

Report to: **Audit Scrutiny**  
Date: **5<sup>th</sup> December 2005**  
Report of: **Assistant Chief Executive**  
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 second 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.

## **2.0 Consultation**

The performance information in this report has been gathered from managers from across the Council.

## **3.0 Background**

- 3.1 In August of this year, we reported on the results from the first quarter's returns for the BVPI's. It was pleasing to report that there had been improvement in almost 50% of our indicators. Even more pleasing was the updated picture relating to the 11 areas of poor performance: where 9 of the 11 indicators had shown improvement, with a number either close to, or reaching the target set for the year end. We have now collated the returns for the second quarter and therefore can provide the latest information in relation to our overall performance in terms of the BVPI's and also give details of the current position in relation to the 11 areas earmarked for specific attention during this year.

- 3.2 With six months' worth of data, it is now easier to determine how we are performing overall and whether we are on track to reach the targets set for the year end.

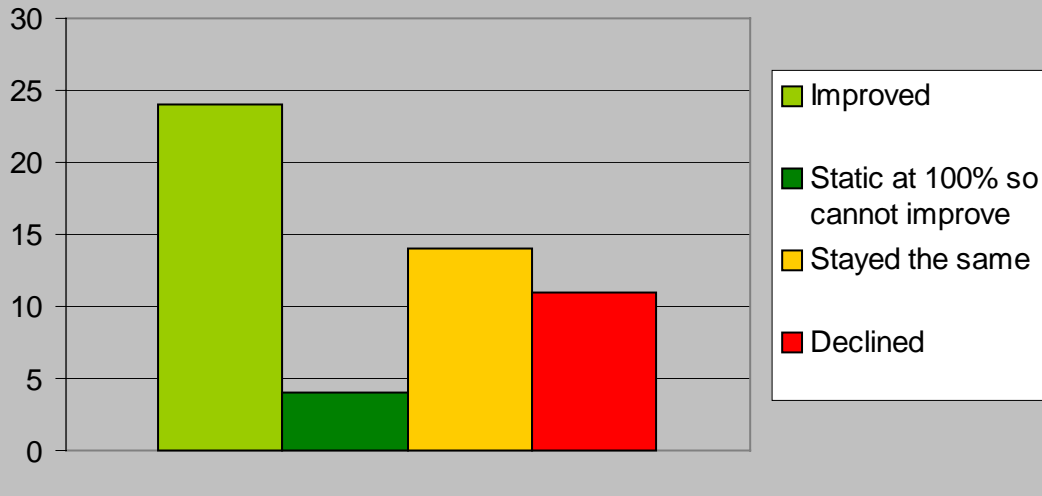
## **4.0 Performance summary**

### **4.1 Best Value Performance Indicators: overall performance at the end of the second quarter (up to end of September 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 54 indicators on which we can currently track progress on a quarterly basis. A full performance table up to the end of September 2005 is included as Appendix 1.

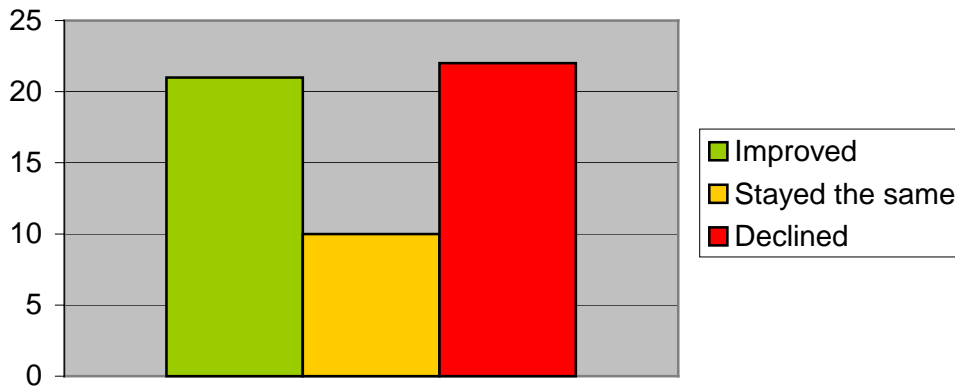
- 4.1.2 The table below indicates how we have performed in the first two quarters in comparison to the year end results for 2004/2005.

**Level of improvement in BVPIs: first two quarters of 2005/6 compared to year end 2004/5**



When compared to the 2004/5 year end picture (shown below, taken from the 2004/5 Performance Washup Report) we can see an increased proportion of improving PIs (the table does not include cumulative PIs).

**Improvement and decline in Easington's BVPIs 2004/5 (taken from year end report)**



## 4.2 Specific issues

Although the general improvement picture is positive there are some areas (other than those already identified for specific attention, which are discussed below) where performance is static or continuing to decline. Some areas where questions could need to be asked are:

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| BVPI | Definition                                                      | Issue?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14   | Early retirements as % of total workforce                       | An increase of 0.4% in the second quarter. This is due to 2 staff taking early retirement in that quarter and is not felt to be an overall cause for concern.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 184a | Proportion of LA homes that were non-decent at 1 April 2005     | Performance is bottom quartile by a significant margin and the target for 2005/6 will not lift us out of that position.<br><br>The current strategy for improving homes is "worst first" and whole property based rather than looking for quick wins. The Council could require a change of approach through the process of approving the EDH capital strategy. However the current approach is ethical and economical (all updates to a property done at once rather than many visits from different workers). This does mean that this PI is unlikely to improve significantly until EDH achieves 2* status. When this issue was discussed at the end of 2004/5 it was agreed that we should focus on the 3* improvement strategy rather than any specific PIs. |
| 76c  | Number of fraud investigations per 1000 caseload                | Although we have improved our visits rate, the number of fraud investigations fell off in the second quarter from 32 to 19 per 1000. This is partly due to a lower number of referrals from the Housing Benefit Monitoring Service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 76d  | Number of prosecutions/sanctions per 1000 caseload              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 179  | Percentage of standard searches carried out in 10 working days  | Planning application turnaround PIs have improved this year but the percentage of standard searches completed on time has fallen from 99% to just over 90% for the July-September quarter. We are aiming for top quartile (100%) performance on this PI so this does cause concern. An investigation of this suggests that this is due to issues with the introduction of the new Paradox planning system; the system goes live in December 2005. In the medium term this will increase efficiency but there may still be teething problems over the next few weeks.                                                                                                                                                                                              |
| 127a | Violent crimes per 1,000 population in the local authority area | This apparent increase (from 11 to 20 incidents per 1,000 population) is due to changes in how violent crime is recorded by the police across County Durham; there has been no perceived increase in the actual level of violent crime as experienced by partners in the Community Safety Partnership.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

Members may wish to comment on any of these areas they would wish to scrutinise further.

### **4.3 11 areas identified for particular focus**

- 4.3.1 In relation to the 11 areas of poor performance where it was agreed that focused attention needed to be given in order to drive improvement, the picture continues to be very pleasing. There have been improvements in 10 of the 11 indicators, in relation to these key performance indicators. Attached in table format as Appendix 2 is the updated picture in relation to these PIs, showing the current quarterly figures and what actions have been taken in order to try and improve the figures.
- 4.3.2 It is worth noting that there have been particular improvements in the areas of **Planning, Benefits, Recycling and Sickness absence** – in these areas there have been concerted efforts to take positive action to improve performance, the approaches taken within these teams have reaped rewards as reflected in the returns for the first two quarters.
- 4.3.3 There is one area of major concern remaining in this set of low performing PIs. BV156 (Authority buildings open to the public accessible by the disabled) is showing a decline and is still significantly short of meeting its target, as well as remaining firmly in the bottom quartile. Because the required amount of progress is not being made on this PI, staff from the Asset Management Team are meeting with East Durham Homes (who operate many of the buildings concerned) on 2<sup>nd</sup> December to put in place action to ensure the required building works are carried out to programme. **It is recommended that this target should now be formally project managed and regular progress reports brought to Scrutiny.**

## **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**

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 September 2005. This information will be used to further focus on 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 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 11 areas of underperformance
- 9.3 Recommend any additional action they require in order to maintain the focus on improvement against these PIs
- 9.4 Recommend that BV156 (Accessible buildings) be formally project managed with regular reports to Scrutiny

## **Background Papers**

Corporate and Best Value Performance Plan 2005/6

Performance Washup Report August 2005

Quarterly BVPI pro formas

1<sup>st</sup> and 2<sup>nd</sup> Quarterly returns 2005/06Key

|  | Cumulative P.I.                                            |
|--|------------------------------------------------------------|
|  | P.I. has declined in this quarter                          |
|  | P.I. has stayed the same                                   |
|  | P.I. is improving against target or outturn from last year |

| BVPI                                                                                 | Outturn 2004/05 | 1 <sup>st</sup> quarter | 2 <sup>nd</sup> quarter | 2005/6 target | Top Quartile | Bottom Quartile |
|--------------------------------------------------------------------------------------|-----------------|-------------------------|-------------------------|---------------|--------------|-----------------|
| GENERAL CORPORATE HEALTH                                                             |                 |                         |                         |               |              |                 |
| BV2a – Level of the Equality Standard for LG to which the authority conforms         | Level 1         | Level 1                 | Level 1                 | Level 2       | N/A          | N/A             |
| BV2b – The duty to promote race equality (now cumulative)                            | 58%             | 37%                     | 47%                     | 65%           | 55%          | 26%             |
| BV3 - % of citizens satisfied with the overall services provided                     | N/A             | 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          | N/A             |
| BV8 – The percentage of undisputed invoices paid within 30 days                      | 98.4%           | 99%                     | 99%                     | 99%           | 96.74%       | 90.89%          |
| BV9 – Percentage of Council Tax collected                                            | 95.40%          | 26.91%                  | 54.60%                  | 98.2%         | 98.50%       | 97.20%          |
| BV10 - % of NNDR collected that were due for the financial year                      | 98.10%          | 28.19%                  | 57.17%                  | 98.3%         | 99.12%       | 98%             |
| BV11a – The percentage of top 5% of earners that are women                           | 14.3%           | 14.3%                   | 14.7%                   | 16%           | 26.69%       | 14.70%          |
| BV11b – The percentage of top 5% of earners from black & ethnic minority communities | 0%              | 0%                      | 0%                      | 2%            | 2.20%        | 0.00%           |
| BV11c ( <b>NEW</b> ) Top 5% of earners that have a disability                        | N/A             | 5.7%                    | 5.9%                    | No baseline   | N/A          | N/A             |
| BV12 – The average working days/shifts lost due to sickness per FTE                  | 11.3            | 10.7                    | 9.7                     | 10            | 8.93         | 11.82           |

| <b>BVPI</b>                                                                         | <b>Outturn<br/>2004/05</b> | <b>1<sup>st</sup><br/>quarter</b> | <b>2<sup>nd</sup><br/>quarter</b> | <b>2005/6<br/>target</b> | <b>Top<br/>Quartile</b> | <b>Bottom<br/>Quartile</b> |
|-------------------------------------------------------------------------------------|----------------------------|-----------------------------------|-----------------------------------|--------------------------|-------------------------|----------------------------|
| BV14 – Early retirements as % of total workforce                                    | 0.63%                      | 0.40%                             | 0.80%                             | 0.45%                    | 0.14%                   | 1.02%                      |
| BV15 – ill health retirements as % of total workforce                               | 1.05%                      | 0.40%                             | 0.20%                             | 0.35%                    | 0.00%                   | 0.61%                      |
| BV16a - % of Council workers declaring they are disabled                            | 3.8%                       | 3.8%                              | 3.8%                              | 5%                       | 4.11%                   | 1.72%                      |
| BV16b - % of economically active people in LA area declaring they are disabled      | 29%                        | 29%                               | 29%                               | N/A                      | 15.09%                  | 10.44%                     |
| BV 17x -- % of council workers from minority ethnic communities                     | 0.36%                      | 0.35%                             | 0.35%                             | 0.4%                     | 2.4%                    | 0.6%                       |
| BV17y - % of economically active people in LA area from minority ethnic communities | 0.75%                      | 0.75%                             | 0.75%                             | N/A                      | 3.4%                    | 1.1%                       |



| <b>BVPI</b>                                                                                                                                                                                                                                                                | <b>Outturn<br/>2004/05</b> | <b>1<sup>st</sup><br/>quarter</b> | <b>2<sup>nd</sup><br/>quarter</b> | <b>2005/6<br/>target</b> | <b>Top<br/>Quartile</b> | <b>Bottom<br/>Quartile</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------|-----------------------------------|--------------------------|-------------------------|----------------------------|
| BV156 – Authority buildings open to the public accessible by the disabled                                                                                                                                                                                                  | 21.62%                     | 16.67%                            | 17.65%                            | 100%                     | 67%                     | 27%                        |
| BV157 - % of interactions with public capable of electronic service delivery                                                                                                                                                                                               | 53.78%                     | 53.78%                            | 62.76%                            | 100%                     | 72%                     | 50.30%                     |
| <b>HOUSING</b>                                                                                                                                                                                                                                                             |                            |                                   |                                   |                          |                         |                            |
| BV63 – Average SAP energy efficiency rating of LA owned dwellings                                                                                                                                                                                                          | 60                         | N/A                               | N/A                               | 63                       | 65                      | 58                         |
| BV64 – The number of private sector dwellings vacant for 6 months and reoccupied from LA action                                                                                                                                                                            | 47                         | 16                                | 27                                | 52                       | N/A                     | N/A                        |
| BV66a – Proportion of rent collected                                                                                                                                                                                                                                       | <u>97.8%</u>               | <u>97%</u>                        | <u>97.5%</u>                      | <u>97.4%</u>             | <u>98.60%</u>           | <u>96.79%</u>              |
| 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 05/06    | 5.96%                             | 5.36 %                            | No baseline              | N/A                     | N/A                        |
| BV66c (NEW) % of local authority tenants in arrears who have had Notices Seeking Possession served                                                                                                                                                                         | New indicator for 05/06    | 3.65%                             | 14.73%                            | No baseline              | N/A                     | N/A                        |
| BV66d (NEW) % of local authority tenants evicted as a result of rent arrears                                                                                                                                                                                               | New indicator for 05/06    | 0.05%                             | 0.1%                              | No baseline              | N/A                     | N/A                        |
| BV74(i) Satisfaction of tenants with overall service<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                        | N/A                               | N/A                               | N/A                      | N/A                     | N/A                        |
| BV75 Satisfaction of Council tenants with opportunities for participation in management & decision making in relation to housing services : 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                        | N/A                               | N/A                               | N/A                      | N/A                     | N/A                        |

| BVPI                                                                                                                                                                                                                                                                        | Outturn 2004/05 | 1 <sup>st</sup> quarter | 2 <sup>nd</sup> quarter | 2005/6 target | Top Quartile | Bottom Quartile |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------------------------|---------------|--------------|-----------------|
| 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                      | No                      | Yes           | N/A          | N/A             |
| BV183a – Average length of stay in bed and breakfast accommodation                                                                                                                                                                                                          | 0               | 0                       | 0                       | 0             | 1.18         | 8.80            |
| BV183b – Average length of stay in hostel accommodation                                                                                                                                                                                                                     | 0               | 0                       | 0                       | 0             | 0            | 22.25           |
| BV184a – Proportion of LA homes that were non-decent at 1 April 2005                                                                                                                                                                                                        | 72.30%          | 72.97%                  | 74.71%                  | 72.96%        | 15%          | 46%             |
| BV184b – Percentage change in proportion of non-decent homes 2005-2006                                                                                                                                                                                                      | +6.93%          | +1.06%                  | +2.17%                  | +4.90%        | 26.6%        | 4.5%            |
| BV211a (NEW) The proportion of planned repairs & maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings                                                                                                                   | New Indicator   | Data unavail.           | 44.67%                  | 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   | Data unavail            | Data unavail            | 60%           | N/A          | N/A             |
| BV212 (NEW) Average time taken to re-let council dwellings                                                                                                                                                                                                                  | New indicator   | 84 days                 | 56.8 days               | No baseline   | 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                    | 0-10          | N/A          | N/A             |
| BV203 – The % change in the average no. of families, which include dependent children/ pregnant woman, placed in temporary accommodation under the homelessness legislation compared with average from previous year                                                        | 8.33%           | 3%                      | 2%                      | 2%            | N/A          | N/A             |

| BVPI                                                                                                                                                                                                                        | Outturn 2004/05       | 1 <sup>st</sup> quarter                                             | 2 <sup>nd</sup> quarter | 2005/6 target | Top Quartile | Bottom Quartile |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------|-------------------------|---------------|--------------|-----------------|
| BV213 (NEW) Number of homelessness cases prevented                                                                                                                                                                          | New indicator         | 27                                                                  | 13                      | No baseline   | N/A          | N/A             |
| BV214 (NEW) Repeat homelessness                                                                                                                                                                                             | New indicator         | 16.18%                                                              | 4.3%                    | No baseline   | N/A          | N/A             |
| <b>HOUSING TAX BENEFIT &amp; COUNCIL TAX BENEFIT</b>                                                                                                                                                                        |                       |                                                                     |                         |               |              |                 |
| <b>Strategy for combating fraud &amp; error</b>                                                                                                                                                                             |                       |                                                                     |                         |               |              |                 |
| BV76a – Number of claimants visited per 1000 caseload                                                                                                                                                                       | 26.5                  | 48.65                                                               | 75.74                   | 50            | 304          | 64.11           |
| BV76b – Number of fraud investigators per 1000 caseload                                                                                                                                                                     | 0.32                  | 0.31                                                                | 0.32                    | 0.32          | 0.48         | 0.26            |
| BV76c– Number of fraud investigations per 1000 caseload                                                                                                                                                                     | 32.5                  | 31.85                                                               | 19.35                   | 30            | 61.70        | 32.87           |
| BV76d – Number of prosecutions/sanctions per 1000 caseload                                                                                                                                                                  | 1.6                   | 0.39                                                                | 0.63                    | 1.7           | 5.83         | 1.77            |
| BV78a – Average time for processing new claims                                                                                                                                                                              | 35.6                  | 35.02                                                               | 34.07                   | 29            | 31.0         | 46.3            |
| BV78b – Average time for processing change of circumstances                                                                                                                                                                 | 8.11                  | 6.9                                                                 | 7.34                    | 7.5           | 7.2          | 13.0            |
| BV79a – Accuracy of processing: % of cases for which the calculation was correct                                                                                                                                            | 96.6%                 | 100                                                                 | 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 the year |                         | No baseline   | 55.60        | 39.32           |
| BV79b (ii) (NEW) HB overpayments written off as % HB overpayment debt                                                                                                                                                       | “                     |                                                                     |                         | “             | N/A          | N/A             |
| BV79b (iii) (NEW) HB overpayments written off as % HB overpayment debt                                                                                                                                                      | “                     |                                                                     |                         | “             | N/A          | N/A             |
| <b>ENVIRONMENT</b>                                                                                                                                                                                                          |                       |                                                                     |                         |               |              |                 |
| BV199 – 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 4categories of cleanliness (Clean, Light, Significant, Heavy) | Qualified nil return  | 28%                                                                 | 28%                     | 30%           | 12.0%        | 25.2%           |

| <b>BVPI</b>                                                                                                                                           | <b>Outturn<br/>2004/05</b> | <b>1<sup>st</sup><br/>quarter</b> | <b>2<sup>nd</sup><br/>quarter</b> | <b>2005/6<br/>target</b> | <b>Top<br/>Quartile</b> | <b>Bottom<br/>Quartile</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------|-----------------------------------|--------------------------|-------------------------|----------------------------|
| BV199b (NEW) % of relevant land and highways where unacceptable levels of graffiti are visible                                                        | New indicator              | 15%                               | 15%                               | No baseline              | N/A                     | N/A                        |
| BV199c (NEW) % of relevant land and highways where unacceptable levels of fly-posting are visible                                                     | New indicator              | 4%                                | 4%                                | No baseline              | N/A                     | N/A                        |
| BV199d (NEW) Reduction in incidents/increase in enforcement actions in relation to fly-tipping                                                        | New indicator              | 4                                 | 4                                 | 4                        | N/A                     | N/A                        |
| BV82a - Percentage of the total tonnage of household waste arising which have been recycled                                                           | 7.62%                      | 8.17%                             | 12.61%                            | 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                            | 894.01                            | No baseline              | 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%                            | 25.88%                            | 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                              | 1835.6                            | No baseline              | N/A                     | N/A                        |
| BV82d (i) – Percentage of household waste arisings which have been landfilled                                                                         | 86.36%                     | 83.02%                            | 61.51%                            | No baseline              | N/A                     | N/A                        |
| BV82d (ii) – The tonnage of household waste arisings which have been landfilled                                                                       | 38252                      | 10373.2                           | 9346.6                            | No baseline              | N/A                     | N/A                        |

| <b>BVPI</b>                                                                                                                                | <b>Outturn<br/>2004/05</b> | <b>1<sup>st</sup><br/>quarter</b> | <b>2<sup>nd</sup><br/>quarter</b> | <b>2005/6<br/>target</b> | <b>Top<br/>Quartile</b> | <b>Bottom<br/>Quartile</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------|-----------------------------------|--------------------------|-------------------------|----------------------------|
| BV84 – No of kgs of household waste collected per head (NB methodology changed to quarterly not annual estimate)                           | 477.21                     | 126.46                            | 117.51                            | 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%                            | -39.9%                            | No baseline              | N/A                     | N/A                        |
| BV86 – Cost of waste collection per head                                                                                                   | £44.06                     | £50.65                            | £48.01                            | £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                     | N/A                        |
| BV90 - Percentage of people satisfied with<br>a) household waste collection<br>b) waste recycling                                          | Survey every 3 years       | N/A                               | 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%                            | 99.48%                            | 99%                      | 100%                    | 84.95%                     |
| BV91b – % of household residents served by kerbside collection of at least two recyclables                                                 | 99.48%                     | 99.48%                            | 99.48%                            | 99%                      | N/A                     | N/A                        |
| BV216a (NEW) Number of "sites of potential concern" with respect to land contamination                                                     | New indicator              | 408                               | 408                               | No baseline              | 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=<br>1.7%                    | 7/408=<br>1.7%                    | No baseline              | N/A                     | N/A                        |
| BV217 (NEW) % of pollution control improvements to existing installations completed on time                                                | New indicator              | 100%                              | 100%                              | No baseline              | N/A                     | N/A                        |
| BV218a (NEW) % new reports of abandoned vehicles investigated within 24hrs of notification                                                 | New indicator              | 74%                               | 92%                               | No baseline              | 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%                              | 89%                               | No baseline              | N/A                     | N/A                        |

| BVPI                                                                                                                                                                               | Outturn<br>2004/05 | 1 <sup>st</sup><br>quarter | 2 <sup>nd</sup><br>quarter | 2005/6<br>target | Top<br>Quartile | Bottom<br>Quartile |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------|----------------------------|------------------|-----------------|--------------------|
| <b>PLANNING</b>                                                                                                                                                                    |                    |                            |                            |                  |                 |                    |
| BV106 – Percentage of new homes built on previously developed land                                                                                                                 | 81%                | 87%                        | 80%                        | 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 | 44.1%              | 75%                        | 77%                        | 60%              | 63.58%          | 40.25%             |
| c) other applications, 80% in 8 weeks                                                                                                                                              | 61.3%              | 70%                        | 67%                        | 65%              | 71.00%          | 52.00%             |
|                                                                                                                                                                                    | 88.5%              | 83%                        | 81.5%                      | 80%              | 86.00%          | 73.98%             |
| BV179 – Percentage of standard searches carried out in 10 working days                                                                                                             | 99.8%              | 100%                       | 90.79%                     | 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                        | 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                        | 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                        | Yes              | N/A             | N/A                |
| BV204 – Percentage of appeals allowed against the authority's decision to refuse planning applications                                                                             | 27%                | 50%                        | 21%                        | 30%              | N/A             | N/A                |







| BVPI                                                                                                                                                                       | Outturn 2004/05 | 1 <sup>st</sup> quarter | 2 <sup>nd</sup> quarter | 2005/6 target | Top Quartile | Bottom Quartile |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------------------------|---------------|--------------|-----------------|
| BV205 – Quality of planning services checklist                                                                                                                             | 88%             | 88%                     | 88%                     | 100%          | N/A          | N/A             |
| BV219a (NEW) Total number of conservation areas in the local authority area                                                                                                | New indicator   | 4                       | 4                       | 4             | N/A          | N/A             |
| BV219b (NEW) % of conservation areas with an up to date character appraisal                                                                                                | New indicator   | 0%                      | 0%                      | 0%            | N/A          | N/A             |
| BV219c (NEW) % of conservation areas with published management proposals                                                                                                   | New indicator   | 0%                      | 0%                      | 0%            | 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%                   | 96.6%                   | 100%          | 90           | 68.40           |
| <b>COMMUNITY SAFETY SERVICES</b>                                                                                                                                           |                 |                         |                         |               |              |                 |
| BV126 – Domestic burglaries per 1,000 households                                                                                                                           | 11.72%          | 9.43                    | 9.38                    | 10%           | N/A          | N/A             |
| BV127a – Violent crimes per 1,000 population in the local authority area                                                                                                   | 11.39           | 17.97                   | 20.53                   | 10.94         | N/A          | N/A             |
| BV127b – Robberies per 1,000 population in the local authority area                                                                                                        | New indicator   | 0.43                    | 0.49                    | 0.49          | N/A          | N/A             |
| BV128 – Vehicle crimes per year per 1,000 population in the local authority area                                                                                           | 11.17           | 10.81                   | 10.9                    | 10.5          | N/A          | N/A             |
| BV174 – The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population                                                  | 4.3             | 0                       | 2.15                    | 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%          | 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%                   | 72.72%                  | 81.81%        | N/A          | N/A             |







| <b>BVPI</b>                                                                                                                                                                       | <b>Outturn<br/>2004/05</b> | <b>1<sup>st</sup><br/>quarter</b> | <b>2<sup>nd</sup><br/>quarter</b> | <b>2005/6<br/>target</b> | <b>Top<br/>Quartile</b> | <b>Bottom<br/>Quartile</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------|-----------------------------------|--------------------------|-------------------------|----------------------------|
| <i>COMMUNITY LEGAL SERVICE</i><br>BV226a ( <b>NEW</b> ) Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations              | N/A                        | £<br>104,667                      | £<br>104,667                      | £<br>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%                              | 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

Appendix 2

| BVPI                                                                                                                           | Outturn<br>2004/5 | 1 <sup>st</sup><br>quarter | 2 <sup>nd</sup><br>quarter | target | Top<br>Quartile | Bottom<br>Quartile | Imp?                                                                                  | Action                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|----------------------------|--------|-----------------|--------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Waste, recycling and cleanliness</i><br>BV82a - % of household waste sent for recycling                                     | 7.62%             | 8.169%                     | 12.60%                     | 10%    | 16.86%          | 10.85%             |    | Recycle Action Team set up to drive improvement, already doubled last year's outturn                                                                                                                                                                                                  |
| BV82b - % of household waste sent for composting                                                                               | 6.02%             | 12.74%                     | 25.88%                     | 15%    | 5.14%           | 0.00%              |    | Massive improvement, well above top quartile                                                                                                                                                                                                                                          |
| BV84a - Kg/head of household waste collected                                                                                   | 477.21            | 126.46*                    | 117.51*                    | 460    | 371.7           | 430.3              |    | *Figures reported as actuals for each quarter, previously this has been a cumulative yearly figure. This P.I shows improvement in comparison with last year                                                                                                                           |
| BV199a - % of land having combined deposits of litter and detritus                                                             | 32%               | 28%                        | 28%                        | 30%    | 12.0%           | 25.2%              |    | Working party continues to look at the issues around this P.I – zonal working should improve the figures                                                                                                                                                                              |
| <i>Community Safety</i><br>NI3 -% residents who feel safe walking in their neighbourhoods<br>a) during daylight<br>b) at night | a) 95%<br>b) 58%  | a) 95%<br>b) 58%           | a) 95%<br>b) 58%           |        |                 |                    |                                                                                       | Survey carried out once a year, however lots of work done by the CSP to raise awareness of the issues and reduce the fear identified in the original survey. The next survey will be carried out in December, the results of which will be reported in the final quarter (March 2006) |
| <i>Planning</i><br>BV109 a) – Planning applications (major)                                                                    | 44.1%             | 75%                        | 77%                        | 60%    | 63.58%          | 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%                        | 67%                        | 65%    | 71.00%          | 52.00%             |  | There has been a slight drop in performance, although this P.I. is still performing above the national standard in this area                                                                                                                                                          |

| BVPI                                                                                                    | Outturn<br>2004/5 | 1 <sup>st</sup><br>quarter | 2 <sup>nd</sup><br>quarter | target | Top<br>Quartile | Bottom<br>Quartile | Imp?                                                                                  | Action                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------|-------------------|----------------------------|----------------------------|--------|-----------------|--------------------|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV109c)- Planning applications (other)<br>* consider all three & address fall-off in performance on (a) | 88.5%             | 83%                        | 81.5%                      | 80%    | 86.00%          | 73.98%             |    | There has been a drop in performance, taking us out of top quartile positioning. The Performance Improvement team to consider what can be done to achieve top quartile positioning by year end |
| <i>Benefits</i><br>BV78a – Speed of processing new claims further improvement to reach top quartile     | 37.3              | 35.02                      | 34.07                      | 29     | 31.0            | 46.3               |    | Steady Improvements are being made with this indicator – additional resource has been identified within benefits to chase up documentation, therefore further improvement is expected          |
| BV78b – Notifying change in circumstances                                                               | 8.11              | 6.9                        | 7.34                       | 7.5    | 7.2             | 13.0               |    | Performance has dropped slightly from the first quarter, however still performing well and in line with the target set for the year end                                                        |
| BV76a – Percentage of claimants visited                                                                 | 26.5              | 48.65                      | 75.74                      | 50     | 304             | 64.11              |    | Performance has further improved.                                                                                                                                                              |
| <i>Corporate Health</i><br>BV12 – Sickness rates                                                        | 11.3              | 10.7                       | 9.7                        | 10     | 8.93            | 11.82              |   | Further improvement made on this indicator – major push on monitoring sickness has occurred in East Durham Homes, now being carried out across the Council                                     |
| BV156 – Buildings open to the public                                                                    | 21.62%            | 16.67%                     | 17.65%                     | 100%   | 67%             | 27%                |  | Progress on this P.I. is unacceptably slow and staff of the Council and EDH are meeting on 2/12/05 to find the best way forward to ensure the required building works are completed.           |