

Best Value Performance Indicators									
Service / Area	PI reference	PI description	2005/06 outturn	2006/07 outturn	2007/08 outturn	2007/08 year-end target	year end progress to target	Polarity	Direction of Travel since 2006/07
Corporate Health	BV 002a	Level of the Equality Standard for local government	3.00	3.00	3.00	4.00		Bigger is Better	
	BV 002b	Duty to promote race equality	74.00	84.00	89.00	90.00		Bigger is Better	
	BV 008	Percentage of invoices paid on time	93.22	93.23	94.27	95.00		Bigger is Better	
	BV 011a	Percentage of the top-paid 5% of local authority staff who are women	44.12	45.19	51.00	48.00		Bigger is Better	
	BV 011b	Percentage of the top-paid 5% of local authority staff who are from an ethnic minority	0.77	0.58	0.57	1.00		Bigger is Better	
	BV 011c	Percentage of the top-paid 5% of local authority staff who have a disability	2.90	2.92	3.42	3.00		Bigger is Better	
	BV 012	Working days lost due to sickness absence	10.02	9.84	9.35	9.75		Smaller is Better	
	BV 014	% of employees retiring early (excluding ill-health retirements)	0.97	1.09	1.25	0.85		Smaller is Better	
	BV 015	% of employees retiring on grounds of ill-health	0.30	0.17	0.18	0.25		Smaller is Better	
	BV 016a	Percentage of local authority employees with a disability	1.17	1.84	1.91	2.25		Bigger is Better	

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Corporate Health	BV 016b	Percentage of economically active people who have a disability	21.50	21.50	21.50	N/a		N/a	N/a
	BV 017a	Percentage of local authority employees from ethnic minority communities	0.60	0.53	0.55	0.70		Bigger is Better	
	BV 156	% local authority buildings accessible to people with a disability	50.00	55.45	67.33	60.00		Bigger is Better	
	BV 126a	Domestic burglaries per 1,000 households	8.52	9.06	8.90	8.40		Smaller is Better	
	BV 127a	Violent crime per 1,000 population	17.96	17.85	14.94	17.00		Smaller is Better	
	BV 127b	Robberies per 1,000 population	0.32	0.29	0.25	0.30		Smaller is Better	
	BV 128a	Vehicle crimes per 1,000 population	8.29	8.18	6.97	8.20		Smaller is Better	
	BV 174	Racial incidents reported to the local authority per 100,000 population	28.58	38.22	25.76	40.00		Smaller is Better	
	BV 175	Racial incidents reported to the local authority resulting in further action	100.00	100.00	100.00	100.00		Bigger is Better	
	BV 226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	179,256	182,499	?	187,854		Plan is Best	
	BV 226b	% 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	20.86	22.43	?	21.80		Bigger is Better	
	BV 226c	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	1,630,969	1,433,849	?	1,427,013		Plan is Best	

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Children & Young People's Services	BV 038	% of pupils achieving 5 or more GCSEs at grades A*-C or equivalent	51.30	56.58	60.26	58.00		Bigger is Better	
	BV 039	% of pupils achieving 5 or more GCSEs at grades A*-G or equivalent, including English and Maths	86.30	87.71	89.82	90.00		Bigger is Better	
	BV 040	% of 11 year old pupils achieving level 4 or above in the Key Stage 2 test in Mathematics	77.20	78.75	78.99	83.00		Bigger is Better	
	BV 041	% of 11 year old pupils achieving level 4 or above in the Key Stage 2 test in English	78.70	78.65	80.44	82.00		Bigger is Better	
	BV 043a	% of proposed statements of Special Educational Need (SEN) issued and prepared within 18 weeks, excluding exceptions	100.00	99.16	99.31	100.00		Bigger is Better	
	BV 043b	% of proposed statements of Special Educational Need (SEN) issued and prepared within 18 weeks, including exceptions	100.00	99.29	99.16	100.00		Bigger is Better	
	BV 045	% of half days missed due to total absence in secondary schools	8.10	7.84	7.68	8.13		Smaller is Better	
	BV 046	% of half days missed due to total absence in primary schools	5.74	5.89	5.25	5.71		Smaller is Better	
	BV 181a	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in English	70.22	69.19	69.51	77.00		Bigger is Better	
	BV 181b	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in Mathematics	73.02	76.87	76.23	79.00		Bigger is Better	
	BV 181c	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in Science	69.04	71.74	72.45	75.00		Bigger is Better	
	BV 181d	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in ICT	70.01	71.74	76.47	76.00		Bigger is Better	

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Children & Young People's Services	BV 221a	% of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people aged 13-19 participating in youth work	42.00	51.83	57.92	60.00		Bigger is Better	
	BV 221b	% of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people aged 13-19 participating in youth work	23.00	31.37	26.70	30.00		Bigger is Better	
	BV 222a	% of integrated early education and childcare settings funded or part-funded by the local authority where leaders have a qualification at Level 4 or above	19.00	33.70	68.22	65.00		Bigger is Better	
	BV 222b	% of integrated early education and childcare settings funded or part-funded by the local authority that have input from staff with graduate or post-graduate qualifications in teaching or child development	100.00	100.00	100.00	100.00		Bigger is Better	
	BV 194a	% of 11 year old pupils achieving level 5 in the Key Stage 2 test in English	24.00	30.68	32.36	32.00		Bigger is Better	
	BV 194b	% of 11 year old pupils achieving level 5 in the Key Stage 2 test in Mathematics	31.00	33.62	32.90	35.00		Bigger is Better	
	BV 049	% of looked after children with 3 or more placements	11.97	11.52	10.00	10.50		Smaller is Better	
	BV 050	% of young people leaving care aged 16 or over with at least one GCSE at Grade A*-G or a GNVQ	59.20	65.11	83.30	65.00		Bigger is Better	
	BV 161	ratio of the percentage of those young people who were looked after on 1 April of their 17th year (aged 16) who were engaged in education, training or employment at the age of 19 to the percentage of young people in the population who were engaged in education, training or employment at the age of 19	0.76	0.91	0.99	0.89		Bigger is Better	
	BV 162	% of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year	100.00	97.80	100.00	100.00		Bigger is Better	
	BV 163	Number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a percentage of the number of children who had been looked after for 6 months or more on that day	13.20	13.50	13.90	13.00		Bigger is Better	
	BV 197	% change in number of conceptions amongst 15-17 year old girls from 1998 baseline year	-11.40	-10.10	-15.30	-32.50		Smaller is Better	

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Adult & Community Services	BV 053	Households receiving intensive home care per 1,000 population aged 65 or over	21.37	22.10	23.60	22.20		Bigger is Better	
	BV 054	Older people helped to live at home per 1,000 population aged 65 or over	96.23	118.50	107.10	118.50		Bigger is Better	
	BV 056	% of items of equipment delivered and adaptations made within 7 working days	90.90	94.00	92.40	94.00		Bigger is Better	
	BV 195	% of new older clients experiencing an acceptable waiting time for assessment	72.00	79.20	87.10	80.00		Bigger is Better	
	BV 196	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks	88.00	90.00	91.40	90.00		Bigger is Better	
	BV 201	Adults and older people receiving direct payments per 100,000 population aged 18 or over	81.00	98.70	126.40	125.00		Bigger is Better	
	BV 170a	number of visits to/uses of local authority funded or part-funded museums and galleries per 1,000 population	1,113.61	1,023.42	897.59	1,050.00		Bigger is Better	
	BV 170b	the number of those visits to local authority funded or part funded museums and galleries that were in person, per 1,000 population	344.43	337.00	344.81	340.00		Bigger is Better	
	BV 170c	number of pupils visiting museums and galleries in organised school groups	16,774	17,743	17,921	16,000		Bigger is Better	
	BV 220	Compliance against the Public Library Service Standards (PLSSs)	3.00	3.00	3.00	4.00		Bigger is Better	

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Environment	BV 082ai	% of household waste recycled	15.75	16.62	18.40	17.00		Bigger is Better	
	BV 082aii	Total tonnage of household waste recycled	41,791	43,716	47,831	44,434		Bigger is Better	
	BV 082bi	% of household waste composted	10.23	12.63	5.50	15.50		Bigger is Better	
	BV 082bii	Total tonnage of household waste composted	27,135	33,212	14,358	40,513		Bigger is Better	
	BV 082ci	% of household waste used to recover heat, power and other energy sources	0.08	0.01	0.00	0.10		Bigger is Better	
	BV 082cii	Total tonnage used to recover heat, power and other energy sources	200.00	24.00	0.00	261.37		Bigger is Better	
	BV 082di	% of household waste landfilled	73.95	70.74	76.10	67.40		Smaller is Better	
	BV 082dii	Total tonnage of household waste landfilled	196,217	186,044	197,658	176,166		Smaller is Better	
	BV 084a	Number of kilograms of household waste collected per head of the population	534.10	526.25	518.97	523.00		Smaller is Better	
	BV 084b	% change in the number of kilograms of household waste collected per head of the population	-7.17	-1.50	-1.38	-0.62		Smaller is Better	
	BV 087	Cost of waste disposal per tonne of municipal waste	45.57	50.45	?	56.44		Smaller is Better	
	BV 166b	Trading Standards checklist	100.00	100.00	100.00	100.00		Bigger is Better	
	BV 223	% of local authority principal road network where structural maintenance should be considered	5.00	6.00	4.50	4.80		Smaller is Better	N/a
	BV 224a	% of non-principal classified road network where maintenance should be considered	10.00	14.00	14.00	Not Set	N/a	Smaller is Better	
	BV 224b	% of the unclassified road network where structural maintenance should be considered	18.17	19.00	18.00	18.00		Smaller is Better	
	BV099ai	Number of people killed or seriously injured in road traffic collisions (previous calendar year)	216.00	247.00	218.00	218.00		Smaller is Better	
	BV 99aai	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year	-10.00	14.40	-11.74	-11.74		Smaller is Better	
	BV 99aaii	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	-26.80	-16.30	-26.10	-26.10		Smaller is Better	
	BV099bi	Number of children (aged under 16) killed or seriously injured in road traffic collisions (previous calendar year)	23.00	36.00	26.00	26.00		Smaller is Better	
	BV 099bii	Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year	-34.30	56.50	-27.80	-27.80		Smaller is Better	
BV 099biii	Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	-56.60	-32.10	-50.90	-50.90		Smaller is Better		
BV099ci	Number of people slightly injured in road traffic collisions (previous calendar year)	1,926.00	1,886.00	1,729.00	1,729.00		Smaller is Better		

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	BV 99cii	Percentage change in the number of people slightly injured in road traffic collisions since the previous year	-8.10	-2.10	-8.30	-8.30		Smaller is Better	
	BV 99ciii	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average	-9.60	-11.50	-18.90	-18.90		Smaller is Better	
Environment	BV 100	Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road	0.07	0.00	0.42	0.20		Smaller is Better	
	BV 102	Number of local bus passenger journeys originating in the authority area undertaken each year	24.1 million	25.2 million	25.1 million	25.0 million		Bigger is Better	
	BV 165	% of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area	97.80	100.00	100.00	100.00		Bigger is Better	
	BV 178	% of the total length of rights of way in the local authority area that are easy to use by the general public	72.20	71.30	58.30	72.00		Bigger is Better	
	BV 187	% of category 1, 1a and 2 footway network where structural maintenance should be considered	28.00	31.00	29.00	25.00		Smaller is Better	
	BV 215a	Average number of days taken to repair a street lighting fault, which is under the control of the local authority	2.48	2.47	2.06	2.65		Smaller is Better	
	BV 215b	Average number of days taken to repair a street lighting fault, which is under the control of a Distribution Network Operator (DNO)	11.37	14.37	7.54	15.00		Smaller is Better	
	BV 109a	% of major planning applications determined within 13 weeks	61.90	63.16	70.00	60.00		Bigger is Better	
	BV 200a	Did the local authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3 year rolling programme?	Yes	Yes	No	Yes		Bigger is Better	
	BV 200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	Yes	No	Yes		Bigger is Better	

**Code of Practice on Workforce Matters in Local Authority Service Contracts - When there is the potential to provide to all prospective providers a copy of the Code of Practice on Workforce Transfers and relevant staff are advised that compliance will form part of the basis of any contract for provision, and that the Council will**

Comments from Performance Plus (entered by services)
<p>Target date for Level 4 was amended to November 2008 to provide sufficient time in which to consolidate &amp; improve following Level 3 validation and to respond to the revised ESLG produced in 2007. Whilst most requirements have been met for Level 4 there are still outstanding issues to complete before November 2008.</p>
<p>17 / 19 *100 = 89.4%. This has increased due to recent work with Gypsy &amp; Traveller communities as well as migrant workers</p>
<p>470,248 undisputed invoices were received during 2007/08, 32,705 more than during 2006/07. Of these 443,501 were paid within 30 days. This is 35,366 more than during 2006/07 and performance has increased by almost 1 percentage point</p>
<p>The general upward trend has seen us reach our target - 179 out of 351 in target group. DCC remains committed to equality agenda and offers suitable developmental opportunities, eg 'Women into Management'. Further enhancement of linked 'work-life' balance policies during the year, eg Maternity &amp; Paternity.</p>
<p>A disappointing return with the ongoing figure virtually unchanged - 2 from 351 of the relevant group. Small changes in numbers can make a significant difference to the percentage. Population of the county is a factor with relatively low ethnic minority numbers.. Still appears to be some room for improvement re-data capture.</p>
<p>The overall return shows an improvement and we have passed our target. However, there has been a decline in the last quarter. Still remains a significant data capture problem in this sector as the numbers recorded as declaring a disability have only risen marginally.</p>
<p>The target was achieved, albeit not our most challenging of targets. Although up slightly on the last quarter, this is our best end-of-year score for 6 years. The number of FTEs has increased, but the number of sickness days has fallen, thus leading to the improvement of half a day per FTE. Voluntary aided schools have again been left out. After obtaining the Bronze Health@Work Award, further related policy has taken place in relation to Stress, Smoking and Flexitime - all geared towards reducing absence levels. Managing sickness absence training has continued to be an important part of manager development..</p>
<p>The number of early retirements was virtually evenly split between LGSPS and TPS, with a total of 185. The latter remain beyond our influence. Schoolnumbers have continued to decline and this can be a contributory factor to increased numbers of teaching retirements. Within the LGPS area, we have continued to feel the effects of the re-organisation of the two biggest Services - any retirements though are based on business cases, have saved money and helped meet budget targets.</p>
<p>Both numbers in the pension scheme and ill-health retirements have risen slightly. We only have limited influence on TPS decisions. However, previous improvement in the figure has generally been maintained.</p>
<p>Overall our return over the year increased slightly, but we failed to reach our target. There was a slight increase in the numbers of employees declaring as disabled, but overall data capture in this area could still be significantly improved. The Council continues with its diversity agenda and also continues to work in partnership with organisations like Job Centre- to target certain groups, such as those with learning disabilities.</p>



Comments from Performance Plus (entered by services)
Only a marginal increase in those employees from ethnic minorities, but we have missed our target and we also remain short of the census figure. The Council's attempts to broaden our recruitment has included for focusing on 'hard to reach' groups through using opportunities like job fairs across the county.
DCC has taken responsibility for 40 surestart properties since April 2007. Of the 150 buildings open to the public, 101 are accessible
1,884 / 211,000
7,481 / 500.700
124 / 500.700
3,492 / 500.700
12 year total is 129/5.00700 = 25.76 We are short of target but it is a difficult target to set as we have no control except to encourage reporting which we've done during the year.

Comments from Performance Plus (entered by services)
Progress reflects the national profile of results, target figure is aspirational linked to national KS2 targets. Advisors and consultants working to ensure effective implementation of new national approaches to numeracy.
Performance slightly below national profile and well below aspirational target. Highest priority for our primary team this year with individual support packages provided for schools/departments.

Comments from Performance Plus (entered by services)
Qtr 4 - this indicator continues to remain in the highest banding as 16% or less is very good performance. Our performance is in line with that of our IPF comparator group.
Qtr 4 - continued improvement in performance during 2007/08 with a positive change in banding. Our performance is now in the highest banding available for this indicator.
Qtr 4 - continued good performance during the year 2007/08 with performance remaining in the top banding.
Qtr 4 - excellent performance on this indicator with performance being in the highest banding available which is only achievable with 100%.
Qtr 4 - slight increase in performance during 2007/08 with performance remaining comfortably within the highest banding available. Performance also continues to remain significantly above the performance of our IPF comparator group.

Comments from Performance Plus (entered by services)
<p>Benchmarking information from PriceWaterhouseCoopers indicates that Durham was the highest performer in its family group of shire councils in 2006/7. Durham has increased further the number of households in receipt of intensive home care in 2007/8. The average size of a home care package for older people has increased by 8.1% from 9.8 hours in 2005 to 10.6 hours in 2008. This reflects Durham's strategic shift to supporting more people in their own homes. Performance has exceeded target.</p>
<p>Further work has taken place to review the services which contribute to this indicator. As a result some services around provision of minor pieces of equipment and support have now been excluded from the scope of the indicator. Consequently, the year end figure shows a decrease when compared to previous quarters. However, Durham remain in the highest possible banding nationally for this indicator and the top quartile.</p>
<p>Durham's performance (92.4%) against this indicator in 2007/8 continues to be one of the highest in the Country and in the top PAF banding nationally. There has been a small reduction in performance levels in 2007/8 compared to 2006/7 (94%). However, preliminary analysis of figures for April 2008 show an improving performance level of 94.2%.</p>
<p>CSCI have identified this indicator as an area for improvement in 2007/8. Performance has increased by 8.1 percentage points since 2006/7. This is further evidence of the effectiveness of the OT post based at the Corporate Contact Centre and local target setting. Performance has exceeded overall target by 7.1 percentage points. Durham has moved up two bandings within the CSCI ratings. The 2008/9 target for this indicator has been reviewed in light of the good progress made.</p>
<p>Continued excellent performance against this BV and LAA indicator which highlights the improvements made in speeding up responsiveness. Performance has exceeded target and remains in the highest national banding.</p>
<p>Between May and December 2007, the Direct Payments Team ran a marketing campaign. The campaign targeted both service users and staff. A website has been launched, three information events have been held and presentations delivered at external events. As a result, the number of adults receiving Direct Payments increased by over a quarter, from 99 per 100,000 population at 31 March 2007 to 127.6 per 100,000 population at 31 March 2008.</p>
<p>At one time Killhope Museum was receiving an inordinate number of hits due to confusion as to the nature of part of their site. This was the same time as the target was calculated. Consequently, it is now believed that the target is too high. The target will be revised at year-end by which time most of the incorrect hits will have been removed from the total.</p>
<p>Killhope museum took top prize with a Gold Award in the new Sustainable Tourism category of the North East England Tourism Awards 2007.</p>
<p>Killhope museum took top prize with a Gold Award in the new Sustainable Tourism category of the North East England Tourism Awards 2007.</p>
<p>To achieve a score of 4, Durham County needs to amass more than 18 points. Our current score is 17.5 points so we narrowly missed out achieving a score of 4.</p>

Comments from Performance Plus (entered by services)
Performance against BV82a has exceeded expectations by 1.4 percentage points mainly due to enhanced kerbside recycling. Estimated figure, figure to be finalised following reconciliation meeting with district councils June 08.
Performance against BV82b is 10 percentage points below target and this is entirely due to not being able to count output from the aerobic digestion process towards this indicator because of regulatory issues. Estimated figure, figure to be finalised following reconciliation meeting with the district councils June 08.
Performance for BV82d has been affected by the issues surrounding the aerobic digestion process (see comment for BV82b) resulting in a shortfall of 8.7percentage points against target. Estimated figure, figure to be finalised following reconciliation meeting with district councils June 08.
The data for BV223 has been calculated using the survey from 2006/07 with the new rules and parameters supplied by the DfT. These parameters are not comparable with previous results.

Comments from Performance Plus (entered by services)
Indicator has not achieved target due to works on the A67 Bede Road/Harmire Road junction
Additional resources were made available during the later part of 2007/08 to improve footway condition. This has resulted in a 2 percentage points improvement in Category 1 & 2 footways since 2006/07
Unable to revise scheme as planned in March 2007 as GONE advised delay pending new national regulations revising stages in Local Development Framework process. New regs also expected imminently requiring the transitional authority to submit a revised Local Development Scheme replacing all District and County LDSs by 30 September 2008
Staff turnover including loss of 2 experienced staff and 1 graduate planner, failure to recruit at senior level, plus diversion of Section Manager's time onto waste procurement process. GONE advised delaying revisions to Scheme pending new national regulations revising stages in Local Development Framework process. New regulations also expected imminently requiring the transitional authority to submit a revised Local Development Scheme replacing all District and County LDSs by 30 September 2008

**r a workforce transfer, the Council now  
tatutory guidance. Prospective providers  
ill monitor compliance.**