

Report to: **Audit Scrutiny Committee**  
Date: **6<sup>th</sup> March 2006**  
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 third 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 and has been reported to Management Team.

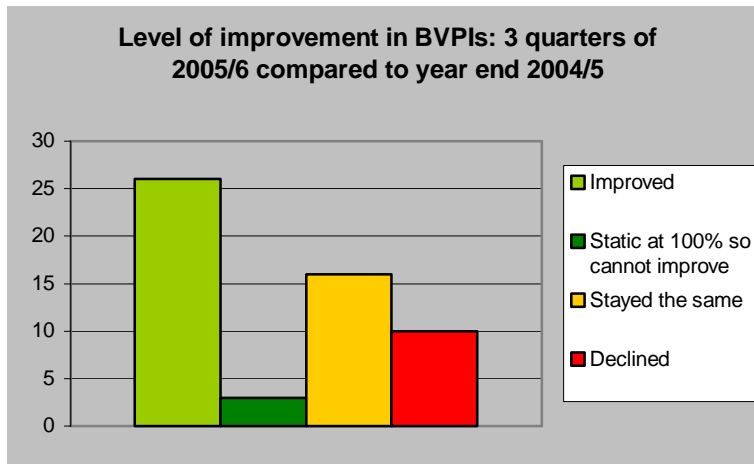
## **3.0 Background**

- 3.1 The last report to this committee, in December 2005, described the BVPI situation for the first 6 months of 2005/06. We reported an emerging picture which was encouraging although we also highlighted certain areas of performance which were causing concern. We have now collated the returns for the third 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 nine 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**

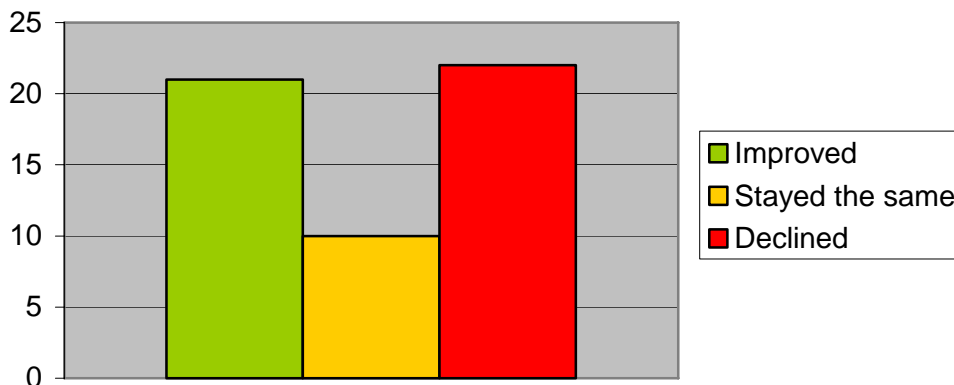
### **4.1 Best Value Performance Indicators: overall performance at the end of the second quarter (up to end of December 2005)**

- 4.1.1 For 2005/6 there are 97 statutory BVPIs against which the Council is required to measure progress. Of these, 43 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 December 2005 is included as Appendix 1.
- 4.1.2 The table below indicates how we have performed at the end of the third quarter in comparison to the year end results for 2004/2005.



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)**



4.1.3 We have now also received the data tables for the overall outturn figures for Local Authorities for the BVPI's for 2004/5. These tables also include revised quartile positioning for most of the Indicators. We have incorporated the latest quartile figures received as a result of the analysis of the outturn figures, into our tables in order that we can compare our current performance with the best performing districts.

Using the latest set of quarterly figures, as shown in appendix 1, we can measure how we are currently performing in terms of quartile position for those BVPI's where it is possible to do so – this exercise (which covers 39 BVPI's) shows that we are Top quartile for 14, Median quartile for 15 and Bottom quartile for 10.

## 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 we may wish to ask questions are:

BVPI	Definition	Issue?
184a	Proportion of LA homes that were non-decent at 1 April 2005	<p>Performance remains at bottom quartile by a significant margin and the target for 2005/6 will not lift us out of that position.</p> <p>As reported previously, this PI is unlikely to improve significantly until EDH achieves 2* status. It was agreed that we should focus on the 3* improvement strategy rather than any specific PIs.</p>
76c	Number of fraud investigations per 1000 caseload	<p>Although our visits rate continues to improve, the number of fraud investigations has declined in the third quarter to 18.5 per 1000. This is partly due to a low number of referrals from the Housing Benefit Monitoring Service.</p>
76d	Number of prosecutions/sanctions per 1000 caseload	
179	Percentage of standard searches carried out in 10 working days	<p>Planning application turnaround PIs have improved this year but the percentage of standard searches completed on time has drastically fallen from 99% to 55% for the October-December quarter. As our target was top quartile (100%) performance for this PI, and we are currently in bottom quartile, this therefore does cause concern. As explained previously, the main issue has been the introduction of the new Paradox planning system; the system has now gone live which has entailed additional workload. Officers have concentrated on ensuring that the processing of Planning Applications has not been affected which has had a “knock on” effect to the searches.</p>
199d	BV199d (NEW) Reduction in incidents/increase in enforcement actions in relation to fly-tipping	<p>The amount of recorded fly-tipping in the District does continue to rise, although in part this may be attributable to more people on the ground reporting this. Furthermore there is no clear association of this increase with either the Durham County civic amenity site permit scheme nor the introduction of charges for some special collections. Work proposed to be undertaken during this year includes a publicity campaign against fly tipping, gating of appropriate sites to deter access, and increased enforcement and surveillance work to pursue those responsible for this environmental crime. There has been an increased number of investigations carried out this financial year</p>

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 is very pleasing. There have been improvements in 10 of the 11 indicators, and 3 of these are now in Top quartile positioning, which is excellent news. 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.

There remains one area of major concern in this set of low performing PIs. BV156 (Authority buildings open to the public accessible by the disabled) is still significantly short of meeting its target, as well as remaining firmly in the bottom quartile. Officers from both the Council and East Durham Homes have set up a Working Party to consider the situation and agree a way forward. The buildings affected are currently managed by East Durham Homes Ltd and the facilities provided to the public come within the remit of Care Services, in conjunction with Housing Strategy, although the buildings themselves are the responsibility of the Council. The current programme of work, to be completed by the end of March, will ensure that the 6 Aged Person's Units which have been identified as a priority, will be brought up to compliance. Therefore, by the year end, the percentage of buildings which comply will have increased to 40.6%. Thereafter 19 buildings will remain on the outstanding list of those we need to bring up to compliance.

The Working Party set up to look at this will need to consider a range of factors in progressing the work in relation to this PI; including the actual usage of the facilities, the User Groups who participate in the activities, the access audit carried out to specify the works required, the costing of this work and the condition surveys of the buildings in question. It is recommended that as this is a major piece of work which will need careful consideration, that a further, more detailed report is brought to Management Team and subsequently to Members. Progress will of course continue to be reported to this Committee

## **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 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 priorities during 2005/6.

### **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 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
- 9.3.1 Recommend that BV156 (Accessible buildings) continues to be formally project managed with regular reports to Scrutiny and that a detailed report be taken to Management Team to consider the proposals for tackling this area.

### **Background Papers**

Corporate and Best Value Performance Plan 2005/6

Performance Washup Report August 2005

Quarterly BVPI pro formas

**3rd- Quarterly returns 2005/06****Key**

	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	3 <sup>rd</sup> quarter	2005/6 target	Top Quartile	Bottom Quartile
BV2a – Level of the Equality Standard for LG to which the authority conforms	Level 1	Level 1	Level 1	Level 1	Level 2	N/A	N/A
BV2b – The duty to promote race equality (now cumulative)	58%	37%	47%	58%	65%	63%	37%
BV3 - % of citizens satisfied with the overall services provided	N/A	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	N/A
BV8 – The percentage of undisputed invoices paid within 30 days	98.4%	99%	99%	99%	99%	97%	91.06%
BV9 – Percentage of Council Tax collected	95.40%	26.91%	54.60%	82%	98.2%	98.50%	97.31%
BV10 - % of NNDR collected that were due for the financial year	98.10%	28.19%	57.17%	79.08%	98.3%	99.20%	98.22%
BV11a – The percentage of top 5% of earners that are women	14.3%	14.3%	14.7%	14.3%	16%	28.93%	16.10%
BV11b – The percentage of top 5% of earners from black & ethnic minority communities	0%	0%	0%	0%	2%	1.98%	0.00%
BV11c ( <b>NEW</b> ) Top 5% of earners that have a disability	N/A	5.7%	5.9%	5.7%	No baseline	N/A	N/A
BV12 – The average working days/shifts lost due to sickness per FTE	11.3	10.7	9.7	9.7	10	8.48	12.78
BV14 – Early retirements as % of total workforce	0.63%	0.40%	0.80%	0.60%	0.45%	0.00%	1.04%

BVPI	Outturn 2004/05	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	2005/6 target	Top Quartile	Bottom Quartile
BV15 – ill health retirements as % of total workforce	1.05%	0.40%	0.20%	0.20%	0.35%	0.00%	0.50%
BV16a - % of Council workers declaring they are disabled	3.8%	3.8%	3.8%	4.1%	5%	4.10%	1.86%
BV16b - % of economically active people in LA area declaring they are disabled	29%	29%	29%	29%	N/A	34.77%	14.27%
BV 17x -- % of council workers from minority ethnic communities	0.36%	0.35%	0.35%	0.35%	0.4%	2.5%	0.7%
BV 17y% of economically active people in LA area from minority ethnic communities	0.75%	0.75%	0.75%	0.75%	N/A	3.4%	1.1%
BV156 – Authority buildings open to the public accessible by the disabled	21.62%	16.67%	17.65%	21.87%	100%	No data available	No data available
BV157 - % of interactions with public capable of electronic service delivery	53.78%	53.78%	62.76%	98.74%	100%	92.95%	73.33%
<b>HOUSING</b>							
BV63 – Average SAP energy efficiency rating of LA owned dwellings	60	N/A	N/A	N/A	63	67	60
BV64 – The number of private sector dwellings vacant for 6 months and reoccupied from LA action	47	16	27	34	52	25	2
BV66a – Proportion of rent collected	97.8%	97%	97.5%	98.1%	97.4%	98.74%	97.15%
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 %	8.17%	No baseline	N/A	N/A



<b>BVPI</b>	<b>Outturn 2004/05</b>	<b>1<sup>st</sup> quarter</b>	<b>2<sup>nd</sup> quarter</b>	<b>3<sup>rd</sup> quarter</b>	<b>2005/6 target</b>	<b>Top Quartile</b>	<b>Bottom Quartile</b>
BV66c (NEW) % of local authority tenants in arrears who have had Notices Seeking Possession served	New indicator for 05/06	3.65%	14.73%	5.83%	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%	0.44%	No baseline	N/A	N/A
BV74(i) Satisfaction of tenants with overall service BV74 (ii) Satisfaction of tenants with overall service provided – BEM BV74 (iii) Satisfaction of tenants with overall service provided:non-BEM	N/A	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 75(i) BEM tenants 75(ii) non-BEM tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BV164 – Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment including in Tackling Racial Harassment: Code of Practice for Social Landlords	No	No	No	No	Yes	N/A	N/A
BV183a – Average length of stay in bed and breakfast accommodation	0	0	0	0	0	1	5
BV183b – Average length of stay in hostel accommodation	0	0	0	0	0	0	19
BV184a – Proportion of LA homes that were non-decent at 1 April 2005	72.30%	72.97%	74.71%	74.71%	72.96%	17%	42%
BV184b – Percentage change in proportion of non-decent homes 2005-2006	+6.93%	+1.06%	+2.17%	+2.47%	+4.90%	N/A	N/A

BVPI	Outturn 2004/05	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	2005/6 target	Top Quartile	Bottom Quartile
BV211a (NEW) The proportion of planned repairs & maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	New Indicator	Data unavail.	53%	48%	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	3.6%	3.76%	3.81%	10%	N/A	N/A
BV212 (NEW) Average time taken to re-let council dwellings	New indicator	97 days	108.85 days	71 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	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%	7%	2%	-9.4%	25.21%
BV213 (NEW) Number of homelessness cases prevented	New indicator	1	1	1	No baseline	N/A	N/A
BV214 (NEW) Repeat homelessness	New indicator	1.47%	0.80%	0.56%	No baseline	N/A	N/A
<b>HOUSING TAX BENEFIT &amp; COUNCIL TAX BENEFIT</b>							
Strategy for combating fraud & error							
BV76a – Number of claimants visited per 1000 caseload	26.5	48.65	75.74	77.88	50	296.60	173.06
BV76b – Number of fraud investigators per 1000 caseload	0.32	0.31	0.32	0.31	0.32	N/A	N/A
BV76c – Number of fraud investigations per 1000 caseload	32.5	31.85	19.35	18.51	30	59.53	29.00

BVPI	Outturn 2004/05	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	2005/6 target	Top Quartile	Bottom Quartile
BV76d – Number of prosecutions/sanctions per 1000 caseload	1.6	0.39	0.63	0.55	1.7	6.25	2.52
BV78a – Average time for processing new claims	35.6	35.02	34.07	30.83	29	28	40.6
BV78b – Average time for processing change of circumstances	8.11	6.9	7.34	5.52	7.5	6.8	12.4
BV79a – Accuracy of processing: % of cases for which the calculation was correct	96.6%	100	100	100	100	99.00	96.80
BV79b – Accuracy of processing: % of recoverable overpayments (ex council tax benefit) that were recovered in the year	No Baseline	Unable to supply data	Unable to supply data	55%		53.59	35.10
BV79b (ii) (NEW) HB overpayments recovered as % HB overpayment debt	“	“	“	33%		N/A	N/A
BV79b (iii) (NEW) HB overpayments written off as % HB overpayment debt	“	“	“	9%		N/A	N/A
BV199 – proportion of relevant land/highway that is assessed as having combined deposits of litter & detritus across 4 categories of cleanliness (Clean, Light, Significant, Heavy)	Qualified nil return	28%	28%	22%	30%	10.0%	21.2%
BV199b (NEW) % of relevant land and highways where unacceptable levels of graffiti are visible	New indicator	18%	15%	12%	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%	1%	No baseline	N/A	N/A

<b>BVPI</b>	<b>Outturn 2004/05</b>	<b>1<sup>st</sup> quarter</b>	<b>2<sup>nd</sup> quarter</b>	<b>3<sup>rd</sup> quarter</b>	<b>2005/6 target</b>	<b>Top Quartile</b>	<b>Bottom Quartile</b>
BV199d (NEW) Reduction in incidents/increase in enforcement actions in relation to fly-tipping	New indicator	4	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%	15.16%	10%	19.35%	12.36%
BV82a (ii) – Total tonnage of household waste arisings which have been sent by the Authority for recycling	New indicator	837.31	894.01	1019.36	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%	23.95%	15%	10.56%	0.40%
BV82b (ii) – The total tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	New indicator	1179	1835.6	1609.94	No baseline	N/A	N/A
BV82d (i) – Percentage of household waste arisings which have been landfilled	86.36%	83.02%	61.51%	60.89%	No baseline	N/A	N/A
BV82d (ii) – The tonnage of household waste arisings which have been landfilled	38252	9859.86	4362.97	5902.26	No baseline	N/A	N/A
BV 84 – No kgs of household waste collected per head	477.21	126.34	117.40	Not available	460	380.80	443.1
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%	-36.28%	No baseline	N/A	N/A
BV86 – Cost of waste collection per head	£44.06	£50.65	£48.01	£48.00	£45.78	£35.62	£48.13
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	N/A

<b>BVPI</b>	<b>Outturn 2004/05</b>	<b>1<sup>st</sup> quarter</b>	<b>2<sup>nd</sup> quarter</b>	<b>3<sup>rd</sup> quarter</b>	<b>2005/6 target</b>	<b>Top Quartile</b>	<b>Bottom Quartile</b>
BV90 - Percentage of people satisfied with a) household waste collection b) waste recycling	Survey every 3 years	N/A	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%	99.48%	99%	100%	89.80%
BV91b – % of household residents served by kerbside collection of at least two recyclables	99.48%	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	396	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	1.7%	1.7%	2.9%	No baseline	N/A	N/A
BV217 (NEW) % of pollution control improvements to existing installations completed on time	New indicator	100%	100%	100%	No baseline	N/A	N/A
BV218a (NEW) % new reports of abandoned vehicles investigated within 24hrs of notification	New indicator	74%	92%	94%	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%	90%	No baseline	N/A	N/A
<b>PLANNING</b>							
BV106 – Percentage of new homes built on previously developed land	81%	87%	80%	83%	65%	90.10%	52%







BVPI	Outturn 2004/05	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	2005/6 target	Top Quartile	Bottom Quartile
BV109 – % of applications decided in line with Government Development Control targets: a) major applications, 60% in 13 weeks b) minor applications, 65% in 8 weeks	44.1%	75%	77%	72%	60%	71.25%	46.87%
c) other applications, 80% in 8 weeks	61.3%	70%	67%	68%	65%	75.33%	61.00%
	88.5%	83%	81.5%	84%	80%	88.03%	79.97%
BV179 – Percentage of standard searches carried out in 10 working days	99.8%	100%	90.79%	55%	100%	100%	96.73%
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	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	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	Yes	N/A	N/A
BV204 – Percentage of appeals allowed against the authority's decision to refuse planning applications	27%	50%	22%	27%	30%	37%	24%
BV205 – Quality of planning services checklist	88%	88%	88%	100%	100%	88.9%	72%
BV219a (NEW) Total number of conservation areas in the local authority area	New indicator	4	4	4	4	N/A	N/A
BV219b (NEW) % of conservation areas with an up to date character appraisal	New indicator	0%	0%	0%	0%	N/A	N/A
BV219c (NEW) % of conservation areas with published management proposals	New indicator	0%	0%	0%	0%	N/A	N/A

BVPI	Outturn 2004/05	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	2005/6 target	Top Quartile	Bottom Quartile
BV166 – Score against the checklist of enforcement best practice for environmental health	96.6%	96.6%	96.6%	96.6%	100%	93.4%	75%
BV126 – Domestic burglaries per 1,000 households	11.72	9.43	9.38	9.88	10	6.18	10.76
BV127a – Violent crimes per 1,000 population in the local authority area	11.39	17.97	20.53	20.20	10.94	2.45	7.28
BV127b – Robberies per 1,000 population in the local authority area	New indicator	0.43	0.49	0.45	0.49	5.22	10.49
BV128 – Vehicle crimes per year per 1,000 population in the local authority area	11.17	10.81	10.9	11.22	10.5	6.84	11.58
BV174 – The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	4.3	0	2.15	0	3	N/A	N/A
BV175 – The percentage of racial incidents reported to the local authority that resulted in further action	100%	N/A	100%	N/A	100%	N/A	N/A
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%	72.72%	81.81%	N/A	N/A
<b>COMMUNITY LEGAL SERVICE</b>							
BV226a (NEW) Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	N/A	£ 104,667	£ 104,667	£ 104,667	£ 104,667	N/A	N/A

<b>BVPI</b>	<b>Outturn 2004/05</b>	<b>1<sup>st</sup> quarter</b>	<b>2<sup>nd</sup> quarter</b>	<b>3<sup>rd</sup> quarter</b>	<b>2005/6 target</b>	<b>Top Quartile</b>	<b>Bottom Quartile</b>
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	New Indicator	100%	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	Annual figure	Annual figure	Annual figure	No Baseline	N/A	N/A



**11 areas of Performance causing concern**

BVPI	Outturn 2004/5	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	Target	Top Quartile	Bottom Quartile	Imp?	Action
<i>Waste, recycling and cleanliness</i> BV82a - % of household waste sent for recycling	7.62%	8.169%	12.60%	15.16%	10%	19.35%	12.36%		Recycle Action Team set up to drive improvement, more than doubled last year's outturn
BV82b - % of household waste sent for composting	6.02%	12.74%	25.88%	23.95%	15%	10.56%	0.40%	 TQ	Massive improvement, well above top quartile
BV84a - Kg/head of household waste collected	477.21	126.34*	117.40	Not yet avail.	460	380.8	443.1		*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%	22%	30%	10%	21.2%		Working party continues to look at the issues around this P.I – zonal working should improve the figures further. Although improvements, still bottom quartile positioning
<i>Community Safety</i> NI3 -% residents who feel safe walking in their neighbourhoods a) during daylight b) at night	a) 95% b) 58%	a) 95% b) 58%	a) 95% b) 58%	a) 95% b) 58%					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 has been carried out but the results wont be reported until the final quarter (March 2006)
<i>Planning</i> BV109 a) – Planning applications (major)	44.1%	75%	77%	72%	60%	63.58%	40.25%	 TQ	Major improvements made, staff are becoming more experienced, and extra staff have been appointed. Top quartile positioning
BV109b) – Planning applications (minor)	61.3%	70%	67%	68%	65%	75.33%	61.00%		Performance has improved from last year, this P.I. is performing above the national standard in this area

BVPI	Outturn 2004/5	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	Target	Top Quartile	Bottom Quartile	Imp?	Action
BV109c)- Planning applications (other) * consider all three & address fall-off in performance on (a)	88.5%	83%	81.5%	84%	80%	88.03%	79.97%	😊	We are achieving above the national standard and are close to achieving top quartile.
<b>Benefits</b> BV78a – Speed of processing new claims further improvement to reach top quartile	37.3	35.02	34.07	30.83	29	28	40.6	😊	Steady Improvements are being made with this indicator – additional resource is now in place within benefits to chase up documentation, which is quickening up the process. Moved from bottom to median quartile
BV78b – Notifying change in circumstances	8.11	6.9	7.34	5.52	7.5	6.8	12.4	😊 TQ	Performance has improved significantly – top quartile positioning.
BV76a – Number of HB claimants visited per 1000 caseload	26.5	48.65	75.74	77.88	50	304	64.11	😊	Performance has further improved.
<b>Corporate Health</b> BV12 – Sickness rates	11.3	10.7	9.7	9.7	10	8.48	12.78	😊	Maintaining improvements made
BV156 – Buildings open to the public	21.62%	16.67%	17.65%	21.87%	100%	67%	27%	😞	Progress on this P.I. is still unacceptably slow although plans are in place for the improvement programme to be undertaken

