





























Key 19 Performance Indicators - 1 April 2007 to 31 March 2008




BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Direction of Travel	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
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%	93.68%	95.00%		No	✓	↗	x ₃	High	Performance has improved since last year due principally to the undertaking of a CPI project to drive improvement.
9 	The percentage of council tax collected by the Authority in the year	97.24%	97.53%	98.80%		No	✓	↘	x ₃	High	Performance has improved since last year. More stringent and proactive recovery procedures are now in operation and direct debit uptake has increased.
10 	The percentage of national non-domestic rates collected in-year	96.69%	98.20%	97.90%		Yes	✓	↗	x _B	High	Performance has improved since last year. A new effective bailiff was appointed who has contributed significantly to the NNDR recovery rate. More stringent procedures and recovery methods are utilised to maximise NNDR collection.
11a 	Percentage of top-paid 5% of staff who are women	25.00%	30.00%	31.00%		No	✓	↗	x ₂	High	Performance has improved since last year principally due to the decrease in the number of staff as transfers to Cestria Community Housing Association took place in February 2008.
12 	The number of working days/shifts lost to the Authority due to sickness absence	11.09 days	11.01 days	10.65 days		No	✓	↗	x _B	Low	Performance has improved from last year. This can be attributed to the reduction of long term sickness cases.
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	2		No	x	↘	x _B	High	This area of work was a service priority in 2007/8, however, the action plan was significantly delayed as we did not have accurate baseline information.

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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%	To follow	97.80%	N/A	N/A	N/A	N/A	N/A	High	Transfer to Cestria Housing - Data is currently unavailable to report these indicators. When available, these will be reported through the Best Value Performance Plan.
66d	Percentage of local authority tenants evicted as a result of rent arrears	0.49%	To follow	0.47%	N/A	N/A	N/A	N/A	N/A	Low	
184a	The percentage of local authority dwellings which were non-decent at the start of the financial year	46%	To follow	38%	N/A	N/A	N/A	N/A	N/A	Low	
184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	0%	To follow	17.0%	N/A	N/A	N/A	N/A	N/A	High	
212	Average time (days) taken to re-let local authority housing	38 days	To follow	32 days	N/A	N/A	N/A	N/A	N/A	Low	
202	The number of people sleeping rough on a single night within the area of the authority	5	5	0-10		Yes	x	→	x _B	Low	The figure is an estimate as we have to rely on local intelligence. We are currently within target.
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	56.55	48.00		Yes	✓	↗	N/A	High	Performance has exceeded last years outturn. Work is very closely monitored and managed to ensure that the team maintain the number of fraud investigations completed.
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	23.4 days	24.0 days		Yes	✓	↗	✓	Low	Performance has exceeded last years out turn. Performance is very closely monitored to ensure that it remains in top quartile and work is prioritised accordingly.

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82a(ii) 	Total tonnage of household waste arisings sent by the Authority for recycling	3683.57	To follow	3425	N/A	N/A	N/A	N/A	N/A	High	Due to issues surrounding the treatment of waste sent for recycling by Premier Waste, performance figures for these indicators will be delayed pending discussions with Durham County Council.
199b 	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	5%	6.0%	4.50%		No	x		x _B	Low	The level of graffiti seen throughout the district has increased slightly since last year. This may be partly be attributable to the transects which were selected to be surveyed this time around which are different to those selected last year.
200b 	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	No	No	Yes		No	x		N/A	N/A	The target has not been achieved due principally to a 2 month delay in publishing the issues and options consultation programmed for September but not achieved until November.
127a 	Violent crime per 1,000 population in the Local Authority area	17.86	15.02	17.68		Yes	✓		x ₃	Low	Performance has improved since last year as we continue to work with the Police on a multi crime initiative as well as work in conjunction with the CCTV operators. A further Police operation which targeted drug supply has had a positive effect on violent crime.
174 	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	5.64	3.76	9.40		Yes	✓		N/A	Low	Performance has improved since last year. We have engaged with minority groups in an effort to encourage the reporting of racial incidents. Leaflets and literature have been distributed at varrious events regarding racial hate crime.
YES						6	9	8	1	BEST Q	10%
NO						7	4	4	1	2ND Q	10%

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	NO									3	3RD Q	30%
	BOTTOM QUARTILE									5	WORS	50%
	CONSTANT TREND							1				
	TOTAL					13	13	13	10			
	TOTAL N/A					6	6	6	9			
	TOTAL OVERALL					19	19	19	19			

19 separate indicators	
We:	
Achieved our targets	46%
Improved on previous year	69%
Secured best quartile performance	10% <i>Estimated</i>
Direction of travel shows an improvement	62%
Unfortunately we:	
Failed to meet our targets	54%
Failed to improve from previous year	31%
Show worst quartile performance	50% <i>Estimated</i>
Direction of travel shows a decline	31%

Key:	
	Remaining constant
	Deteriorating performance
	Improving performance