

Report to: **Executive**  
Date: **30 August 2005**  
Report of: **Executive Member for Organisational Development**  
Subject: **Quarterly performance report against Best Value Performance Indicators (BVPIs)**  
Ward: **All**

## **1.0 Purpose of the Report**

- 1.1 To present the Council's performance against BVPIs for the first quarter of 2005-6, giving emphasis to the PIs the Council has selected for particular attention because performance in these areas needs to be accelerated. This report will also be presented to the Audit Scrutiny Committee.

## **2.0 Consultation**

The performance information in this report has been gathered from managers from across the Council. The list of PIs for additional focus has been agreed by Executive and Scrutiny.

## **3.0 Background**

- 3.1 In June 2005 the Council considered the year end position in terms of the Council's overall performance. This report concluded that although the Council delivered a significant proportion of the work planned for 2004/5, in terms of BVPIs:
- Our service performance is not improving at a sufficient pace
  - The overall picture could be described as one of consolidation rather than further improvement
  - Performance has shown a good level of improvement in some key areas but some areas have slipped back and there is continued decline in some key areas (eg decent homes and waste)
  - Where we have focused particular attention there has been improvement and we need to continue this approach.
- 3.2 We agreed that service performance needs to remain a priority for the Council both overall, and with particular emphasis on 11 areas identified as needing special focus.
- 3.3 This report is the first routine quarterly performance report of 2005/6. It provides the latest information in relation to our overall performance in terms of the BVPI's and also gives details of the current position in relation to the 11 areas earmarked for specific attention during this year.
- 3.4 It should be noted that it is often very difficult to determine trends from the first quarter's information because several of the BVPIs are cumulative and others are subject to seasonal variation or are only collected annually.

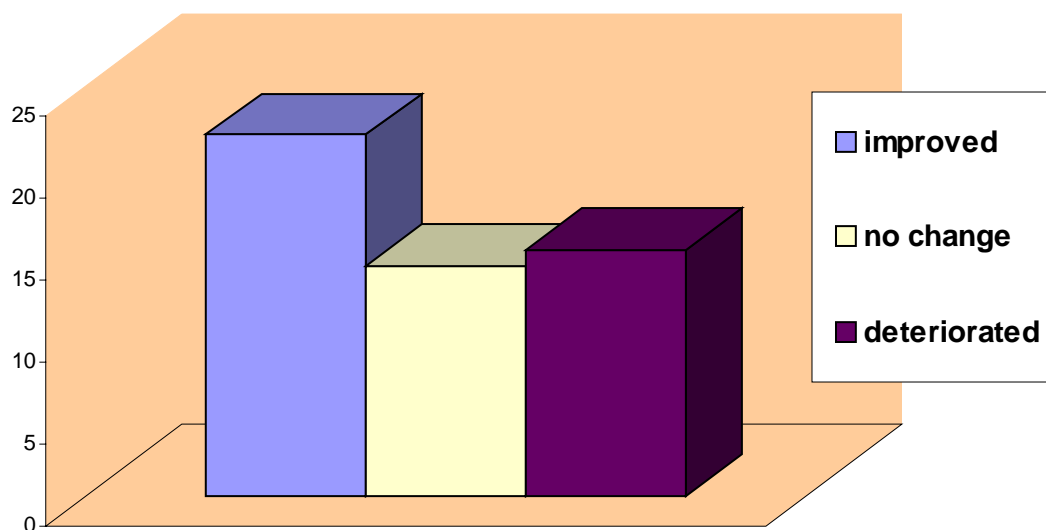
## 4.0 Performance summary

### 4.1 Best Value Performance Indicators: overall performance at the end of the first quarter (up to end of June 2005)

4.1.1 For 2005/6 there are 97 statutory BVPIs against which the Council is required to measure progress. Of these, 46 are either new indicators with no comparative data; are satisfaction indicators only measured every three years; are only measured annually or there is currently no data available to measure them. This leaves us with 51 indicators on which we can currently track progress on a quarterly basis. A full performance table up to the end of June 2005 is included as Appendix 1.

4.1.2 The table below indicates how we have performed in the first quarter in comparison to the year end results for 2004/2005. It is pleasing to report that we have improved our performance for 22 out of the 51 indicators. Of the 15 indicators where performance has dropped, 2 of these already have specific action plans in place which aim to achieve the required degree of improvement by year end; 2 relate to the decent homes standard and the remaining indicators have made only marginal reductions in performance. However at this early stage in the year we need to take account of these areas and consider whether any additional action needs to be taken. Overall, the picture from the first quarter is encouraging:

**BVPI's quarterly returns**



### 4.2 11 areas identified for particular focus

4.2.1 Management Team and Members have identified 11 areas of poor performance where focused attention needs to be given in order to drive improvement in relation to these key performance indicators. Attached in table format as Appendix 2 is the updated picture in relation to these P.I.'s, showing the current quarterly figures and what actions have been taken in order to try and improve the figures. It is pleasing to report that of the 11 indicators, 9 have shown improvement, with a number either close to, or reaching the target set for year end.

## **5. Implications**

### **5.1 Financial Implications**

This report has no direct financial implications

### **5.2 Legal Implications**

This report has no direct legal implications

### **5.3 Policy Implications**

This report has no direct policy implications but performance will be taken into account in reviewing the Council's priorities during 2005/6.

### **5.4 Risk Implications**

A risk assessment has been carried out.

## **6. Communications**

Highlight messages about the past year's performance are being developed for communication to all staff. Directors are taking on the responsibility of communicating performance in their own Directorates and ensuring routine discussion of performance in their management teams.

## **7. Corporate Implications**

### **7.1 Corporate Plan and Priorities**

Performance will be taken into account in reviewing priorities during 2005/6.

### **7.2 Service Plans**

Performance will be taken into account in shaping future service plans.

### **7.3 Performance Management and Scrutiny**

This report presents the quarterly position in terms of the Council's performance up to end of June 2005. This information will be used to further focus on areas which may need special attention to generate further improvement.

### **7.4 Sustainability**

There are no sustainability implications.

### **7.5 Expenditure related to 'well-being' powers**

There are no direct well being implications.

### **7.6 Human Resource Implications**

There are no HR implications.

## **7.7 Information Technology**

There are no I.T. implications.

## **7.8 Equality and Diversity**

There are no direct Equality and Diversity implications.

## **7.9 Crime and Disorder**

There are no direct crime and disorder implications.

## **7.10 Human Rights**

There are no human rights implications.

## **7.11 Social Inclusion**

There are no direct social inclusion implications.

## **7.12 Procurement**

There are no specific procurement issues.

## **8. Conclusion**

8.1 Although we are only reporting on the results from the first quarter, the picture which is emerging is reasonably promising. We need now to build on this in order to reach the targets we have set ourselves by the end of the year.

We need to further improve our focus on service improvement for the benefit of citizens, particularly as the Audit Commission will be “raising the bar” on service performance for future CPA.

## **9. Recommendations**

Members are recommended to:

9.1 Note the quarterly performance of the Council as represented through the BVPIs

9.2 Note the progress in relation to the 11 areas of performance

## **Background Papers**

Corporate and Best Value Performance Plan 2005/6

Quarterly BVPI pro formas

**1<sup>st</sup> Quarterly returns 2005/06**

| BVPI   | Outturn<br>2004/05 | 1 <sup>st</sup> quarter | 2005/6<br>target | Top<br>Quartile | Bottom<br>Quartile |
|--|--------------------|-------------------------|------------------|-----------------|--------------------|
| <b>GENERAL CORPORATE HEALTH</b>  |                    |                         |                  |                 |                    |
| BV2a – Level of the Equality Standard for LG to which the authority conforms         | Level 1            | Level 1                 | Level 2          | N/A             | N/A                |
| BV2b – The duty to promote race equality   | 58%                | 37%                     | 65%              | 55%             | 26%                |
| BV3 - % of citizens satisfied with the overall services provided                     | N/A                | N/A                     | N/A              | N/A             | N/A                |
| BV4 - % complainants satisfied with the handling of their complaint                  | N/A                | N/A                     | N/A              | N/A             | N/A                |
| BV8 – The percentage of undisputed invoices paid within 30 days                      | 98.4%              | 99%                     | 99%              | 96.74%          | 90.89%             |
| BV9 – Percentage of Council Tax collected  | 95.40%             | 26.91%                  | 98.2%            | 98.50%          | 97.20%             |
| BV10 - % of NNDR collected that were due for the financial year                      | 98.10%             | 28.19%                  | 98.3%            | 99.12%          | 98%                |
| BV11a – The percentage of top 5% of earners that are women                           | 14.3%              | 14.3%                   | 16%              | 26.69%          | 14.70%             |
| BV11b – The percentage of top 5% of earners from black & ethnic minority communities | 0%                 | 0%                      | 2%               | 2.20%           | 0.00%              |
| BV11c ( <b>NEW</b> ) Top 5% of earners that have a disability                        | N/A                | 5.7%                    | No baseline      | N/A             | N/A                |
| BV12 – The average working days/shifts lost due to sickness per FTE                  | 11.3               | 10.7                    | 10               | 8.93            | 11.82              |
| BV14 – Early retirements as % of total workforce                                     | 0.63%              | 0.40%                   | 0.45%            | 0.14%           | 1.02%              |
| BV15 – ill health retirements as % of total workforce                                | 1.05%              | 0.40%                   | 0.35%            | 0.00%           | 0.61%              |
| BV16a - % of Council workers declaring they are disabled                             | 3.8%               | 3.8%                    | 5%               | 4.11%           | 1.72%              |
| BV16b - % of economically active people in LA area from minority ethnic communities  | 29%                | 29%                     |                  | 15.09%          | 10.44%             |
| BV17x - % of council workers from minority ethnic communities                        | 0.36%              | 0.35%                   | 0.4%             | 2.4%            | 0.6%               |
| BV17y - % of economically active people in LA area from minority ethnic communities  | 0.75%              | 0.75%                   |                  | 3.4%            | 1.1%               |
| BV156 – Authority buildings open to the public accessible by the disabled            | 21.62%             | 16.67%                  | 100%             | 67%             | 27%                |
| BV157 - % of interactions with public capable of electronic service delivery         | 53.78%             | N/A                     | 83%              | 72%             | 50.30%             |

| BVPI  | Outturn<br>2004/5         | 1 <sup>st</sup> quarter  | 2005/6<br>target | Top<br>quartile | Bottom<br>quartile |
|---|---------------------------|--|------------------|-----------------|--------------------|
| <b>HOUSING</b>  |                           |  |                  |                 |                    |
| BV63 – Average SAP energy efficiency rating of LA owned dwellings   | 60                        | N/A  | 63               | 65              | 58                 |
| BV64 – The number of private sector dwellings vacant for 6 months and reoccupied from LA action   | 47                        | 16   | 52               | N/A             | N/A                |
| BV66a – Proportion of rent collected  | 97.8%                     | 97%  | 97.4%            | 98.60%          | 96.79%             |
| BV66b (NEW) Number of local authority tenants with more than 7 weeks of (gross) rent arrears as a % of total number of council tenants  | New indicator for 2005/06 | Calculation not yet possible because of problems with orchard system | N/A              | N/A             | N/A                |
| BV66c (NEW) % of local authority tenants in arrears who have had Notices Seeking Possession served  | New indicator for 2005/06 | 3.65%  | N/A              | N/A             | N/A                |
| BV66d (NEW) % of local authority tenants evicted as a result of rent arrears  | New indicator for 2005/06 | 0.05%  | N/A              | N/A             | N/A                |
| BV74(i) Satisfaction of tenants with overall service provided<br>BV74 (ii) Satisfaction of tenants with overall service provided – black & ethnic minority<br>BV74 (iii) Satisfaction of tenants with overall service provided – non-black & ethnic minority  | N/A                       | Survey only carried out once every 3 years                           | N/A              | N/A             | N/A                |
| BV75 Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by<br>75(i) black and ethnic minority tenants<br>75(ii) non-black and ethnic minority tenants | N/A                       | Survey only carried out once every 3 years                           | N/A              | N/A             | N/A                |
| BV164 – Does the authority follow the Commission for Racial Equality’s code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment including in Tackling Racial Harassment: Code of Practice for Social Landlords                                       | No                        | No   | Yes              | N/A             | N/A                |
| BV183a – Average length of stay in bed and breakfast accommodation  | 0                         | 0  | 0                | 1.18            | 8.80               |
| BV183b – Average length of stay in hostel accommodation   | 0                         | 0  | 0                | 0               | 22.25              |
| BV184a – Proportion of LA homes that were non-decent at 1 April 2005  | 72.30%                    | 72.97%   | 72.96%           | 15%             | 46%                |

| BVPI   | Outturn 2004/5        | 1 <sup>st</sup> quarter                                       | 2005/6 target | Top quartile | Bottom quartile |
|--|-----------------------|---|---------------|--------------|-----------------|
| BV184b – Percentage change in proportion of non-decent homes   | +6.93%                | +1.06%  | +4.90%        | 26.6%        | 4.5%            |
| BV211a (NEW) The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings  | New Indicator         |   | 50%           | N/A          | N/A             |
| BV211b (NEW) Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non urgent repairs expenditure to HRA dwellings  | New Indicator         |   | 60%           | N/A          | N/A             |
| BV212 (NEW) Average time taken to re-let council dwellings   | New indicator         | 97 days   | N/A           | N/A          | N/A             |
| BV202 – The number of people sleeping rough on a single night within the area of the local authority   | 0 – 10                | 0 - 10  | 0-10          | N/A          | N/A             |
| BV203 – The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year | 8.33%                 | 3   | 2%            | N/A          | N/A             |
| BV213 (NEW) Number of homelessness cases prevented   | New indicator         | 27  | N/A           | N/A          | N/A             |
| BV214 (NEW) Repeat homelessness  | New indicator         | 16.18%  | N/A           | N/A          | N/A             |
| <b>HOUSING TAX BENEFIT &amp; COUNCIL TAX BENEFIT</b>   |                       |   |               |              |                 |
| BV76 – Strategy for combating fraud & error  |                       |   |               |              |                 |
| BV76a – Number of claimants visited per 1000 caseload  | 26.5                  | 48.65   | 50            | 304          | 64.11           |
| BV76b – Number of fraud investigators per 1000 caseload  | 0.32                  | 0.31  | 0.32          | 0.48         | 0.26            |
| BV76c– Number of fraud investigations per 1000 caseload  | 32.5                  | 31.85   | 30            | 61.70        | 32.87           |
| BV76d – Number of prosecutions/sanctions per 1000 caseload   | 1.6                   | 0.39  | 1.7           | 5.83         | 1.77            |
| BV78a – Average time for processing new claims   | 35.6                  | 35.02   | 29            | 31.0         | 46.3            |
| BV78b – Average time for processing change of circumstances  | 8.11                  | 6.9   | 7.5           | 7.2          | 13.0            |
| BV79a – Accuracy of processing: % of cases for which the calculation was correct   | 96.6%                 | 100   | 100           | 99.00        | 96.80           |
| BV79b – Accuracy of processing: % of recoverable overpayments (ex council tax benefit) that were recovered in the year   | Unable to supply data | New computer system should be able to supply data later in yr | N/A           | 55.60        | 39.32           |

| BVPI   | Outturn<br>2004/5                         | 1 <sup>st</sup> quarter | 2005/6<br>target | Top<br>quartile | Bottom<br>quartile |
|--|---|-------------------------|------------------|-----------------|--------------------|
| BV79b (ii) (NEW) HB overpayments written off as % HB overpayment debt  | “   | “                       | N/A              | N/A             | N/A                |
| BV79b (iii) (NEW) HB overpayments written off as % HB overpayment debt   | “   | “                       | N/A              | N/A             | N/A                |
| <b>ENVIRONMENT</b>   |   |                         |                  |                 |                    |
| BV199 – The proportion of relevant land/highway as defined under EPA 1990 Part IV sec 86 that is assessed as having combined deposits of litter & detritus across 4 categories of cleanliness (Clean, Light, Significant, Heavy) | Nil return due to issues with methodology | 28%                     | 30%              | 12.0%           | 25.2%              |
| BV199b (NEW) % of relevant land and highways where unacceptable levels of graffiti are visible   | New indicator                             | 18%                     | N/A              | N/A             | N/A                |
| BV199c (NEW) % of relevant land and highways where unacceptable levels of fly-posting are visible  | New indicator                             | 4%                      | N/A              | N/A             | N/A                |
| BV199d (NEW) Reduction in incidents/increase in enforcement actions in relation to fly-tipping   | New indicator                             | 4                       | N/A              | N/A             | N/A                |
| BV82a - Percentage of the total tonnage of household waste arising which have been recycled  | 7.62%                                     | 8.169%                  | 10%              | N/A             | N/A                |
| BV82a (ii) – Total tonnage of household waste arisings which have been sent by the Authority for recycling   | New indicator                             | 837.31                  | N/A              | N/A             | N/A                |
| BV82b – Percentage of waste sent for composting: definition amended to include waste, which has been treated through a process of anaerobic digestion  | 6.02%                                     | 12.74%                  | 15%              | 5.14%           | 0.00%              |
| BV82b (ii) – The total tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion   | New indicator                             | 1179                    | N/A              | N/A             | N/A                |
| BV82d (i) – Percentage of household waste arisings which have been landfilled  | 86.36%                                    | 83.021%                 | N/A              | N/A             | N/A                |
| BV82d (ii) – The tonnage of household waste arisings which have been landfiled   | 38252                                     | 9859.86                 | N/A              | N/A             | N/A                |
| BV84 – No of kgs of household waste collected per head   | 477.21                                    | 511.82                  | 460              | 371.7           | 430.3              |
| BV84b (NEW) % change from the previous financial year in the number of kgs of household waste collected per head of the population   | 3.26%                                     | +7.25%                  | N/A              | N/A             | N/A                |
| BV86 – Cost of waste collection per head   | £44.06                                    | £50.65                  | £45.78           | N/A             | N/A                |
| BV89 – Percentage of people satisfied with the cleanliness standard in their area  | Survey every 3 years                      | N/A                     | N/A              | N/A             | N/A                |






| BVPI  | Outturn<br>2004/5    | 1 <sup>st</sup> quarter | 2005/6<br>target | Top<br>quartile | Bottom<br>quartile |
|---|----------------------|-------------------------|------------------|-----------------|--------------------|
| BV90 - Percentage of people satisfied with <i>a) household waste collection b) waste recycling</i>  | Survey every 3 years | N/A                     | N/A              | N/A             | N/A                |
| BV91a – Percentage of the population resident in the authority’s area served by a kerbside collection of recycling  | 99.48%               | 99.48%                  | 99%              | 100%            | 84.95%             |
| BV91b – Percentage of household residents in the authority’s area served by kerbside collection of at least two recyclables   | 99.48%               | 99.48%                  | N/A              | N/A             | N/A                |
| BV216a (NEW) Number of “sites of potential concern” with respect to land contamination  | New indicator        | 408                     | N/A              | N/A             | N/A                |
| BV216b (NEW) Number of sites where remediation of the land is necessary as a % of all “sites of potential concern”  | New indicator        | 7/408=1.7%              | N/A              | N/A             | N/A                |
| BV217 (NEW) % of pollution control improvements to existing installations completed on time   | New indicator        | 100%                    | N/A              | N/A             | N/A                |
| BV218a (NEW) % of new reports of abandoned vehicles investigated within 24hrs of notification   | New indicator        | 74%                     | N/A              | N/A             | N/A                |
| BV218b (NEW) % of abandoned vehicles removed within 24 hrs from the point at which the authority is legally entitled to remove the vehicle  | New indicator        | 100%                    | N/A              | N/A             | N/A                |
| <b>PLANNING</b>   |                      |                         |                  |                 |                    |
| BV106 – Percentage of new homes built on previously developed land  | 81%                  | 87%                     | 65%              | 86%             | 45.20%             |
| BV109 – Percentage of applications decided in line with Government Development Control targets:<br>a) major applications, 60% in 13 weeks<br>b) minor applications, 65% in 8 weeks<br>c) other applications, 80% in 8 weeks | 44.1%                | 75%                     | 60%              | 63.58%          | 40.25%             |
|   | 61.3%                | 70%                     | 65%              | 71.00%          | 52.00%             |
|   | 88.5%                | 83%                     | 80%              | 86.00%          | 73.98%             |
| BV179 – Percentage of standard searches carried out in 10 working days  | 99.8%                | 100%                    | 100%             | 100%            | 93.28%             |
| BV200a – Did the local planning authority submit the Local Development Scheme (LDS) by 28 <sup>th</sup> March 2005 and thereafter maintain a 3-year rolling programme   | Yes                  | Yes                     | Yes              | N/A             | N/A                |
| BV200b – Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out  | N/A                  | Yes                     | Yes              | N/A             | N/A                |
| BV200c – Did the Local Planning Authority publish an annual monitoring report by December of the last year  | New indicator        | N/A                     | N/A              | N/A             | N/A                |

| BVPI   | Outturn<br>2004/5      | 1 <sup>st</sup> quarter | 2005/6<br>target | Top<br>quartile | Bottom<br>quartile |
|--|------------------------|-------------------------|------------------|-----------------|--------------------|
| BV204 – Percentage of appeals allowed against the authority's decision to refuse planning applications   | 27%                    | 50%                     | 30%              | N/A             | N/A                |
| BV205 – Quality of planning services checklist   | 88%                    | N/A                     | 100%             | N/A             | N/A                |
| BV219a (NEW) Total number of conservation areas in the local authority area  | New indicator          | 4                       | N/A              | N/A             | N/A                |
| BV219b (NEW) % of conservation areas with an up to date character appraisal  | New indicator          | 0%                      | N/A              | N/A             | N/A                |
| BV219c (NEW) % of conservation areas with published management proposals   | New indicator          | 0%                      | N/A              | N/A             | N/A                |
| <b>ENVIRONMENTAL HEALTH &amp; TRADING STANDARDS</b>  |                        |                         |                  |                 |                    |
| BV166 – Score against the checklist of enforcement best practice for environmental health  | 96.6%                  | 96.6%                   | 100%             | 90              | 68.40              |
| <b>COMMUNITY SAFETY SERVICES</b><br>BV126 – Domestic burglaries per 1,000 households and % detected  | 11.72                  | 9.43                    | 10               | N/A             | N/A                |
| BV127a – Violent crimes per 1,000 population in the local authority area<br>BV127b – Robberies per 1,000 population in the local authority area                            | 11.39<br>New indicator | 17.97<br>0.43           | 10.94            | N/A<br>N/A      | N/A<br>N/A         |
| BV128 – Vehicle crimes per year per 1,000 population in the local authority area   | 11.17                  | 10.81                   | 10.5             | N/A             | N/A                |
| BV174 – The number of racial incidents reported to the local authority, and subsequently recorded, per 1000,000 population   | 4.3                    | 0                       | 3                | N/A             | N/A                |
| BV175 – The percentage of racial incidents reported to the local authority that resulted in further action   | 100%                   | 0                       | 100%             | 100%            | 0.00%              |
| BV225 (NEW) Assess the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence | New indicator          | 54.5%                   | 81.81%           | N/A             | N/A                |

| BVPI  | Outturn<br>2004/5 | 1 <sup>st</sup> quarter | 2005/6<br>target | Top<br>quartile | Bottom<br>quartile |
|---|-------------------|-------------------------|------------------|-----------------|--------------------|
| <b>COMMUNITY LEGAL SERVICE</b>  |                   |                         |                  |                 |                    |
| BV226a (NEW) Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations   | 29.52%            | £104,667                | £104,667         | N/A             | N/A                |
| BV226b (NEW) Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above | 29.51%            | 100%                    | 100%             | N/A             | N/A                |
| BV226c (NEW) Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public   | New indicator     | Reported annually       | No baseline      | N/A             | N/A                |

**11 areas of Performance causing concern**

| BVPI   | Outturn<br>2004/5 | 1 <sup>st</sup><br>quarter | target | Top<br>Quartile | Bottom<br>Quartile | Imp<br>? | Action  |
|--|-------------------|----------------------------|--------|-----------------|--------------------|----------|---|
| <i>Waste, recycling and cleanliness</i><br>BV82a - % of household waste sent for recycling                               | 7.62%             | 8.169%                     | 10%    | 16.86%          | 10.85%             | ☺        | Recycle Action Team set up to drive improvement   |
| BV82b - % of household waste sent for composting   | 6.02%             | 12.74%                     | 15%    | 5.14%           | 0.00%              | ☺        | " "   |
| BV84a - Kg/head of household waste collected   | 477.21            | 511.82                     | 460    | 371.7           | 430.3              | ☹        | " "   |
| BV199a - % of land having combined deposits of litter and detritus   | 32%               | 28%                        | 30%    | 12.0%           | 25.2%              | ☺        | Working party has been set up to look at the issues around this P.I   |
| <i>Community Safety</i><br>NI3 -% residents who feel safe walking in their neighbourhoods a) during daylight b) at night | a) 95%<br>b) 58%  | a) 95%<br>b) 58%           |        |                 |                    |          |   |
| <i>Planning</i><br>BV109 a) – Planning applications (major)  | 44.1%             | 75%                        | 60%    | 3.58%           | 40.25%             | ☺        | Major improvements already made after 1 <sup>st</sup> quarter, staff are becoming more experienced, and extra staff being appointed |
| BV109b) – Planning applications (minor)  | 61.3%             | 70%                        | 65%    | 71.00%          | 52.00%             | ☺        |   |
| BV109c)- Planning applications (other)   | 88.5%             | 83%                        | 80%    | 86.00%          | 73.98%             | ☹        |   |
| * consider all three & address fall-off in performance on (a)  |                   |                            |        |                 |                    |          | Despite a drop in performance, still performing well in this area   |
| <i>Benefits</i><br>BV78a – Speed of processing new claims further improvement to reach top quartile                      | 37.3              | 35.02                      | 29     | 31.0            | 46.3               | ☺        | Improvements made, working group to be set up to look at all benefits indicators  |
| BV78b – Notifying change in circumstances  | 8.11              | 6.9                        | 7.5    | 7.2             | 13.0               | ☺        | ***Already exceeded target  |

|  |        |        |      |      |       |   |  |
|--|--------|--------|------|------|-------|---|--|
| BV76a – Percentage of claimants visited          | 26.5   | 48.65  | 50   | 304  | 64.11 |  | As 78a   |
| <i>Corporate Health</i><br>BV12 – Sickness rates | 11.3   | 10.7   | 10   | 8.93 | 11.82 |  | Almost hit the target set for year end – major push on monitoring sickness has occurred in East Durham Homes, to be carried out across the Council in the next month   |
| BV156 – Buildings open to the public             | 21.62% | 16.67% | 100% | 67%  | 27%   |  | Deterioration in percentage is due to reduction in the number of buildings this PI relates to. Action plan in place with East Durham Homes, which manages most of the buildings – to be reviewed and monitored regularly |