

Report to: **Audit Committee**
Date: **22nd February 2007**
Report of: **Principal Corporate Development Officer**
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 third quarter of 2006-7, giving emphasis to the PIs the Council has selected for particular attention because performance in these areas needs to be accelerated.

2.0 Consultation

The performance information in this report has been gathered from managers from across the Council and has been reported to Management Team.

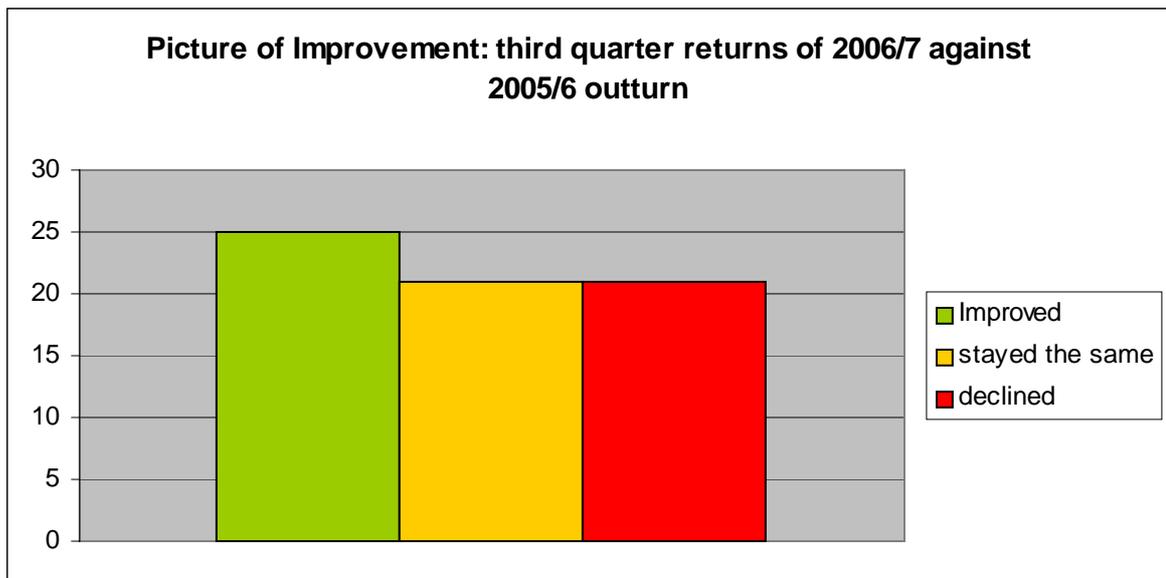
3.0 Background

- 3.1 This report is the third routine quarterly performance report of 2006/7. 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 8 areas earmarked for performance improvement teams.
- 3.2 These figures for the end of the third quarter provide in many instances cumulative figures for the year to date and offer indications of trends in performance in terms of improvements as well as areas for concern where performance is not in line with the targets set.

4.0 Performance summary

4.1 Best Value Performance Indicators: overall performance at the end of the third quarter (up to end of December 06)

- 4.2 For 2006/7 there are 102 statutory BVPIs against which the Council is required to measure progress. Of these, 35 are either; satisfaction indicators only measured every three years, are only measured annually or there is currently no data available to measure them. In relation to the Satisfaction PI's, which are due to be reported this year, 2 of the surveys have been completed, for Planning and the General Survey (covering the areas of refuse collection, cleanliness, open spaces etc), the other 2, Benefits and Housing are still underway. Once we receive the results for the satisfaction surveys, a further report and analysis will be brought to this Committee. This leaves us with 67 indicators on which we can currently track progress on a quarterly basis. A full performance table up to the end of December 2006 is included as Appendix 1.
- 4.3 If we consider how the BVPI's have performed at the end of the third quarter of this year, in comparison to the year-end results for 2005/2006, this analysis shows that 46 out of the 67 indicators against which we can track progress, have either stayed the same (21) or improved (25). This is shown in the graph below:



Eleven of these indicators are in top quartile position (16%)

Targets

Targets are set at the beginning of the year for all the performance indicators, these are based on previous performance and what is expected within that service area in terms of improvement. The targets are related to expected performance by year end. As previously discussed, for the next year we are looking to set targets for each of the quarterly periods so that we can track more closely the performance of each indicator. For the 67 Indicators identified above, 29 of these have either met or exceeded the target set, 6 of the indicators are within a 5% tolerance level, and 5 of the indicators are currently within a 10% tolerance level. This unfortunately leaves 27 Indicators which are more than 10% outside of the target figure set, and which we would have aimed to have reached with only one quarter left of the year.

- 4.4 In relation to those indicators which show deterioration from the year-end, there are 22 in total. A number of these show minor variations from year end, which are not significant and do not cause concern, as the PI's either remain in a good quartile position quartile or have fluctuated slightly due to either seasonal variations or some other reason outside of the Council's immediate control. This leaves the following indicators which have declined and need consideration:

Housing

- BVPI 66d - Council home tenants in rent arrears, further resource has been put into this area within East Durham Homes to try and improve this area
- BVPI 184a and BVPI 184b Percentage of Non Decent Council Owned homes – this figure remains at 81%. Percentage change in non decent homes is currently at -2.1%

The above areas are managed by East Durham Homes and performance is monitored and reviewed by their Management Team and Board; however, it should be noted that the Council considers that these particular indicators, along with void turnover, to be key areas for focussed attention. The Council will therefore closely monitor the performance in these areas and highlight areas of concern. It should be noted, however, that establishing an improving trend for the level of decent homes is dependant on a successful Audit Commission inspection being obtained to release the required levels of capital funding.

- BVPI 213 relates to homelessness and concerns very small numbers, the good news is that cases of repeat homelessness have reduced

Benefits

- BVPI 78a – Average time to process benefits applications – a marginal increase from 32.5 to 33.1, reflecting a need for additional resource in the area of new applications, and additional posts have accordingly been put in place to lift performance. Monthly monitoring systems in place will enable us to closely track performance, however it is envisaged that the additional resource will improve this indicator
- BVPI 79a –Accuracy of Benefits calculation: remains at 98.40%, slight drop from year end top performance of 100%,and just below top quartile. Relates back to the first quarter, since then, performance has been at 100%
- BVPI 79b(i) – Housing Benefits overpayments recovered during the year: dropped from 50.97% to 48%. This is due to there being 2 cases of significant financial amounts occurring during the previous period, both of these leading to Court cases and markedly increasing the total sum of monies relating to overpayments recoverable.

Environment: Waste and Cleanliness

- BV82b – a drop in performance for recycling relating to composting, this drops us to just below top quartile performance. This is mainly due to our reduced share of the use of the aerobic digester during this period, as well as the seasonal fluctuations in garden waste.
- BVPI 126, domestic burglaries have increased from 9.9 per 1,000 population to 12.66; the figure deteriorated mainly due to the release of known perpetrators; and BVPI 127a violent crimes have increased from 20 per 1,000 population at year end, to 20.9, though this is an improvement from the last quarter. These figures are still felt to be below the national average.

Planning

- BVPI's 109a,b, and c – these are 3 of the planning indicators and concern the determination of planning applications. Although these indicators are not up to the level achieved at year end for 2005/6, the performance for major applications (BVPI 109a) has improved over the year and is now ahead of the outturn target of 60%. Performance has also improved for BV109c in respect of “other applications” and now stands at 74.7% just below the outturn target. For the minor applications (BV109b) performance remains unchanged at around 60% and below the planned outturn level. A performance improvement team has been set up to explore the issues around performance and agree an action plan for further improvements. A Further report detailing the final recommendations of this team will be brought to this Committee shortly.
- BVPI 204 – percentage of planning appeals allowed remains high. This issue has been highlighted to the Planning Panel for consideration.
- BVPI 205 – the planning checklist percentage has dropped, this reflects the inability for customers to pay for planning fees online; this issue is a corporate one and is currently being addressed by Information Services.

4.5 Performance Improvement

I am pleased to report some notable improvements in a number of BVPI's, those which are particularly worth mentioning are in the areas of;

- **Recycling, Waste Collection, Cleanliness, fly tipping, and graffiti have performed well so far this year**

4.6 8 areas identified for particular focus

The table below shows the updated picture in relation to the 8 indicators identified for specific focussed attention, showing the current quarterly figures and the actions being taken to try and improve performance:

| BVPI | Result 05/06 | Third quarter 06/07 | Target | TQ | BQ | Imp? | Action |
|--|-----------------|---------------------|---------|--------|----------|------|---|
| BV 156 DDA compliance – public buildings | 22.58% | 24% | 50% | 87.50% | 53.81% | ☺ | Performance Improvement Team considering all the access issues |
| BV 109a % of major planning applications decided in 13 weeks (Govt target 60%) | 64.29% | 62.50% | 60% | 74.75% | 58.05% | ☹ | Performance Improvement working on actions to drive improvement |
| BV 109b % of minor planning applications decided in 8 weeks (Govt target 65%) | 66.78% | 59.88% | 65% | 80.39% | 68.60% | ☹ | |
| BV 109c % of other planning applications decided in 8 weeks (Govt target 80%) | 79.26% | 74.77% | 80% | 91.61% | 83.85% | ☹ | |
| BV 199a % litter and detritus | 22% | 14% | 19% | 8% | 19% | ☺ | The Cleansing Action Team continues to work well |
| BV 82a and 82b Recycling performance | Combined 26.92% | Combined 40.4% | 27% | 36.39% | 17.47% | ☺ | Excellent results |
| BV 84 No of kgs of household waste collected per head | 477.21kg | 74.77kg | 457.0kg | 381 kg | 442.7 kg | | Needs to be monitored in line with above 82a and b |
| BV 86 Cost of Waste Collection per household | £48.13 | £45.46 | £44.55 | £40.28 | £52.61 | ☺ | Fluctuates slightly due to vehicle costs |

5. Implications

5.1 Financial Implications

This report has no direct financial implications; however performance is a factor in making financial decisions.

5.2 Legal Implications

This report has no direct legal implications

5.3 Policy Implications

Performance is a key component of the Audit Commission's CPA framework

5.4 Risk Implications

A risk assessment has been carried out.

6. Communications

Highlight messages about the current performance are being developed for communication to all staff. Directors are continuing to discuss performance in their own Directorates and management teams.

7. Corporate Implications

7.1 Corporate Plan and Priorities

Performance will be taken into account in reviewing the Corporate Plan during 2007

7.2 Service Plans

Performance will be taken into account in reviewing 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 December 2006. This information will be used to determine what further work needs to be carried out in those 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 The overall picture that is emerging from these results continues to be encouraging, although we need to maintain our focus on improvement generally, and in particular on formerly low performing areas (accessible buildings and planning especially). It is hoped that this trend will continue in order to reach the targets we have set ourselves by the end of the year.

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 8 areas of underperformance

Background Papers

Best Value Performance Plan 2006/7
Performance Washup Report June 2006
Quarterly BVPI pro formas

BVPI results for the Third Quarter 2006/2007

Appendix 1

Those indicators in purple italics are included in the Audit Commission Improvement Toolkit

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1 st quarter | 2 nd quarter | 3 rd quarter |
|---|--------------|-----------------|-----------------|----------------|-------------------------|-------------------------|-------------------------|
| BV2a – Level of the Equality Standard for LG | N/A | N/A | Level 2 | Level 2 | Level 2 | Level 2 | Level 2 |
| BV2b – The duty to promote race equality | 73% | 42% | 58% | 60% | 58% | 58% | 58% |
| BV8 – % of invoices paid within 30 days | 97.30% | 92.20% | 98.74% | 99% | 97.98% | 98.41% | 98.56% Top Quartile |
| BV9 – Percentage of Council Tax collected | 98.53% | 97.40% | 96.26% | 98.50% | 27.95% | 54.82% | 81.92% |
| BV10 - % of NNDR collected | 99.30% | 98.40% | 97.22% | 99.20% | 27.77% | 57.74% | 86.09% |
| BV11a – % of top 5% of earners that are women | 31.25% | 18.79% | 11.90% | 16% | 15.91% | 15.91% | 15.56% |
| BV11b – % of top 5% of earners from ethnic minority communities | 3.37% | 0.00% | 0% | 2% | 0% | 0% | 0% |
| BV11c Top 5% of earners that have a disability | 5.91% | 0.00% | 4.76% | 5% | 4.55% | 4.55% | 6.67% Top Quartile |
| BV12 – average working days/shifts lost due to sickness per FTE | 8.29 | 10.92 | 8.66 | 8.5 | 7.74 | 9.23 | 9.01 |
| BV14 – Early retirements as % of total workforce | 0.00% | 0.83% | 0.79% | 0.45% | 0.39% | 0.35% | 0.30% |
| BV15 – ill health retirements as % of total workforce | 0.00% | 0.42% | 0.20% | 0.20% | 0.39% | 0.35% | 0.67% |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|--|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| BV16a - % of Council workers declaring they are disabled | 4.37% | 2.13% | 3.22% | 4.5% | 3.77% | 3.77% | 2.40% |
| BV16b - % of economically active people in LA area who have a disability | N/A | N/A | 29% | N/A | 29% | 29% | 29% |
| BV17a - % of council workers from minority ethnic communities | 2.7% | 0.8% | 0.46% | 0.50% | 0.51% | 0.34% | 0.32% |
| BV17b - % of economically active people in LA area from minority ethnic communities | N/A | N/A | 0.75% | N/A | 0.75% | 0.75% | 0.75% |
| BV156 – Authority buildings open to the public accessible by the disabled | 87.50% | 53.81% | 22.58% | 50% | 22.58% | 22.58% | 24% |
| <i>BV63 – Average SAP energy efficiency rating of LA owned dwellings</i> | 69 | 64 | 63 | 66 | Reported annually | | |
| <i>BV64 – The number of private sector dwellings vacant for 6 months and reoccupied from LA action</i> | 38 | 4 | 108 | 145 | 44 | 166 | 193 Top quartile |
| <i>BV66a – Proportion of rent collected</i> | 98.84% | 97.41% | 98.57% | 98.7% | 92.3% | 96.39% | 98.20% |
| BV66b Number of local authority tenants with more than 7 weeks of (gross) rent arrears as a % of total number of council tenants | 3.39% | 7.35% | 8.11% | 6.5% | 8.29% | 8.53% | 8.64% |
| BV66c % of local authority tenants in | 13.55% | 35.81 | 29.35% | 25% | 6.37% | 10.89% | 24.48% |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1 st quarter | 2 nd quarter | 3 rd quarter |
|---|--------------|-----------------|-----------------|----------------|-------------------------|-------------------------|-------------------------|
| arrears who have had Notices Seeking Possession served | | | | | | | |
| BV66d % of local authority tenants evicted as a result of rent arrears | 0 | 0 | 0.31% | 0.25% | 0.06% | 0.20% | 0.31% |
| <i>BV164 – Does the authority follow the CRE's code of practice in rented housing and follow the Good Practice Standards for social landlords</i> | N/A | N/A | Yes | Yes | Yes | Yes | |
| <i>BV184a – Proportion of LA homes that were non-decent at 1 April 2005</i> | 12% | 39% | 75% | 72% | 81% | 81% | 81% |
| <i>BV184b – Percentage change in proportion of non-decent homes 2006-2007</i> | 29.2% | 0.7% | 4.4% | 3.2% | -2.4% | -0.9% | -2.1% |
| BV212 Average time taken to re-let council dwellings | 27 | 49 | 84 | 40 | 61 | 62 | 62 |
| <i>BV183a – Average length of stay in bed and breakfast accommodation</i> | 1.35 | 4.95 | 0 | 0 | 0 | 0 | 0 Top Quartile |
| <i>BV183b – Average length of stay in hostel accommodation</i> | 0.00 | 18.48 | 0 | 0 | 0 | 0 | 0 Top Quartile |
| BV202 – The number of people sleeping rough on a single night within the area of the local authority | 0 | 4 | 0 – 10 | 0 - 10 | 6 | 6 | 6 |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|---|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| BV203 – % change in the average number of homeless families, placed in temporary accommodation compared with the average from the previous year | -17.82 | 22.22 | 138.46% | -38% | 0 | 0 | 0 |
| BV213 Number of homelessness cases prevented | 5 | 1 | 3 | 3 | 1 | 0 | 0 |
| BV214 Repeat homelessness | 0.00 | 4.19 | 2.5% | 2% | 3.70% | 3.45% | 1.89% |
| BV76a – Number of claimants visited per 1000 caseload | N/A | N/A | 274.26 | 300 | 83.14 | 81.52 | 72.07 |
| BV76b – Number of fraud investigators per 1000 caseload | N/A | N/A | 0.32 | 0.32 | 0.31 | 0.31 | 0.31 |
| BV76c– Number of fraud investigations per 1000 caseload | N/A | N/A | 98.75 | 80 | 21.42 | 17.75 | 21.55 |
| BV76d – Number of prosecutions/s anctions per 1000 caseload | N/A | N/A | 3.26 | 4.00 | 1.99 | 1.99 | 0.95 |
| <i>BV78a – Average time for processing new claims</i> | 25.5 | 37.8 | 32.5 | 25 | 29.0 | 32.9 | 33.1 |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|--|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| BV78b – Average time for processing change of circumstances | 8.5 | 16.7 | 6.3 | 6 | 6.3 | 6.5 | 6.2 Top Quartile |
| BV79a – % of cases where the calculation was correct | 99.00 | 96.80 | 100% | 100% | 98.40% | 98.40% | 98.40% |
| BV79b(i)– % of Housing Benefit overpayments recovered as a % of <u>all</u> HB overpayments recoverable | 79.46% | 59.37% | 50.97% | 55% | 59.27% | 45.25% | 48% |
| BV79b (ii) HB overpayments recovered as a % of the total HB overpayments outstanding at the start of the year, plus the amount of HB overpayments identified during the year | 41.22% | 28.35% | 33.89% | 40% | 30.50% | 30.73% | 36% |
| BV79b (iii) HB overpayments written off as a % of total payments outstanding | N/A | N/A | 16.68% | 17% | 2.72% | 1.80% | 1.20% |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|---|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| BV82a - % of the total tonnage of household waste arising sent for recycling | 21.72% | 14.79% | 11.77% | 11% | 15.38% | 11.85% | 13.15% (13.5% overall) |
| <i>BV82a (ii) – Total tonnage of household waste arisings which have been sent by the Authority for recycling</i> | 9082.98 | 5279.84 | 4995.57 | 4197 | 1773.42 | 3060.1 | 3985.05 |
| <i>BV82b – % of waste sent for composting.</i> | 14.67% | 2.68% | 15.15% | 16% | 44.36% | 25.14 | 9.65% (27 % overall) |
| BV82b (ii) – total tonnage of household waste sent for composting/ treatment by anaerobic digestion | 6048.83 | 933.96 | 6432.17 | 4926 | 5114.70 | 2168.56 | 678.70 |
| <i>BV84 – kgs of household waste collected per head</i> | 381.0kg | 442.7kg | 457.01 | 462 | 124.2kg | 118.7kg | 75.8kg |
| BV84b % change from the previous year -kgs of household waste collected per head of population | -3.22% | 2.51% | -4.23% | 1% | -0.01% | -0.03% | -32.10% Top Quartile |
| BV86 – Cost of waste collection per household | £40.28 | £52.61 | £48.13 | £43.95 | £44.60 | £44.55 | £45.46 |
| <i>BV91a – % of the population served by a kerbside collection of recycling</i> | 100% | 94.0% | 99.49% | 99% | 99.5% | 99.5% | 99.5% |
| BV91b – % of household residents served by kerbside collection of at least two recyclables | 100% | 92.3% | 99.49% | 99% | 99.5% | 99.5% | 99.5% |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|--|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| <i>BV199 – proportion of relevant land/highway assessed as having combined deposits of litter & detritus</i> | 8.0% | 19.0% | 22% | 19% | N/A | 18% | 14% |
| BV199b % of relevant land and highways where unacceptable levels of graffiti are visible | 0% | 4% | 11% | 8% | N/A | 5% | 9% |
| BV199c % of relevant land and highways where unacceptable levels of fly-posting are visible | 0% | 1% | 2% | N/A | N/A | 0% | 3% |
| BV199d Reduction in incidents/increase in enforcement actions in relation to fly-tipping | N/A | N/A | 4 | 1 | 1 | 2 | 2 |
| <i>BV166 – Score against the checklist of enforcement best practice for enforcement best practice for environmental health</i> | 98.7% | 80.0% | 96.6% | 96.6% | 96.6% | 96.6% | 96.6% |
| BV216a Number of “sites of potential concern” with respect to land contamination | 1198 | 323 | 396 | 380 | 396 | 387 | 380 |
| BV216b Number of sites where remediation of the land is necessary as a % of all “sites of potential concern” | 8% | 1% | 2.9% | 7.5% | 3% | 5% | 5.5% |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1 st quarter | 2 nd quarter | 3 rd quarter |
|--|--------------|-----------------|-----------------|----------------|-------------------------|-------------------------|--------------------------------|
| BV217 % of pollution control improvements to existing installations completed on time | 100% | 85% | 100% | 100% | 100% | 100% | 100% Top Quartile |
| BV218a % of new reports of abandoned vehicles investigated within 24hrs of notification | 96.12% | 71.58% | 86.04% | 100% | 95.31% | 76.60% | 92.68% |
| BV218b % of abandoned vehicles removed within 24 hrs from the point at which the authority is legally entitled to remove the vehicle | 93.95% | 56.53% | 93.42% | 100% | 88.88% | 100% | 100% |
| <i>BV106 – Percentage of new homes built on previously developed land</i> | 89.36% | 57.36% | 85.12% | 65% | 87.07% | 88.85% | 90.95% Top Quartile |
| <i>BV109 – Percentage of applications decided in line with Government Development Control targets:</i> <i>a) major applications, in 13 weeks(60%)</i> | 74.75% | 58.05% | 64.29% | 60% | 25% | 56.25 | 62.50% (within govt target) |
| <i>b) minor applications in 8 weeks (65%)</i> | 80.39% | 68.60% | 66.78 | 65% | 61.54% | 60.71 | 59.88% |
| <i>c) other applications, in 8 weeks(80%)</i> | 91.61% | 83.85% | 79.26% | 80% | 66.10% | 69.97% | 74.77% |
| BV200a – Submission of a Local Development Scheme (LDS) by 28 th March 2005 and thereafter maintain a 3-year rolling programme | N/A | N/A | Yes | Yes | Yes | Yes | Yes |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|--|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| BV200b – Meeting the milestones which the current Local Development Scheme (LDS) sets out | N/A | N/A | Yes | Yes | Yes | Yes | Yes |
| BV200c – Did the Local Planning Authority publish an annual monitoring report by December of the last year | N/A | N/A | Yes | Yes | Yes | Yes | Yes |
| BV204 – Percentage of appeals allowed against the authority's decision to refuse planning applications | 25% | 36.1% | 25% | 30% | 25% | 57.14% | 55.55% |
| BV205 – Quality of planning services checklist | 94.4% | 83.3% | 100% | 100% | 100% | 100% | 94.44% Top Quartile |
| BV219a Total number of conservation areas in the local authority area | N/A | N/A | 4 | 4 | 4 | 4 | 4 |
| BV219b % of conservation areas with an up to date character appraisal | N/A | N/A | 0% | 50% | 0% | 0% | 0% |
| BV219c % of conservation areas with published management proposals | N/A | N/A | 0% | 0% | 0% | 0% | 0% |
| BV126 – Domestic burglaries per 1,000 households and % detected | 5.70 | 9.60 | 9.9 | 9 | 11.90 | 11.83 | 12.66 |
| BV127a – Violent crimes per 1,000 population in the local authority area | 11.1 | 18.6 | 20.0 | 10.6 | 22.7 | 21.7 | 20.9 |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|--|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| BV127b – Robberies per 1,000 population in the local authority area | 0.2 | 0.7 | 0.5 | 0.3 | 0.2 | 0.4 | 0.3 |
| BV128 – Vehicle crimes per year per 1,000 population in the local authority area | 6.4 | 10.5 | 11.5 | 9.75 | 11.8 | 11.3 | 11.6 |
| BV174 – The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population | N/A | N/A | 5.38 | 3 | 4.00 | 2.15 | 0 |
| <i>BV175 – The percentage of racial incidents reported to the local authority that resulted in further action</i> | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| BV225 Assess the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence | N/A | N/A | 81.81% | 90.90% | 81.8% | 81.8% | 81.8% |

| BVPI | Top Quartile | Bottom Quartile | Outturn 2005/06 | Target 2006/07 | 1st quarter | 2nd quarter | 3rd quarter |
|---|---------------------|------------------------|------------------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| <i>COMMUNITY LEGAL SERVICE</i> BV226a Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations | N/A | N/A | £104,667 | £108,854 | £108,854 | £108,854 | £108,854 |
| BV226b 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 | N/A | N/A | 100% | 100% | 100% | 100% | 100% |
| BV226c 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 | N/A | N/A | £61,800 | N/A | Reported annually | | |