
























## Best Value Performance Indicators - Report for the period April - September 2007


| BVPI No. | Description  | Actual 2006/07 | Quarter 1 Apr - Jun 2007 | Quarter 2 Apr - Sept 2007 | Target 2007/08 | Current Perf Status  | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf | Explanation, Reasons & Actions   |
|----------|--|----------------|--------------------------|---------------------------|----------------|--|------------------|----------------------------|------------------------------------|-----------------------|-----------|--|
| 2a       | The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability  | 2              | 2                        | 2                         | 3              |   | No               | x                          | x                                  | N/A                   | High      | Performance remains the same as at year end, but clear progress is being made against the requirements of the Corporate Equality Plan, and ultimately the ESLG. It is probable that we will meet the requirements at Level 3 of the ESLG by March next year, but unlikely that we will be able to declare this as an external validation is required costing up to £8,000. Given the likely scenario of a new unitary authority by April 2009 which would negate all levels and validations of the constituent authorities, it is felt that this would be unnecessary expenditure. <b>Corrective Action: Data quality issues to be raised at next Performance Clinic, along with collection of evidence on a more regular basis.</b> |
| 2b       | The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application   | 84%            | 84%                      | 84%                       | 89%            |   | No               | x                          | ✓                                  | ✓                     | High      |  |
| 8        |  Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms | 90.27%         | 94.67%                   | 93.45%                    | 95.00%         |  | No               | ✓                          | ✓                                  | x <sub>3</sub>        | High      | Although the second quarter results are slightly lower than that of Q1, there is still a marked improvement on the second quarter 2006-07 which was 86.92%. An action plan (CPI Ph2) is in operation to further improve performance on this BVPI. The target should prove to be realistically achievable. <b>Corrective Action: Various actions are planned to drive improvement including further user guidance and training and additional tailored reports for team and individual performance for key areas.</b>   |


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| 9   |  The percentage of council tax collected by the Authority in the year              | 97.24%         | 29.1%                    | 57.60%                    | Q2 56.00%<br>YE 98.80% |    | Yes              | N/A                        | ✓                                  | N/A                   | High      | Performance is on target. More stringent and proactive recovery procedures are now in operation and direct debit uptake has increased. 73.1% of all Council Tax payers now pay by Direct Debit.  |
| 10  |  The percentage of national non-domestic rates collected in-year                   | 96.69%         | 28.4%                    | 57.60%                    | Q2 58.00%<br>YE 97.90% |    | No               | N/A                        | ✗                                  | N/A                   | High      | Performance is slightly below second quarter predicted performance. It is anticipated that with more stringent and proactive recovery procedures, performance achieve target. Direct debit uptake has increased and 48% of all Non Domestic Rate payers now pay by Direct Debit. |
| 11a |  Percentage of top-paid 5% of staff who are women                                  | 25.00%         | 29.63%                   | 26.92%                    | 31.00%                 |    | No               | ✓                          | ✗                                  | ✗ <sub>2</sub>        | High      | Performance is slightly below target for 2007/08, however, it is expected that the target will be achieved for the year.   |
| 11b | The percentage of the top 5% of Local Authority staff who are from an ethnic minority   | 3.57%          | 3.70%                    | 3.85%                     | 2.50%                  |    | Yes              | ✓                          | ✓                                  | ✓                     | High      | Performance is ahead of target.  |
| 11c | Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)  | 3.57%          | 7.41%                    | 3.85%                     | 3.00%                  |    | Yes              | ✓                          | ✓                                  | ✗ <sub>2</sub>        | High      | Performance is ahead of target.  |
| 12  |  The number of working days/shifts lost to the Authority due to sickness absence | 11.09 days     | 11.90 days               | 12.5 days                 | 10.65 days             |  | No               | ✗                          | ✗                                  | ✗ <sub>B</sub>        | Low       | Sickness absence has increased from last year. This is due to an increase in the number and duration of some of the Council's long-term sickness cases.  |
| 14  | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force   | 0.23%          | 0.25%                    | 0.25%                     | 0.50%                  |  | Yes              | ✗                          | ✗                                  | ✗ <sub>2</sub>        | Low       | Performance is on target.  |


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| 15       | The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce | 0.00%          | 0.25%                    | 0.25%                     | 0.00%          |   | No               | x                          | x                                  | x <sub>2</sub>        | Low       | The authority has not achieved its target and will not now for 2007/08. <b>Corrective Action: There is no corrective action that can be taken as the target was set at 0. The authority has very little control over whether an employee will be granted retirement on the grounds of ill-health.</b>   |
| 16a      | The percentage of local authority employees with a disability  | 3.27%          | 3.38%                    | 3.37%                     | 2.50%          |   | Yes              | ✓                          | ✓                                  | x <sub>2</sub>        | High      | Performance is ahead of target.   |
| 16b      | The percentage of the economically active population in the local authority area who have a disability               | 18.16%         | 18.16%                   | 18.16%                    | N/A            | N/A  | N/A              | N/A                        | N/A                                | N/A                   | N/A       |   |
| 17a      | The percentage of local authority employees from ethnic minority communities   | 0.9%           | 1.1%                     | 1.3%                      | 1.5%           |  | No               | ✓                          | ✓                                  | x <sub>3</sub>        | High      | Performance is slightly below target for 2007/08, however, it is expected that the target will be achieved for the year. <b>Corrective Action: Ensure baseline information is accurate and write to all employees to update personal records. Keep central database updated through annual checks. Monitor EO data and regular reports. Revisit recruitment and selection procedures and information for candidates annually.</b> |

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| 156  | The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people                                 | 23.53%         | 23.53%                   | 23.53%                    | 40.00%         |   | No               | x                          | x                                  | N/A                   | High      | There have been no changes of circumstances during the current period. The target for 2007/08 is based on the stock transfer to Cestria Community Housing occurring during this year leaving only 5 premises to include in the calculation (Civic centre, Leisure Centre, Riverside Pavilion, Roseberry Grange Golf Course and Pelton Fell Village Hall) and assumes that Roseberry Grange Golf Course will become compliant (requiring works to be carried out) as well as the Riverside Pavilion that already complies. |
| 63   | The average SAP rating of local authority-owned dwellings   | 66             | N/A                      | N/A                       | 67             | N/A  | N/A              | N/A                        | N/A                                | N/A                   | High      | THIS INDICATOR IS CURRENTLY COLLECTED ANNUALLY. Once the Savilles stock condition survey has been validated, work to update the database will commence and reporting may then be possible on a quarterly basis.   |
| 64<br> | Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority | 0              | 0                        | 0                         | 2              |  | No               | x                          | x                                  | x <sub>B</sub>        | High      | Updated figures on the number of empty properties were received in October 2007. These were significantly higher than earlier figures and have delayed development of the Empty Property Policy. <b>Corrective Action: Once all ongoing survey work is complete it will be possible to ascertain the underlying causes leading to properties becoming and remaining vacant. A draft Policy will then be developed to address these issues.</b>  |






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| 66a<br> | Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings | 97.52%         | 89.45%                   | 94.74%                    | 97.80%         |  | No               | x                          | x                                  | x <sub>B</sub>        | High      | The figure calculated at the end of March each year is an accurate indicator of performance. Monthly and quarterly calculations do not provide a true reflection of performance, however, monthly and quarterly comparisons can be made and last year the quarter 2 performance was 92.44%. The performance this year exceeds 2nd quarter performance for both 2004/05 and 2005/06. Performance this year is now on par with last year and the target is achievable by year-end. We have gained ground from quarter 1 (collecting 0.52% more rent than in the same quarter last year). We have collected £6,552,564.00 this year compared to £6,262,285.81 for the same period last year. |

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| 66b  | Percentage of local authority tenants with more than seven weeks of (gross) rent arrears | 4.93%          | 5.32%                    | 5.21%                     | 5.25%          |  | Yes              | x                          | ✓                                  | x <sub>2</sub>        | Low       | Performance in quarter 2 exceeds last year's quarter 2 performance of 5.46%. This measure traditionally reduces after the two 'free' rent weeks at Christmas. The calculation used to determine this measure has changed since targets were set which will have an impact on results to target. Previously the end of year calculation was made using a number of tenants 7 weeks or more in arrears as at year end, the calculation is now averaged out across every week of the year. This change benefits those organisations that have early 'free' rent weeks but penalises those organisations that have late 'free' rent weeks. We are on target to achieve this measure. |






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| 66c      | Percentage of local authority tenants in arrears who have had Notices Seeking Possession served | 15.96%         | 8.34%                    | 14.07%                    | 18.00%         |  | Yes              | ✓                          | ✗                                  | ✗ <sub>2</sub>        | Low       | <p>The calculation used to determine this figure has changed since targets were set. Previously the number of notices issued was divided by the total number of authority tenants, however, the number of notices issued is now only divided against the number of secure tenants. This has a significant impact on performance to target. The new procedures introduced late last year have led to the issuing of notices at an earlier stage in the recovery process than previously as we see the issuing of notices as good, early prevention work and a fundamental part of the recovery process.</p> <p><b>Corrective Action: Difference between performance and target is a result of a change in the way the measure is calculated. As targets were set prior to the implementation of this change no corrective action is deemed necessary.</b></p> |

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| 66d  | Percentage of local authority tenants evicted as a result of rent arrears   | 0.49%          | 0.14%                    | 0.28%                     | 0.47%          |  | Yes              | ✓                          | ✓                                  | x <sub>2</sub>        | Low       | The rate of evictions (12 in total) remains in line with last year's performance (13 last year in the same period). But for the proactive work by the Income Management Team this figure could have been higher. The team have successfully prevented 28 further cases proceeding to eviction stage by negotiating either full repayment of the debts in these cases or entering into 'last chance' repayment programmes that are being successfully maintained. |
| 184a | The percentage of local authority dwellings which were non-decent at the start of the financial year                | 46%            | N/A                      | N/A                       | 38%            | N/A   | N/A              | N/A                        | N/A                                | N/A                   | Low       | THIS INDICATOR IS CURRENTLY COLLECTED ANNUALLY. Once the Savilles stock condition survey has been validated, work to update the database will commence and reporting may then be possible on a quarterly basis.  |
| 184b | The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year | 0%             | N/A                      | N/A                       | 17.0%          | N/A   | N/A              | N/A                        | N/A                                | N/A                   | High      | THIS INDICATOR IS CURRENTLY COLLECTED ANNUALLY. Once the Savilles stock condition survey has been validated, work to update the database will commence and reporting may then be possible on a quarterly basis.  |









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| 212<br>   | Average time (days) taken to re-let local authority housing   | 38 days        | 39 days                  | 44 days                   | 32 days        |    | No               | x                          | x                                  | x <sub>3</sub>        | Low       | The relet times have increased by 5 days in comparison to the 1st quarter of 2007. We have successfully relet a total of 10 long term voids within this quarter, however this has a detrimental effect on the overall re-let times, and if these properties were removed from the statistics, the re-let times would reduce to a total of 30 days, which is below our target. <b>Corrective Action: Officers are continuing to work towards achieving the 2007/08 target, ensuring wherever possible that they are pre-allocating properties to minimise the relet times. Officers are also endeavouring to complete an accompanied viewing whilst the existing tenant is still occupying the property. This again will assist in minimising the relet times.</b> |
| 183b   | The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need | 0.00           | 0                        | 0                         | 3 weeks        |   | Yes              | ✓                          | ✓                                  | ✓                     | Low       | Target is likely to be met as we rarely use hostel accommodation for pregnant women and households with children.   |
| 202<br> | The number of people sleeping rough on a single night within the area of the authority                                  | 5              | 5                        | 5                         | 0-10           |  | Yes              | x                          | x                                  | x <sub>B</sub>        | Low       | Target will be met as at present local intelligence used for the target and past data. <b>Corrective Action: We are hoping to introduce a monitoring system that will record the number of people sleeping rough within the the LA area.</b>  |








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| 213  | Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation | 4              | 1                        | 2                         | 1.6                  |                     | Yes              | ✗                          | ✗                                  | ✗ <sub>2</sub>        | High      | We have now exceeded our target. We are continually improving our service and expanding our methods for prevention of homelessness.   |
| 76b  | The number of fraud investigators employed by the Local Authority, per 1,000 caseload  | 0.39           | 0.39                     | 0.39                      | 0.39                 |                     | Yes              | N/A                        | N/A                                | N/A                   | N/A       | Target achieved as 2 full time investigators are currently in post.   |
| 76c  | The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload   | 48.80          | 12.29                    | 27.27                     | Q2 24.00<br>YE 48.00 |                     | Yes              | N/A                        | ✓                                  | N/A                   | High      | Performance has exceeded second quarter target. Work is very closely monitored and managed to ensure that the team maintain the number of fraud investigations completed.   |
| 76d  | The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area  | 5.98           | 2.11                     | 4.20                      | Q2 3.50<br>YE 7.00   |                     | Yes              | N/A                        | ✓                                  | N/A                   | High      | Performance is on target. More emphasis has been placed on obtaining sanctions. Cases are risk assessed and only cases where investigators feel a sanction can be obtained are investigated. This is a better use of investigator's time. |
| 78a  | The average processing time (days) taken for all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported       | 25.6 days      | 19.38 days               | 21.51 days                | 24.0 days            |                     | Yes              | ✓                          | ✓                                  | ✓                     | Low       | Performance is well on target. Weekly performance monitoring has ensured that a sustained and continual improvement is made.  |

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| 78b      | The average processing time (days) taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf of the Authority       | 6.9 days       | 7.08 days                | 6.26 days                 | 7.0 days               |    | Yes              | ✓                          | ✗                                  | ✓                     | Low       | Performance has improved in the second quarter and target has been achieved. Change of circumstance work has been targeted and prioritised during quarter 2 to ensure that performance improved and target was achieved.  |
| 79a      | The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct  | 99.60%         | 100.00%                  | 100.00%                   | 99.10%                 |    | Yes              | ✓                          | ✓                                  | ✓                     | High      | Improved accuracy checking and audit controls have ensured that accuracy of processing has improved and is maintaining top quartile performance. A recent internal audit report confirmed that our controls and procedures are 'strong' in relation to Benefit performance. |
| 79b(i)   | The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments   | 112.48%        | 63.17%                   | 71.99%                    | Q2 47.50%<br>YE 95.00% |    | Yes              | N/A                        | ✗                                  | N/A                   | High      | Performance has exceeded second quarter predicted performance. All outstanding overpayments are actively pursued and all available methods of recovery are utilised.  |
| 79b(ii)  | HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year                 | 70.99%         | 19.40%                   | 32.85%                    | Q2 32.50%<br>YE 65.00% |    | Yes              | N/A                        | ✗                                  | N/A                   | High      | Performance has exceeded first quarter predicted performance. All outstanding overpayments are actively pursued and all available methods of recovery are utilised  |
| 79b(iii) | Housing Benefit overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year | 1.94%          | 0.17%                    | 2.56%                     | Q2 0.50%<br>YE 1.00%   |  | No               | N/A                        | ✗                                  | N/A                   | N/A (Low) | Two large overpayments have been written off during quarter 2 which has resulted in the target not being met. All outstanding overpayments are actively pursued and all available methods of recovery are utilised  |

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| 82a(i)  | Percentage of household waste arisings which have been sent by the Authority for recycling  | 17.08%         | 16.81%                   | 17.77%                    | 16.00%                 |                     | Yes              | ✓                          | ✓                                  | x <sub>3</sub>        | High      | Our recycling performance has continued to improve and there have been some record tonnages collected via the kerbside recycling scheme   |
| 82a(ii) | Total tonnage of household waste arisings sent by the Authority for recycling   | 3683.57        | 891.72                   | 1887.09                   | Q2 1712.50<br>YE 3425  |                     | Yes              | N/A                        | ✓                                  | N/A                   | High      | If recycling performance continues at the current level then the target will be achieved  |
| 82b(i)  | The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion                            | 7.58%          | 0.00%                    | 3.82%                     | 8.00%                  |                     | No               | x                          | x                                  | x <sub>3</sub>        | High      | There have been ongoing problems in sending waste to the Digester for processing. However, Durham County Council have guaranteed that the tonnage of waste we require in order to achieve our 8% target will be put through the process by the end of the year. |
| 82b(ii) | Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion                             | 1634.03        | 0                        | 405.62                    | Q2 856<br>YE 1712      |                     | No               | N/A                        | x                                  | N/A                   | High      | There have been ongoing problems in sending waste to the Digester for processing. However, Durham County Council have guaranteed that the tonnage of waste we require in order to achieve our 8% target will be put through the process by the end of the year. |
| 84a     | Number of kilograms of household waste collected per head of the population   | 405.45         | 99.73                    | 199.62                    | Q2 211.4<br>YE 422.8   |                     | Yes              | N/A                        | ✓                                  | N/A                   | Low       | If collection rates continue at this level it is expected that the end of year target will be achieved  |
| 84b     | Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population | 0.76%          | -6.41%                   | -4.94%                    | -4.01%                 |                     | Yes              | ✓                          | x                                  | ✓                     | Low       | If collection rates continue at this level it is expected that the end of year target will be achieved  |
| 86      | Cost of household waste collection per household  | £37.36         | £5.72                    | £16.21                    | Q2 £20.70<br>YE £41.40 |                     | Yes              | N/A                        | x                                  | N/A                   | Low       | If costs remain at the same level, it is likely that the target will be achieved.   |







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| 91a      | Percentage of households resident in the authority's area served by kerbside collection of recyclables (one recyclable)  | 100.0%         | 100.0%                   | 100.0%                    | 100.0%         |  | Yes              | ✓                          | ✓                                  | ✓                     | High      | The kerbside recycling scheme is available to all households within the district. Glass, cans and paper can be recycled via the scheme.  |
| 91b      | Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables  | 100.0%         | 100.0%                   | 100.0%                    | 100.0%         |  | Yes              | ✓                          | ✓                                  | ✓                     | High      | The kerbside recycling scheme is available to all households within the district. Glass, cans and paper can be recycled via the scheme.  |
| 199a     | The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level                                 | 7.0%           | 14.0%                    | N/A                       | 7.0%           | N/A   | N/A              | N/A                        | N/A                                | N/A                   | Low       | A survey is currently being undertaken to measure performance against this indicator. The survey period will cease at the end of November. Performance for this indicator will therefore be reported in the next quarter period. |
| 199b     |  The percentage of relevant land and highways from which unacceptable levels of graffiti are visible | 5%             | 7.0%                     | N/A                       | 4.50%          | N/A   | N/A              | N/A                        | N/A                                | N/A                   | Low       | A survey is currently being undertaken to measure performance against this indicator. The survey period will cease at the end of November. Performance for this indicator will therefore be reported in the next quarter period. |
| 199c     | The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible   | 0%             | 1%                       | N/A                       | 0%             | N/A   | N/A              | N/A                        | N/A                                | N/A                   | Low       | A survey is currently being undertaken to measure performance against this indicator. The survey period will cease at the end of November. Performance for this indicator will therefore be reported in the next quarter period. |
| 199d     | The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'   | Good           | N/A                      | N/A                       | Good           | N/A   | N/A              | N/A                        | N/A                                | N/A                   | Low       | THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b>  |

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| 166a   | Score against a checklist of best practice for: (a) Environmental Health   | 100.0%         | 100.0%                   | 100.0%                    | 100.0%         |    | Yes              | ✓                          | N/A                                | ✓                     | High      | A number of new procedures and practices were introduced in 2006/07 to achieve this performance. It is planned that these remain in place and mature enabling this performance to be maintained.  |
| 216a   | Number of 'sites of potential concern' in the local authority area with respect to land contamination  | 11             | 11                       | 150                       | 8              | N/A   | N/A              | N/A                        | N/A                                | N/A                   | N/A       | An ongoing project involving Council staff and a contractor has identified an approximation of 150 sites once duplications are removed. This will be subject to revision as the project progresses. The existing contaminated land strategy is being reviewed and the data set rationalised to allow a meaningful prioritisation exercise to be carried out. The existing strategy will be revised and the process of assessing specific sites can begin. |
| 216b   | Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern' | 9%             | 1%                       | 1%                        | 9%             |    | No               | x                          | ✓                                  | x <sub>B</sub>        | High      | As the performance of this PI is expressed as a percentage of 216a, it is likely that performance will drop significantly as the number of potential sites increases. This trend will gradually reverse as the strategy matures and site investigation either allows the site to be actioned or discounted.   |
| 217    | Percentage of pollution control improvements to existing installations completed on time   | 100%           | 100%                     | 100%                      | 100%           |  | Yes              | ✓                          | N/A                                | ✓                     | High      | Significant improvements were made in 2006/07 to achieve this performance. It is envisaged that the planned departmental restructure will increase in-house expertise in this area thereby allowing performance to remain at this level.  |

| BVPI No. | Description   | Actual 2006/07 | Quarter 1 Apr - Jun 2007 | Quarter 2 Apr - Sept 2007 | Target 2007/08 | Current Perf Status   | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf | Explanation, Reasons & Actions  |
|----------|---|----------------|--------------------------|---------------------------|----------------|---|------------------|----------------------------|------------------------------------|-----------------------|-----------|---|
| 218a     | Percentage of new reports of abandoned vehicles investigated within 24hrs of notification   | 99.47%         | 100.00%                  | 100.00%                   | 99.00%         |    | Yes              | ✓                          | ✓                                  | ✓                     | High      | Ensuring that abandoned vehicles are removed quickly is an important aspect of neighbourhood management. Investigating reports of abandoned vehicles is a high priority for the enforcement team.   |
| 218b     | Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle    | 100.00%        | 100.00%                  | 100.00%                   | 100.00%        |    | Yes              | ✓                          | ✓                                  | ✓                     | High      | Ensuring that abandoned vehicles are removed quickly is an important aspect of neighbourhood management. Investigating reports of abandoned vehicles is a high priority for the enforcement team.   |
| 106      | Percentage of new homes built on previously developed land  | 90.11%         | 100.00%                  | 100.00%                   | 65.00%         |    | Yes              | ✓                          | ✓                                  | ✓                     | High      | Target has been exceeded.   |
| 109a     | Percentage of major applications determined within 13 weeks   | 87.50%         | 100.00%                  | 66.66%                    | 88.00%         |    | No               | ✗                          | ✗                                  | ✗ <sub>3</sub>        | High      | Performance is below locally set targets (although all are above DCLG national targets). Performance has occurred due to significant staffing shortages within the team. Measures are being taken to ensure staffing situation is addressed, including the appointment of temporary staff and recent approval of the P&EH restructure. These actions will lead to significantly improved performance from quarter 3 onwards. It is unlikely this will be in time to ensure the stretch targets are met by the year end. |
| 109b     | Percentage of minor applications determined within 8 weeks  | 92.41%         | 72.00%                   | 68.57%                    | 92.00%         |    | No               | ✗                          | ✗                                  | ✗ <sub>B</sub>        | High      |   |
| 109c     | Percentage of 'other' applications determined within 8 weeks  | 95.40%         | 89.00%                   | 79.68%                    | 96.00%         |  | No               | ✗                          | ✗                                  | ✗ <sub>B</sub>        | High      |   |
| 200a     | Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme? | Yes            | Yes                      | Yes                       | Yes            |  | Yes              | ✓                          | ✓                                  | N/A                   | N/A       | This is a Statutory requirement under the Planning Act 2004.  |

| BVPI | Description  | Actual 2006/07 | Quarter 1 Apr - Jun 2007 | Quarter 2 Apr - Sept 2007 | Target 2007/08     | Current Perf Status | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf | Explanation, Reasons & Actions  |
|------|--|----------------|--------------------------|---------------------------|--------------------|---------------------|------------------|----------------------------|------------------------------------|-----------------------|-----------|---|
| 200b | Has the local planning authority met the milestones which the current Local Development Scheme sets out?   | No             | Yes                      | Yes                       | Yes                |                     | Yes              | ✓                          | ✓                                  | N/A                   | N/A       | Revised and updated LDS agreed and submitted to GONE on the 29.03.07  |
| 204  | The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications | 12.5%          | 50.0%                    | 60.0%                     | 25.0%              |                     | No               | ✗                          | ✗                                  | ✗ <sub>B</sub>        | Low       | Performance is below locally set target. However there is no reason to believe target will not be achieved by year end.   |
| 205  | The local authority's score against a 'quality of planning services' checklist   | 100.0%         | 100.0%                   | 100.0%                    | 100.0%             |                     | Yes              | ✓                          | ✓                                  | ✓                     | High      | Performance is on target. There is no reason why year end target should not be met.   |
| 219b | Percentage of conservation areas in the local authority area with an up-to-date character appraisal  | 100%           | 100%                     | 100%                      | 100.00%            |                     | Yes              | ✓                          | ✓                                  | ✓                     | High      | It is not intended or possible to increase the number of conservation areas in the District, therefore, the existing 100% performance will remain constant throughout 2007-08   |
| 126a | Domestic burglaries per 1,000 households in the Local Authority area   | 7.06           | 2.25                     | 4.8                       | Q2 3.45<br>YE 6.91 |                     | No               | N/A                        | ✗                                  | N/A                   | Low       | Performance slightly below predicted target. <b>Corrective Action: Working with the police on a crime prevention initiative highlighting bogus tradesman callers, talks to residential homes and other vulnerable houses. Operating a market stall with free crime prevention products. Implementing further crime prevention initiatives. Criminal Damage action plan is having an effect on lowering domestic burglaries.</b> |



| BVPI No. | Description  | Actual 2006/07 | Quarter 1 Apr - Jun 2007 | Quarter 2 Apr - Sept 2007 | Target 2007/08      | Current Perf Status   | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf | Explanation, Reasons & Actions  |
|----------|--|----------------|--------------------------|---------------------------|---------------------|---|------------------|----------------------------|------------------------------------|-----------------------|-----------|---|
| 127a     | Violent crime per 1,000 population in the Local Authority area   | 17.86          | 4.88                     | 8.8                       | Q2 8.84<br>YE 17.68 |    | Yes              | N/A                        | x                                  | N/A                   | Low       | On target to achieve. Police operation targeting drug supply is having a positive knock on effect in reducing violent crime.  |
| 127b     | Robberies per 1,000 population in the Local Authority area   | 0.47           | 0.03                     | 0.1                       | Q2 0.24<br>YE 0.46  |    | Yes              | N/A                        | ✓                                  | N/A                   | Low       | On target to achieve - working in conjunction with Police on a crime prevention initiative targeting purse theft, shoplifting. This includes the shopwatch scheme in conjunction with CCTV as a deterrent.  |
| 128      | The number of vehicle crimes per 1,000 population in the Local Authority area  | 6.35           | 1.39                     | 2.9                       | Q2 3.08<br>YE 6.17  |    | Yes              | N/A                        | ✓                                  | N/A                   | Low       | On target to achieve. Targeting known hotspots with a crime prevention initiative.  |
| 174      | The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population            | 5.64           | 1.88                     | 1.88                      | Q2 4.70<br>YE 9.40  |    | Yes              | N/A                        | ✓                                  | N/A                   | Low       | Performance remains the same as last quarter. <b>Corrective Action: Take proactive measures to engage with minority groups in an effort to encourage the reporting of racial incidents. Hate crime information packs and leaflets distributed to community.</b>   |
| 175      | The percentage of racial incidents reported to the Local Authority that resulted in further action                           | 100.00%        | 100.00%                  | 100.00%                   | 100.00%             |    | Yes              | N/A                        | ✓                                  | N/A                   | High      | No incidents reported. <b>Corrective Action: Hate crime campaign ongoing to raise awareness</b>   |
| 225      | Actions against domestic violence. The percentage of questions from a checklist to which a local authority can answer 'yes'. | 45.5%          | 55.0%                    | 45.5%                     | 60.0%               |  | No               | x                          | ✓                                  | N/A                   | High      | Although our performance has dropped this is only an increase in 1 repeat homeless case. This has resulted in not being able to count one of the 11 criteria in this BVPI. <b>Corrective Action: We are working alongside the DV Co-ordinator for CLS and Durham to develop services for people fleeing DV. We are hoping to introduce a Sanctuary type scheme for victims of DV.</b> |







| BVPI                  | Description   | Actual 2006/07 | Quarter 1 Apr - Jun 2007 | Quarter 2 Apr - Sept 2007 | Target 2007/08 | Current Perf Status | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf      | Explanation, Reasons & Actions  |
|-----------------------|---|----------------|--------------------------|---------------------------|----------------|---------------------|------------------|----------------------------|------------------------------------|-----------------------|----------------|---|
| 226a                  | Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations  | £75,384.99     | N/A                      | N/A                       | £75,384.99     | N/A                 | N/A              | N/A                        | N/A                                | N/A                   | N/A            | THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b> |
| 226b                  | Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above | 50.27%         | N/A                      | N/A                       | 50.27%         | N/A                 | N/A              | N/A                        | N/A                                | N/A                   | High           | THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b> |
| 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  | £530,471.19    | N/A                      | N/A                       | £542,918.58    | N/A                 | N/A              | N/A                        | N/A                                | N/A                   | N/A            | THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b> |
| <b>YES</b>            |   |                |                          |                           |                |                     | 40               | 25                         | 32                                 | 16                    | <b>BEST Q</b>  |   |
| <b>NO</b>             |   |                |                          |                           |                |                     | 22               | 19                         | 27                                 | 9                     | <b>2ND Q</b>   |   |
| <b>NO</b>             |   |                |                          |                           |                |                     |                  |                            |                                    | 6                     | <b>3RD Q</b>   |   |
| <b>WORST QUARTILE</b> |   |                |                          |                           |                |                     |                  |                            |                                    | 8                     | <b>WORST Q</b> |   |
| <b>TOTAL</b>          |   |                |                          |                           |                |                     | 62               | 44                         | 59                                 | 39                    |                |   |
| <b>TOTAL N/A</b>      |   |                |                          |                           |                |                     | 12               | 30                         | 15                                 | 35                    |                |   |
| <b>TOTAL OVERALL</b>  |   |                |                          |                           |                |                     | 74               | 74                         | 74                                 | 74                    |                |   |

23%  
15%

| Required to produce a total of 44 indicators<br>Equates to 74 separate indicators |                      | COMPARE WITH QTR 1 |                      | ACTUALS FOR YTD 2006/07 |                      | SAME PERIOD LAST YEAR |                      |
|---|----------------------|--------------------|----------------------|-------------------------|----------------------|-----------------------|----------------------|
| <b>We:</b>  |                      |                    |                      |                         |                      |                       |                      |
| Achieved our targets  | 65%                  |                    | 58%                  |                         | 75%                  |                       | 60%                  |
| Improved on previous year   | 57%                  |                    | 53%                  |                         | 67%                  |                       | 45%                  |
| Secured best quartile performance   | 41% <i>Estimated</i> |                    | 49% <i>Estimated</i> |                         | 47% <i>Estimated</i> |                       | 48% <i>Estimated</i> |
| Improved on same period last year   | 54%                  |                    | 58%                  |                         | n/a                  |                       | 60%                  |

| BVPI No.                 | Description                                | Actual 2006/07 | Quarter 1 Apr - Jun 2007 | Quarter 2 Apr - Sept 2007 | Target 2007/08 | Current Perf Status | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf | Explanation, Reasons & Actions |
|--------------------------|--|----------------|--------------------------|---------------------------|----------------|---------------------|------------------|----------------------------|------------------------------------|-----------------------|-----------|--------------------------------|
| <b>Unfortunately we:</b> |  |                |                          |                           |                |                     |                  |                            |                                    |                       |           |                                |
|                          | Failed to meet our targets                 |                | 35%                      |                           | 42%            |                     | 25%              |                            | 40%                                |                       |           |                                |
|                          | Failed to improve from previous year       |                | 43%                      |                           | 47%            |                     | 33%              |                            | 55%                                |                       |           |                                |
|                          | Show worst quartile performance            |                | 21% Estimated            |                           | 23% Estimated  |                     | 18% Estimated    |                            | 26% Estimated                      |                       |           |                                |
|                          | Failed to improve on same period last year |                | 46%                      |                           | 42%            |                     | n/a              |                            | 40%                                |                       |           |                                |

| Summary of Performance by Category | Achieved Target | Not Achieved Target | Improved from Previous Year | Not Improved from Previous Year | Secured Best Quartile | Show Worst Quartile |
|------------------------------------|-----------------|---------------------|-----------------------------|---------------------------------|-----------------------|---------------------|
| Corporate Health                   | 33%             | 60%                 | 40%                         | 40%                             | 13%                   | 7%                  |
| Housing                            | 50%             | 25%                 | 25%                         | 50%                             | 8%                    | 25%                 |
| Benefits & Council Tax             | 89%             | 11%                 | 33%                         | 0%                              | 33%                   | 0%                  |
| Waste & Cleanliness                | 58%             | 17%                 | 33%                         | 8%                              | 25%                   | 0%                  |
| Environmental Health               | 67%             | 17%                 | 67%                         | 17%                             | 67%                   | 17%                 |
| Planning                           | 50%             | 50%                 | 50%                         | 50%                             | 25%                   | 38%                 |
| Culture & Related Services         | 100%            | 0%                  | 100%                        | 0%                              | 100%                  | 0%                  |
| Community Safety & Wellbeing       | 50%             | 20%                 | 0%                          | 10%                             | 0%                    | 0%                  |

| KEY:  |   |
|---|---|
|  | CPA performance indicators  |
|  | LAA performance indicators  |
|  | Better than Target Performance  |
|  | On Target Performance   |
|  | Worse than Target Performance   |
| <b>Best Quartile</b>  | Quartile comparisons are based on National District Council's 2005/06 audited data  |
|  | Key 19 indicators identified from 2006/2007 outturns where improvement is required. <b>(Those highlighted in bold were also included in the key 20 indicators monitored last year.)</b> |

| BVPI | Description | Actual 2006/07 | Quarter 1 Apr - Jun 2007           | Quarter 2 Apr - Sept 2007 | Target 2007/08 | Current Perf Status | Achieved Target? | Improved on previous year? | Improved on same period last year? | Secured Best Quartile | Good Perf | Explanation, Reasons & Actions |
|------|-------------|----------------|------------------------------------|---------------------------|----------------|---------------------|------------------|----------------------------|------------------------------------|-----------------------|-----------|--------------------------------|
|      |             | ✓              | Yes                                |                           |                |                     |                  |                            |                                    |                       |           |                                |
|      |             | ✗              | No                                 |                           |                |                     |                  |                            |                                    |                       |           |                                |
|      |             | ✗ <sub>2</sub> | No - 2nd best quartile performance |                           |                |                     |                  |                            |                                    |                       |           |                                |
|      |             | ✗ <sub>3</sub> | No - 3rd best quartile performance |                           |                |                     |                  |                            |                                    |                       |           |                                |
|      |             | ✗ <sub>B</sub> | No - worst quartile performance    |                           |                |                     |                  |                            |                                    |                       |           |                                |