




















Best Value Performance Indicators - Report for the period April - December 2007


BVPI No.	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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	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, monitored by EDWG quarterly. It should be noted that although it is probable that we will meet the requirements at Level 3 of the ESLG by March next year, it is 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. Corrective Action: Data quality issues were raised at the last Performance Clinic and service team managers requested to contribute evidence. A reminder has been issued and evidence is now being collated for the year end.
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	84%	84%	84%	84%	89%		No	X	✓	✓	High	



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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%	93.89%	95.00%		No	✓	✓	x ₃	High	Performance has improved slightly, but is still below target. The Section have lost a full time member of staff and others have had to cover the majority of the post. This has reduced the amount of time available for chasing up payments and monitoring performance. Despite this, the performance has not fallen and once the Housing dept transfer, workloads should hopefully be more manageable. 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.
9 	The percentage of council tax collected by the Authority in the year	97.24%	29.1%	57.60%	86.21%	Q3 84.00% 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. The Authority is now authorised for paperless direct debit which will streamline the process for both customer and Local Authority and hopefully help to improve future collection rates.



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10 	The percentage of national non-domestic rates collected in-year	96.69%	28.4%	57.60%	87.10%	Q3 87.00% YE 97.90%		Yes	N/A	✓	N/A	High	Performance is slightly above the third quarter predicted performance. The Authority is now authorised for paperless direct debit which will streamline the process for both customer and Local Authority and hopefully help to improve future collection rates.
11a 	Percentage of top-paid 5% of staff who are women	25.00%	29.63%	26.92%	33.33%	31.00%		Yes	✓	✓	✓	High	Performance is slightly above target for 2007/08.
11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	3.57%	3.70%	3.85%	3.70%	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%	3.70%	3.00%		Yes	✓	✓	✗ ₂	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	11.74 days	10.65 days		No	✗	✗	✗ _B	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. Corrective Action: Continue to monitor and report on sickness absence; Continue to train managers in managing sickness absence; Report to CMT any areas of concern for action to be taken by directors; Take action where RTW interviews and formal reviews are not carried out.




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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%	0.52%	0.50%		No	x	x	x ₃	Low	Performance is slightly over target.
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%	0.78%	0.00%		No	x	x	x _B	Low	The Authority has not achieved its target for 2007/08 and will not now for 2007/08. 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.
16a	The percentage of local authority employees with a disability	3.27%	3.38%	3.37%	2.51%	2.50%		Yes	x	✓	x ₃	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%	18.16%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Performance is ahead of target.






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17a	The percentage of local authority employees from ethnic minority communities	0.9%	1.1%	1.3%	1.4%	1.5%		No	✓	✓	x ₃	High	Performance is slightly below target for 2007/08. Corrective Action: Ensure base line information is accurate – write to all employees to update personal records; Keep central database updated through annual checks; Monitor EO data and regular reports; Revisit recruitment & selection procedures and information for candidates annually; Research options for targeted recruitment.
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%	23.53%	40.00%		No	x	x	N/A	High	There have been no changes of circumstances during the current period.
63	The average SAP rating of local authority-owned dwellings	66	N/A	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.




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64	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	0	2		No	X	X	X _B	High	<p>An action plan to improve performance is in place and is currently being implemented. This will include an Empty property Policy/Strategy. Once in place this will provide an accurate baseline from which to set meaningful targets. The Districts empty properties had previously been identified and a 100% inspection programme had been completed prior to the drafting of an appropriate policy. However, the Department received updated figures on the number of empty properties in October 2007. These were significantly higher than earlier figures and have delayed the policy development.</p> <p>Corrective Action: The completion of the survey work is viewed as a priority but is progressing slowly due to capacity issues. A questionnaire survey of the properties owners has been issued and some responses received however, response rates are lower than was hoped. At this point it will be possible to ascertain the underlying causes leading to properties becoming and remaining vacant. Proposals to submit a draft Policy to the Executive in March 08 have been postponed until May 08 to</p>




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66a	Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings	97.52%	89.45%	94.74%	97.19%	97.80%		No	x	✓	x _B	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 3 performance was 96.47%. The performance this year exceeds 3rd quarter performance for 2004/05, 2005/06 & 2006/07. Performance this year exceeds that of last year and the target is achievable by year-end. We have collected £9,688,371 to date this year.
66b	Percentage of local authority tenants with more than seven weeks of (gross) rent arrears	4.93%	5.32%	5.21%	5.06%	5.25%		Yes	x	✓	x ₃	Low	Performance in quarter 3 is lower than the figure at same time last year of 5.11%. 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. 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%	20.07%	18.00%		No	x	x	x ₂	Low	The calculation used to determine this figure has changed since targets were set. 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 are a fundamental part of the recovery process. 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.
66d	Percentage of local authority tenants evicted as a result of rent arrears	0.49%	0.14%	0.28%	0.45%	0.47%		Yes	✓	x	x _B	Low	The rate of evictions (19 in total) is slightly higher than number last year (15 last year in the same period). However, the proactive work by the Income Management Team, working with the Housing Options Team, has prevented this figure from being higher. The team have successfully prevented numerous 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.




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184a	The percentage of local authority dwellings which were non-decent at the start of the financial year	46%	N/A	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	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.
212	Average time (days) taken to re-let local authority housing	38 days	39 days	44 days	44 days	32 days		No	x	x	x ₃	Low	Our performance has remained the same in comparison to quarter 2. Officers are continuing to pre-allocate properties at the stage of a termination notification being received. They are also utilising their lettibility budgets to assist in the lettings process.
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0.00	0.00	0.00	0.00	3 weeks		Yes	✓	✓	✓	Low	Target is likely to be met as we rarely use hostel accommodation for pregnant women and households with children.
202	The number of people sleeping rough on a single night within the area of the authority	5	5	5	5	0-10		Yes	x	x	x _B	Low	Target will be met as at present local intelligence used for the target and past data. Corrective Action: We are hoping to introduce a monitoring system that will record the number of people sleeping rough within the LA area.



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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	3	1.6		Yes	X	X	X ₂	High	We have now exceeded our target. Corrective Action: 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	0.38	0.38	0.38	0.38	0.38		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	42.59	Q3 36.00 YE 48.00		Yes	N/A	✓	N/A	High	Performance has exceeded third 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	8.02	Q3 5.25 YE 7.00		Yes	N/A	✓	N/A	High	Performance has exceeded annual 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.


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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	19.4 days	21.5 days	20.9 days	24.0 days		Yes	✓	✓	✓	Low	Performance is well on target. Weekly performance monitoring has ensured that a sustained and continual improvement is made.
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	7.1 days	6.3 days	7.3 days	7.0 days		No	✗	✗	✗ ₂	Low	Performance has slipped slightly during the third quarter and target has not been achieved. The section has suffered due to long term sickness absence, vacant post not being filled and also the postal strikes have impacted on change of circumstance notifications. Corrective Action: Change of circumstance work is prioritised and performance monitored weekly to ensure improvements are made on the target. Sickness absence is no longer an issue and work has been reorganised.
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%	99.73%	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.

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79b(i)	The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	112.48%	63.17%	71.99%	71.58%	Q3 71.25% YE 95.00%		Yes	N/A	X	N/A	High	Performance has slightly exceeded third 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%	39.62%	Q3 48.75% YE 65.00%		No	N/A	X	N/A	High	Performance is below predicted third quarter performance. Recovery rate has remained constant however more overpayments are being identified as a result of proactive assessment work which has increased our overall outstanding debt. Overpayment recovery needs to reflect the increase in overpayments identified and all outstanding overpayments are actively pursued and all available methods of recovery are utilised. Corrective Action: All overpayments are continuously monitored and pursued
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%	2.25%	Q3 0.75% YE 1.00%		No	N/A	X	N/A	N/A (Low)	All methods of recovery are utilised and write offs are a last resort however this demonstrates that debt is managed effectively.





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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%	17.98%	16.00%		Yes	✓	✓	x ₃	High	Our recycling performance has continued to improve and the tonnage collected via the kerbside recycling scheme has continued to increase.
82a(ii)	Total tonnage of household waste arisings sent by the Authority for recycling	3683.57	891.72	1887.09	2828.19	Q3 2568.75 YE 3425		Yes	N/A	✓	N/A	High	Our recycling performance has continued to improve and the tonnage collected via the kerbside recycling scheme has continued to increase.
82b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	7.58%	0.00%	3.82%	3.72%	8.00%		No	x	x	x _B	High	Despite previous assurances from DCC that sufficient tonnage of waste would be processed through the digester to ensure the 8% target would be reached, it is now extremely unlikely that this will be achieved.
82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	1634.03	0	405.62	584.96	Q3 1284 YE 1712		No	N/A	x	N/A	High	Despite previous assurances from DCC that sufficient tonnage of waste would be processed through the digester to ensure the 1712 target would be reached, it is now extremely unlikely that this will be achieved.
84a	Number of kilograms of household waste collected per head of the population	405.45	99.73	199.62	295.6	Q3 317.1 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%	-5.49%	-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	£27.05	Q3 £31.05 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%	100.0%		Yes	✓	✓	✓	High	The kerbside recycling scheme is available to all residents 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%	100.0%		Yes	✓	✓	✓	High	The kerbside recycling scheme is available to all residents 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	14.0%	7.0%		No	✗	✗	✗ ₃	Low	The target has not been achieved and although there is still one further survey to be carried out before the end of the year, it is unlikely that the end of year target will be achieved. Corrective Action: The level of performance has remained at the same level over the two survey periods. When carrying out the next round of inspections officers will identify any problem areas and ensure working practices are amended where appropriate.




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199b	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	5%	7.0%	N/A	7.0%	4.50%		No	X	X	X _B	Low	The target has not been achieved for the first two survey periods, and the amount of graffiti seen throughout the district has remained at the same level. Corrective Action: Environmental Services now have a system in place for reporting and removing graffiti. This does not prevent graffiti from being carried out, but ensures that it is removed as quickly as possible.
199c	The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	0%	1%	N/A	1.0%	0%		No	X	X	X _B	Low	The target has not been achieved for the first two survey periods, and although the number of instances of fly-posting has reduced during the second quarter, the same level of performance has been maintained overall. The only area where fly-posting has been observed is Chester-le-Street Front Street (primary retail and commercial). Corrective Action: Although the end of year target will not be achieved, there are still extremely low levels of fly-posting throughout the district. Any fly-posting identified on Council property is removed.
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	N/A	Good	N/A	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.






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166a	Score against a checklist of best practice for: (a) Environmental Health	100.0%	100.0%	100.0%	100.0%	100.0%		Yes	✓	N/A	✓	High	A number of new procedures and practices were introduced 2006/7 to achieve performance. It is planned that these remain in place and mature enabling this performance to be maintained. Some additional work will be required in particular financial benchmarking, this is currently progressing with a benchmarking exercise. Questionnaires have been issued and are now being returned. Data extraction and interpretation will commence before year end.



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216a	Number of 'sites of potential concern' in the local authority area with respect to land contamination	11	11	150	150	8	N/A	N/A	N/A	N/A	N/A	N/A	On transfer of the function to EH the Authority reported this BVPI as 11. Further investigation with the contractor revealed this was largely a notional figure representing the top "batch" of a list of over 700 sites of potential concern. An ongoing project involving both council staff and a contractor is attempting to rationalise this figure. A figure of 150 represents an approximation total once duplications are removed. This will be subject to revision as the project progresses but is not expected to change dramatically. This approach is broadly in line with the Audit Commission Guidance although does not follow specific DEFRA guidance that advises against basing reports purely on historical use data. The guidance is intended to avoid situations where this approach would identify hundreds of sites and their management becomes problematic. This is not the situation within the District and the approach adopted gives a more meaningful overview of the real situation. Corrective Action: An action plan has been developed and is being implemented. The existing co


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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%	0%	9%		No	X	X	X _B	High	Figures supplied earlier in the year (0.7%) have had to be revised following refusal of the Environment Agency to accept this location as a special site. Corrective Action: The revised Contaminated Land Strategy will provide a framework in which to address sites of potential concern. However, this will only be possible once the existing data set developed in response for BVPI 216a is rationalised and prioritised. This work is scheduled to be completed by Autumn 2008.
217	Percentage of pollution control improvements to existing installations completed on time	100%	100%	100%	100%	100%		Yes	✓	✓	✓	High	Significant improvements were made in 2006/7 to achieve the above performance. The recent Departmental Restructure will allow for an increased in house expertise in this area thereby allowing performance to remain at this level.
218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	99.47%	100.00%	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%	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.

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106	Percentage of new homes built on previously developed land	90.11%	100.00%	100.00%	100.00%	65.00%		Yes	✓	✓	✓	High	Target has been achieved. Exceptionally good quarter
109a	Percentage of major applications determined within 13 weeks	87.50%	100.00%	66.66%	57.14%	88.00%		No	✗	✗	✗ _B	High	Performance continues to be below locally set targets. This has occurred due to significant staffing shortages within the team. Measures have been taken to ensure staffing situation is addressed. A new appointment is to be made imminently which will bring the team back up to full establishment. These actions will lead to significantly improved performance from quarter 3 onwards. However this will not be in time to ensure the stretch targets are met by the year end. Corrective Action: Appointment of temporary staff / vacant Senior Planner post following approval of P&EH restructure.
109b	Percentage of minor applications determined within 8 weeks	92.41%	72.00%	68.57%	74.57%	92.00%		No	✗	✗	✗ ₃	High	
109c	Percentage of 'other' applications determined within 8 weeks	95.40%	89.00%	79.68%	82.91%	96.00%		No	✗	✗	✗ _B	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		Yes	✓	✓	N/A	N/A	Target has been achieved. This is a Statutory requirement under the Planning Act 2004.
200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	No	Yes	Yes	No	Yes		No	✗	✗	N/A	N/A	2 month slippage in the timetable. The issues and options consultation should have commenced in September, but was delayed until November . Corrective Action: It will be difficult to take corrective action unless the vacant post in planning policy can be filled in the near future.

PI	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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
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%	60.0%	25.0%		No	x	x	x _B	Low	Performance is below locally set target. However no reason to believe target will not be achieved by year end. Corrective Action: Officers will continue to ensure committee recommendations to refuse planning permission and delegated decisions to refuse are only taken when there is considered to be a strong chance of successfully defending the decision at appeal. Member training event has been held to raise awareness of issues associated with overturning recommendations with Planning Committee Members
205	The local authority's score against a 'quality of planning services' checklist	100.0%	100.0%	100.0%	100.0%	100.0%		Yes	✓	✓	✓	High	Performance on target. 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%	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

BVPI No.	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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
126a	Domestic burglaries per 1,000 households in the Local Authority area	7.06	2.25	4.8	7.2	Q3 5.18 YE 6.91		No	N/A	X	N/A	Low	Performance below predicted target. Corrective Action: Working with the police on operation Rossmoor, a crime initiative targeting burglary with higher police and enforcement officers visible on the street at weekends and late nights. Continuing to implement crime prevention initiatives including free crime prevention products.
127a	 Violent crime per 1,000 population in the Local Authority area	17.86	4.88	8.8	11.8	Q3 13.26 YE 17.68		Yes	N/A	✓	N/A	Low	On target to achieve. Operation Rossmoor was a police multi crime initiative targeting the night-time economy in particular violent crime with a high police presence. This worked in conjunction with the CCTV operators extended hours.
127b	Robberies per 1,000 population in the Local Authority area	0.47	0.03	0.1	0.2	Q3 0.36 YE 0.46		Yes	N/A	✓	N/A	Low	On target to achieve – Operation Rossmoor targeted shoplifting, purse theft and robbery as a priority by having a higher police presence on the street. This was incorporated with an awareness in the shopwatch scheme in conjunction with CCTV operators.
128	The number of vehicle crimes per 1,000 population in the Local Authority area	6.35	1.39	2.9	4.2	Q3 4.62 YE 6.17		Yes	N/A	✓	N/A	Low	On target to achieve. Targeting known hotspots with a crime prevention initiatives.

KPI	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	5.64	1.88	1.88	1.88	Q3 7.05 YE 9.40		Yes	N/A	✓	N/A	Low	Performance remains unchanged. Corrective Action: Taken proactive measures to engage with minority groups in an effort to encourage the reporting of racial incidents. Children's community safety carousel at Riverside where different schools attended over a 2 week period, literature was distributed regarding hate crime. Not in my neighbourhood week - market stall with racial hate literature and reporting advice distributed. Local democracy week - racial hate literature and reporting advice distributed at a range of events through out the week. Leaflets made available at Citizens Advice and Civic Centre reception.
175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100.00%	100.00%	100.00%	100.00%	100.00%		Yes	N/A	✓	✓	High	No incidents reported. Corrective Action: Hate crime campaign ongoing to raise awareness












BVPI No.	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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
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%	45.0%	60.0%		No	X	X	N/A	High	Although our performance has dropped this is only an increase of 1 Repeat homeless case. This has resulted in not being able to count one of the 11 criteria in this BVPI. Corrective Action: We are working alongside the DV Co Ordinator for Chester le Street and Durham to Develop Services for people fleeing DV. Services still need to be developed to improve this indicator. We are hoping to introduce a 'Sanctuary Type' Scheme for Victims of Domestic Violence.
226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£75,384.99	N/A	N/A	N/A	£75,384.99	N/A	N/A	N/A	N/A	N/A	N/A	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.
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	N/A	50.27%	N/A	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.
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	N/A	£542,918.58	N/A	N/A	N/A	N/A	N/A	N/A	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.
YES								37	21	33	17	BEST	40%

PI	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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
	NO							28	26	30	4	2ND Q	9%
	NO										9	3RD Q	21%
	WORST QUARTILE										13	WORS	30%
	TOTAL							65	47	63	43		
	TOTAL N/A							9	27	11	31		
	TOTAL OVERALL							74	74	74	74		

Required to produce a total of 44 Equates to 74 separate indicators		COMPARE WITH QTR 2	COMPARE WITH QTR 1	ACTUALS FOR YTD 2006/07	3RD QTR PERIOD PREVIOUS YEAR
We:					
Achieved our targets	57%	65%	58%	75%	60%
Improved on previous year	45%	57%	53%	67%	45%
Secured best quartile performance	40% <i>Estimated</i>	41%	49% <i>Estimated</i>	47% <i>Estimated</i>	48% <i>Estimated</i>
Improved on same period last year	52%	54%	58%	n/a	60%
Unfortunately we:					
Failed to meet our targets	43%	35%	42%	25%	40%
Failed to improve from previous year	55%	43%	47%	33%	55%
Show worst quartile performance	30% <i>Estimated</i>	21%	23% <i>Estimated</i>	18% <i>Estimated</i>	26% <i>Estimated</i>
Failed to improve on same period last year	48%	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	40%	53%	33%	47%	20%	13%
Housing	42%	33%	17%	58%	8%	33%
Benefits & Council Tax	67%	33%	22%	11%	22%	0%
Waste & Cleanliness	58%	42%	33%	33%	25%	25%
Environmental Health	67%	17%	67%	17%	67%	17%
Planning	38%	63%	38%	63%	25%	38%

BVPI No.	Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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
	Culture & Related Services	100%	0%	100%	0%	100%	0%						
	Community Safety & Wellbeing	50%	20%	0%	10%	10%	0%						

KEY:	
	CPA performance indicators
	LAA performance indicators
	Better than Target Performance
	On Target Performance
	Worse than Target Performance
Best Quartile	Quartile comparisons have been updated from 3rd quarter period and are now based on National District Council's 2006/07 audited data
	Key 19 indicators identified from 2006/2007 outturns where improvement is required. (Those highlighted in bold were also included in the key 20 indicators monitored last year.)
	Yes
	No
	No - 2nd best quartile performance
	No - 3rd best quartile performance
	No - worst quartile performance

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