Unit	10,500 per annum			11,588		To increase usage	Yes	12,000	Targets to be set in line with service plans and developments by the SBH Steering/Joint Working Group, which will be implemented by stakeholders and service providers	
H. 6.2	Maintain and develop a wide range of diagnostic services at Shotley Bridge Hospital						Report on future of SBH completed	Yes	To form joint working group re future o/ship of SBH		
H. 6.3	Ensure the retention of Day Surgery on the Shotley Bridge site						To retain Day Surgery	Yes	Ongoing		

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
ENVIRONMENT – TOGETHER WITH OUR PARTNERS, CREATE A CLEAN, ATTRACTIVE AND SUSTAINABLE ENVIRONMENT						Links to Derwentside Community Strategy: Built and Natural Environment Outcome 2					
EH.1 Provide clean local environments						Links to Durham County LAA: Safer and Stronger Communities SSC2					
EH. 1.1	To improve street cleaning performance to achieve top quartile standard BVPI 199a	2005/06 18%	2005/06 11.0%	N/A	17% 3 rd quartile		Top quartile	No	To achieve top quartile position Top quartile in 2005/06 was 11%		
EH. 1.2	Improve residents satisfaction with street cleaning BVPI 89	2004/05 52%	59.80%	N/A	61%		70.00%	No	To achieve a rate of 75% by 2010		
EH. 1.3	To implement a new Council Enforcement Strategy						Ongoing	Ongoing	By March 2010		
ENVIRONMENT – TOGETHER WITH OUR PARTNERS, CREATE A CLEAN, ATTRACTIVE AND SUSTAINABLE ENVIRONMENT						Links to Derwentside Community Strategy: Built and Natural Environment Outcome 1 and 2					
EH.2 Revitalise and regenerate the built and natural environment						Links to Durham County LAA: Safer and Stronger Communities SSC2					
EH. 2.1	Produce a strategy for the future use and development of play provision within the district				Draft Report to Strong Comm/ Comm Safety Scrutiny June 2007	Ongoing	Ongoing	Yes	Full Strategy to be agreed by Sept 2007	To implement the Action Plan contained within the Play Provision Strategy	
EH. 2.2	Develop and implement a strategy for the positive management of off-street car parks						Ongoing	Ongoing	By March 2008		

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EH. 2.3	Produce a strategy to address disused commercial and domestic accommodation in targeted town and village centres				Strategy produced Jan 2007	Ongoing	By March 2007	Yes	Ongoing	Ongoing	Ongoing
EH. 2.4	Implement a range of regeneration initiatives dealing with dilapidation and dereliction, improving the appearance of the public realm and design of new developments				Draft Report to CMT Jan 2007	Ongoing	Ongoing	Ongoing	By March 2010		
EH. 2.5	Produce an Open Space Strategy					Ongoing	By August 2007	Ongoing			
ENVIRONMENT – TOGETHER WITH OUR PARTNERS, CREATE A CLEAN, ATTRACTIVE AND SUSTAINABLE ENVIRONMENT						Links to Derwentside Community Strategy: Built and Natural Environment Outcome 1, 2 and 3					
<i>EH.3 Encourage sustainable development and lifestyles</i>						Links to Durham County LAA: Safer and Stronger Communities SSC2					
EH. 3.1	To reduce emissions from Council fleet vehicles						Target to be set by Dec 2007	N/A	By March 2010		
EH. 3.2	Increase the % of household waste sent for recycling	2005/06 13.53%	2005/06 17.92%	N/A	19.47%		16%	Yes	19%	20%	30%
EH. 3.3	To fully embed sustainability principles into Council plans, programmes and developments.				Sustainability Framework developed	Ongoing	To intro a sustainability appraisal mechanism	Yes	By March 2010		






Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EH. 3.4	To ensure that all actions in the Council's sustainability strategy are implemented				7 actions implemented 1 action ongoing 4 to be implemented	Ongoing	Ongoing	Yes	By March 2008		
EH. 3.5	To develop a Green transport plan				Progressing going Green transport plan has started	Ongoing	Ongoing	N/A	By June 2007		
EH. 3.6	To produce a management plan identifying the benefits of biodiversity from Council operations – development of management plans for local nature reserves across the district	1 management plan produced			1 plan produced		To produce one management plan annually	Yes	1	1	3
EH. 3.7	To identify opportunities and develop plans/bids promoting energy efficiency				Ongoing	Ongoing	Plans developed / bids will continue to be identified	Ongoing	Ongoing	Ongoing	Ongoing

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
ENVIRONMENT – TOGETHER WITH OUR PARTNERS, CREATE A CLEAN, ATTRACTIVE AND SUSTAINABLE ENVIRONMENT						Links to Derwentside Community Strategy: Built and Natural Environment Outcome 1					
<i>EH.4 Ensure that housing provision meets local needs and aspirations</i>						Links to Durham County LAA: Safer and Stronger Communities SSC5					
EH. 4.1	To implement housing provision requirements identified in the Local Development Framework				Ongoing	Ongoing	Ongoing	Ongoing	By March 2010		
EH. 4.2	To establish a robust baseline to measure existing housing standards within the private sector:	See below									
EH. 4.2a	Implement initiatives designed to improve private sector housing standards	New local indicator			Strategic Housing Service Planning Day organised for July 2007. Targets to be set for 2007 – 2010 based upon outcomes of Planning Day			To develop, implement and monitor local targets/actions designed to improve private sector housing agreed at Strategic and Supported Housing Planning Day.			
EH. 4.2b	Increase the number of private sector vacant dwellings returned into occupation or demolished	2005/06 61	2005/06 25	N/A	33		30	Yes	35	40	45 (Revised from 170)

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EH. 4.2c	To increase the number of accredited properties	25			182		Ongoing	Yes	278 by 2010		
EH. 4.2d	To introduce a licensing scheme for houses in multiple occupation				Report to Council June 2007		June 2007	Yes	Ongoing		
EH. 4.3	To introduce an interim affordable housing policy				Draft consultation undertaken comments by June. Draft on council website		By March 2007	No	Revised target Sept 2007		
EH. 4.4a	To revise the Homelessness Strategy				Revised draft waiting for approval		To commence in Dec 2006	No	Revised target by September 2007		
EH. 4.4b	To have in place a Strategic Housing service				Interviews to be complete by end of June		Ongoing	Yes	By April 2008		


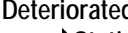
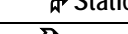



Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
LEARNING – TOGETHER WITH OUR PARTNERS, DELIVER A LEARNING COMMUNITY						Links to Derwentside Community Strategy: Learning Outcomes 1, 2 and 3 Strong Communities Outcome 3 Children and Young People Outcomes 3 and 4					
L.1 Deliver a learning community by supporting initiatives that contribute to improvements in educational attainment and skills levels						Links to Durham County LAA: Children and Young People C&YP6 and 8					
L. 1.1a i	Review and evaluate current Council supported initiatives that aim to enhance attainment and raise aspirations: SPICETACULAR				BY May 2007		By Dec 2006	No	Completed		
L. 1.1b i	Review and evaluate current Council supported initiatives that aim to enhance attainment and raise aspirations: YOUTH BUS				By March 2007		By Dec 2006	No	Completed		
L. 1.1 c	Review and evaluate current Council supported initiatives that aim to enhance attainment and raise aspirations: AB@H				Ongoing	Ongoing	By March 2008	Ongoing	By March 2008		
L. 1.1d	Review and evaluate current Council supported initiatives that aim to enhance attainment and raise aspirations: LEARNING INITIATIVE				Ongoing	Ongoing	By Dec 2007	Ongoing	Ongoing	Ongoing	Ongoing









Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
L. 1.1e	Review and evaluate current Council supported initiatives that aim to enhance attainment and raise aspirations: ENTERPRISE PLACE				Ongoing	Ongoing	Ongoing	Ongoing	By Sept 2007		
L. 1.2	To support and develop youth learning and citizenship initiatives:	See below									
L. 1.2a	To encourage and support pupils from Derwentside secondary schools to take part in the Engineering Challenge	100			100		100	Yes	100	100	100
L. 1.2b	Engineering Road show to visit all 6 Derwentside Secondary Schools	6			6 schools 795 pupils attended		To visit all 6 schools	Yes	To visit all 6 schools	To visit all 6 schools	To visit all 6 schools
LEARNING – TOGETHER WITH OUR PARTNERS, DELIVER A LEARNING COMMUNITY							Links to Derwentside Community Strategy: Learning Outcomes 1, 2 and 3, Strong Communities Outcome 3 Children and Young People Outcomes 3 and 4				
<i>L.2 Develop initiatives which support learners to access education, employment and training appropriate to their needs</i>							Links to Durham County LAA: Children & Young People C&YP6 and 8				
L. 2.1	To reduce the no. of H/Hlds without qualifications	2004 10,600 20.3	2005 G.B. 14.3	2005 N.E. 15.6	2005 7,700 14.9		To equate to the N.E. average	Yes	To at least the regional average by 2010		
L. 2.2	To support residents/learners to receive training via Derwentside Training	750			925		600	Yes	600	600	600






Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
L. 2.3	To develop a programme of modern apprenticeships with Derwentside Homes	1			4		3	Yes	4	Target to be set in line with future retirements of staff	
L. 2.4	To support and develop a work experience programme (Learning Initiative) to enable pupils to participate in Council work placements	16			16		30	No	30	30	30
LEARNING – TOGETHER WITH OUR PARTNERS, DELIVER A LEARNING COMMUNITY						Links to Derwentside Community Strategy: Learning Outcome 1 & 2 Children and Young People Outcome 3					
<i>L.3. Ensure that local pupils get access to modern learning resources</i>						Links to Durham County LAA: Children and Young People C&YP6 & 8					
L. 3.1	To inform Learning Scrutiny on the Building Schools for the Future and Academy Schools programme	The programme for Derwentside does not commence until 2012.			Ongoing	N/A	By March 2006	No	Ongoing	Ongoing	Ongoing

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EXCELLENCE – TOGETHER WITH OUR PARTNERS, ACHIEVE ORGANISATIONAL EXCELLENCE						Links to Derwentside Community Strategy: Strong Communities Outcome 1					
EX.1 Demonstrate strong community leadership by encouraging greater community involvement in the planning, delivery, monitoring and review of local services						Links to Durham County LAA: Safer and Stronger Communities SSC3 and 4					
EX 1.1	% of direct consultations carried out in the year which is in accordance with the principles of good practice	Baseline to be set by December 2007							Baseline to be set by Dec 2007	Ongoing	Ongoing
EX. 1.2	% of residents who are very/fairly satisfied with the opportunities to participate in decision making provided by LA	General Survey 2006/07			See below						
	a) All residents	23.7%			Baseline established From 2006/07 General Survey	Baseline to be set by 04/07	Yes	Set targets for 2010			
	Base/con interval	1487/2.2			Baseline established From 2006/07 General Survey	Baseline to be set by 04/07	Yes	Set targets for 2010			
	b) Residents 60+	35.1%									
Base/con interval	518/4.1										
Ex. 1.3	% of residents who feel that the Council acts on their concerns	General Survey 2006/07			Baseline established From 2006/07 General Survey	Baseline to be set by 04/07	Yes	Set targets for 2010			
		42.2%									
	Base/con interval	1214/2.8									
EX. 1.4	% of quarterly performance reports presented to the public and other stakeholders	New indicator			100%		100%	Yes	100%	100%	100%

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/20 10
EX. 1.5	Quarterly meetings between the Council and Community Partnership representatives	3			2		4	No	4	4	4
EXCELLENCE – TOGETHER WITH OUR PARTNERS, ACHIEVE ORGANISATIONAL EXCELLENCE						Links to Derwentside Community Strategy: Strong Communities Outcome 1					
<i>EX.2 Demonstrate that as a Council we learn lessons and act upon feedback from the corporate complaints mechanism and from evaluations of key projects and initiatives</i>						Links to Durham County LAA: Safer and Stronger Communities SSC3					
EX. 2.1	Performance against the Quality of complaints Management checklist	Checklist developed and implemented			66%	N/A	Not set	N/A	83.37%	91.66%	100.00%
EX. 2.2	Number of complaints received by the Ombudsman	21			31	N/A	N/A	N/A			
EX. 2.3	Number of decisions to the Ombudsman excluding premature complaints.	11			20	N/A	N/A	N/A			
EX. 2.3a	Maladministration found causing injustice to complainant	0			0		0	Yes	0	0	0
EX. 2.3b	Local settlement	2			1		0	No	0	0	0
EX. 2.3c	Maladministration found causing no injustice to complainant	0			0		0	Yes	0	0	0
EX. 2.3d	No Maladministration by the Council	0			0		0	Yes	0	0	0

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EX. 2.3e	No Maladministration – insufficient evidence to proceed	5			11	 95% achieved	To achieve 100% of total no. of decisions excluding premature cases	No	To achieve 100% of total no. of decisions excluding premature cases	To achieve 100% of total no. of decisions excluding premature cases	To achieve 100% of total no. of decisions excluding premature cases
EX. 2.3f	Ombudsman’s discretion exercised to discontinue complaint	4			3						
EX. 2.3g	Cases outside Ombudsman’s jurisdiction	0			5						
EX. 2.3h	Premature complaints sent directly to Ombudsman	9			6	N/A	The Council does not exercise any control regarding complaints made directly to the Ombudsman				
EX. 2.4	% of Key Council projects with a formal evaluation reported to Members and % of Key Council projects with a ‘Lessons Leant’ Action Plan implemented.	Baseline to be set in December 2007							Targets to be set by Dec 2007		
EXCELLENCE – TOGETHER WITH OUR PARTNERS, ACHIEVE ORGANISATIONAL EXCELLENCE						Links to Derwentside Community Strategy: None					
<i>EX.3 Manage risk and make effective use of available resources and partnerships, in order to enhance service delivery and achieve value for money</i>						Links to Durham County LAA: None					
EX. 3.1	All Corporate Procurement Strategy actions achieved	81% of actions currently achieved			100%		100%	Yes	100%	100%	100%
EX. 3.2	Achieve annual procurement savings target	Achieved savings of £301,668			Achieved savings of £263,986		£225,000 per annum	Yes	£225,000 per year	£225,000 per year	£225,000 per year

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EX. 3.3	Adopt all of the government's priority service outcomes for local e-government	New target introduced 2006/07 – 100% by 2010/2011			89.04%		82.19%	Yes	91.00%	95.00%	97.50%
EX. 3.4	Maintain at 100% the proportion of interactions with the public which are capable of electronic service delivery	100%			100%	 Target achieved 100 %	100%	Yes	100%	100%	100%
EX. 3.5	Achieve an assessment of 'performing well' in the Audit Commission's annual independent 'Use of Resources' assessment	Performing adequately					Performing well	Yes	Perform well	Perform well	Perform well
EX. 3.6a	Increase the proportion of Council BVPIs which are in the 'All England' national top quartile	2005/06 33% Dir of Travel Sept 2006			37%		25%	Yes	37%	39%	40%
EX. 3.6b	Decrease the proportion of Council BVPIs which are in the 'All England' national bottom quartile	2004/05 15% Dir of Travel Sept 2006			15%		10%	No	10%	10%	10%

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend  Improved  Deteriorated  Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EXCELLENCE – TOGETHER WITH OUR PARTNERS, ACHIEVE ORGANISATIONAL EXCELLENCE						Links to Derwentside Community Strategy:					
<i>EX.4 Ensure that the Council has the right people with the right skills, in the right place at the right time, who are committed to the values and aims of the Council</i>						Links to Durham County LAA:					
						Strong Communities Outcome 1.2 and 1.6					
						Safer & Strong Communities SSC3 and SSC4					
EX. 4.1	To implement all the actions of the Council's Transformational Plan						Ongoing	N/A	To implement by 2009		
EX. 4.2	To undertake a successful liP re-assessment	liP awarded			liP awarded		To achieve liP	Yes	To continue to be awarded Investors in People		
EX. 4.3	To increase the % of staff who feel satisfied with the authority as follows:	See below									
EX. 4.3a	% of staff who feel valued by colleagues, managers and members to increase from 57% to 75%	2005 57%							Survey to be under taken 2007/08	75%	75%
EX. 4.3b	% of staff who have confidence in senior management - answered 'agree' and 'agree strongly'	2005 59%							Survey to be under taken 2007/08	75%	75%
EX. 4.4	To achieve a rating of 4 in the Housing Benefit/Council tax Benefit performance standards assessment	3			4		4	Yes	4	4	4

Local BVPI No.	Target	Baseline 2005/06 Performance	England	Durham County	2006/07 Outturn	Trend Improved Deteriorated Static	Target for 2006/07	Target achieved	Target for 2007/08	Target for 2008/09	Target for 2009/2010
EX. 4.5	To reduce the no. of working days/shifts lost to absence BVPI 12	2005-06 12.01 days	2005-06 9.60 days	2005-06 10.02 days	10.44 days		8.9 days	No	10.00 days	9.50 days	9.00 days
EXCELLENCE – TOGETHER WITH OUR PARTNERS, ACHIEVE ORGANISATIONAL EXCELLENCE						Links to Derwentside Community Strategy: None					
<i>EX.5 Adopt a systematic approach to continuous improvement to help demonstrate real progress towards excellence</i>						Links to Durham County LAA: None					
EX. 5.1	To implement the EFQM Excellence Model within the Council				Ongoing	Ongoing	Ongoing	Ongoing	By Sept 2007		
EX. 5.2	To train staff as internal assessors to sustain use if the EFQM Excellence Model across the organisation				Ongoing	Ongoing	Ongoing	Ongoing	To train 10-15 staff by August 2007		
EX. 5.3a	To adopt a Data Quality Strategy				Data Quality Strategy Complet'd	Yes	By March 2007	Yes			
EX. 5.3b	To achieve Level 4 in the annual Data Quality Audit by 2008/09				Level 2	New indicator	Level 2	Yes	Level 3	Level 4	Level 4

