






















**Table 2: Local Performance Indicators - Report for the period April to June 2008**





LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
<b>Corporate Health</b>										
BVPI 8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	93.68%	93.67%	95.00%		✘	✘	✘	High	The first quarter result is somewhat impacted by Cestria transfer and difficulties encountered during the transition. An appointment to assist during maternity leave has been undertaken.
BVPI 9	The percentage of council tax collected by the Authority in the year	97.53%	29.31%	Q1 27.00% YE 98.70%		✓	N/A	✓	High	Performance has exceeded first quarter predicted performance and is slightly up on last year. More stringent and proactive recovery procedures are now in operation and direct debit uptake has increased. 75.8% of all Council Tax payers now pay by Direct Debit.
BVPI 10	The percentage of national non-domestic rates collected in-year	98.20%	30.14%	Q1 27.00% YE 98.20%		✓	N/A	✓	High	Performance exceeded first quarter predicted performance and is slightly up on last year. It is anticipated that with more stringent and proactive recovery procedures, performance will achieve target. Direct debit uptake has increased and 49.9% of all Non Domestic Rate payers now pay by Direct Debit.
BVPI 11a ■	Percentage of top-paid 5% of staff who are women	30.00%	21.05%	32.00%		✘	✘	✘	High	Performance is below target for the first quarter, however, it is expected that the target will be achieved for the year end.
BVPI 11b ■	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	5.00%	5.26%	3.00%		✓	✓	✓	High	Performance has exceeded predicted target.
BVPI 11c ■	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	0.00%	0.00%	3.00%		✘	✘	✘	High	Performance for the first quarter is slightly below target, however, it is expected that the target will be achieved for the year end



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BVPI 12 ■	The number of working days/shifts lost to the Authority due to sickness absence	11.01 days	10.82 days	9.8 days		x	✓	✓	Low	Sickness has decreased since last year and hoping to continue progress to hit target by end of 3 <sup>rd</sup> Quarter. <b>Corrective Action: Continue to monitor and report on sickness absence; Continue to train managers in 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.</b>
BVPI 16a ■	The percentage of local authority employees with a disability	1.81%	1.67%	3.50%		x	x	x	High	Performance is below predicted first quarter target.
BVPI 156 ■	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	20.00%	20.00%	20.00%		✓	N/A	N/A	High	The transfer of buildings to Cestria Community Housing in the last quarter of 2007/08 resulted in a change in the calculation. This is now based on % out of 10 buildings rather than 17. Only 2 buildings are compliant with the definition used for previous BVPI 156 requirements.



LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
CSS03	% of telephone calls answered within 15 seconds	N/A	89.4%	90%		✘	N/A	N/A	High	Performance is slightly under target, however, for most teams the April and May periods are the most intensive as far as customer contact is concerned. It is hoped that performance will improve throughout the year to achieve the target. <b>Corrective Action: The telephone performance reports are relatively new and this is the first quarter that performance data has been used following the introduction of the new telephone system in 2007. Those teams highlighted as poor performers by the report will receive weekly / monthly reports and discussions will take place with the Customer Services Manager to establish most effective use of the telephone system</b>
CSS07	% complaints responded to within 10 working days	85%	92%	90%		✓	✓	✓	High	Overall 90% target achieved for the first quarter of the financial year with an expectation that this will continue throughout 2008 -2009. <b>Corrective Action: A substantial amount of training and information was provided as part of the CPI project throughout January – June 2008 which has contributed to the achievement in quarter 1. Monthly training sessions scheduled throughout 2008 – 2009. Reminder reports sent to all teams on a weekly basis highlighting outstanding complaints.</b>

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HRLP01	% of voluntary leavers as % of staff in post	15.00%	3.10%	10.0%		✓	✓	✗	Low	Performance has exceeded first quarter predicted target. It is hoped that progress continues and numbers are kept down as LGR approaches.
HRLP04	% of disciplinaries as a % of staff in post	1.08%	0.24%	1.0%		✓	✓	✓	Low	Performance has exceeded first quarter predicted target.
HRLP05	% of grievances as a % of staff in post	0.86%	0.00%	0.7%		✓	✓	✓	Low	Performance has exceeded first quarter predicted target.
ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	67%	64%	70%		✗	✗	✓	High	The target has not been achieved for the first quarter period. This will need to improve to reach the target of 70%. <b>Corrective Action: The ICT service will continue to co-ordinate the council website and assist content managers update their content over the next year. More websites are planned for local community centres as part of the strengthening partnerships priority. This may help improve satisfaction levels.</b>
ITLP17	Increase in the use of the authority's website	135,628	41,715	Q1 35,000 YE 140,000		✓	N/A	✓	High	If the performance from the first quarter continues for the remainder of the year the target will be met with an excess of 26,860 visits. No corrective action is needed at present. It is anticipated that there will be a downturn in visits to the website in holiday periods of the summer and Xmas, but do not consider at this stage that this will have an affect in reaching the target.
FSLP12	% of registered invoices approved/actioned within 7 days	89.00%	92.68%	90%		✓	✓	✓	High	Performance has exceeded first quarter predicted performance and is slightly up on last year.




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FSLP13	% of sundry debtors raised within 5 days of request	99.47%	100%	100%		✓	✓	✓	High	Performance has exceeded first quarter predicted performance. The target is realistic and achievable for 2008/2009.
FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes		✓	✓	✓	N/A	The Final Accounts were concluded and the Statement was submitted and approved at Full Council on 26 June 2008.
<b>Housing Strategy</b>										
HSLP02	The number of households re-housed in the private rented sector through advice and assistance from the Housing Options Team	N/A	1	28		✗	N/A	N/A	High	There has been a drop in the number of people rehoused within the private sector. There are a number of landlords refusing to accept Local Housing Allowance therefore a number of tenants are not able to apply for Private Accommodation. In addition, many clients struggle to afford the fees up front. Some research needs to be done around the reason for the sudden drop. <b>Corrective Action: The Housing Options Team will continue to assist clients to obtain private accommodation. We do have a Bond Scheme in place however this is only to be used for those accepted on the Private Landlord Scheme.</b>
HSLP03	The number of households re-housed in Social Rented Sector (RSL Accommodation)	N/A	20	50		✗	N/A	N/A	High	We are on track to meet this target. 8 applicants have had homelessness prevented through securing RSI accommodation. Cestria also assist with the delivery of this target and have rehoused 12 people within their own stock through the homeless route. We envisage the year end target will be achieved.




LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP04	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	33	40	38		✓	✓	✗	High	We have already achieved the target however we will continue to support and provide assistance to landlords to enable us to sustain this target. We hope to exceed this target through awareness raising and promotion of the PLA Service.
HSLP05	The number of accredited properties in the Private Landlord Accreditation Scheme	67	75	77		✗	✓	✗	High	We are 2 properties from achieving the target. It is likely that the PLA officer will Accredite these properties within the next month. We hope to exceed this target and have an action plan in place for accrediting all properties where the landlord is an accredited landlord.
HSLP06 NEW	Average length of time taken to assess homeless application	N/A	N/A	17	N/A	N/A	N/A	N/A	Low	We are unable to report performance for the first quarter. The information has not been provided in the correct format by Cestria Community Housing.
HSLP07 NEW	% of applicants in immediate Homelessness interviewed the same day	N/A	100%	100%		✓	N/A	N/A	High	The target has been achieved for the first quarter. All applicants who had nowhere to sleep that night were seen by the Housing Options Team the same day.
HSLP08 NEW	% of routine appointments offered an appointment within 10 working days	N/A	99.4%	100%		✗	N/A	N/A	High	The target has not been achieved as one person was not seen within the 10 working days. There was slight confusion during the transfer period of the responsibilities around homelessness. We have 100 % target and we hope that this 1 case will be the only one in the future not to be seen within 10 working days.
HSLP09 NEW	% of applications assessed within 33 working days	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	We are unable to report performance for the first quarter. The information has not been provided by Cestria Community Housing.

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HSLP10 NEW	Increase in the number of cases where homelessness is prevented through advice and assistance from the Housing Options Team	N/A	14	105		X	N/A	N/A	High	There has been a noticeable drop in the trend for number of homeless cases prevented (Previously recorded in BVPI 213). This could be due to the outsourcing of the Homelessness and Housing Register. We hope to do some analysis but still hope to achieve the target of 105 cases for the year. <b>Corrective Action: We will continue to work in partnership with Cestria and raise awareness of the need to joint working when attempting to prevent homelessness. The Housing Options Team will continue to develop the service and attempt to maintain the high performance achieved in the past.</b>
HSLP11 NEW	% of Homelessness Reviews carried out within 8 weeks	N/A	100%	100%		✓	N/A	N/A	High	Target has been achieved for the first quarter.
HSLP12 NEW	% of Housing Applicants processed within 5 days of application	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	We are unable to report performance for the first quarter. The information has not been provided by Cestria Community Housing.
HSLP13 NEW	% of application changes made within 10 working days	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	We are unable to report performance for the first quarter. The information has not been provided by Cestria Community Housing.
HSLP14 NEW	% of applications reviewed annually	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	We are unable to report performance for the first quarter. The information has not been provided by Cestria Community Housing.






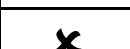
LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP15 NEW	Reduce the number of households placed in Bed & Breakfast accommodation	N/A	3	14		✓	N/A	N/A	Low	We regularly review our use of B&B accommodation as this type of accommodation is not suitable long term for homeless households. We work in partnership with Cestria Community Housing to deliver on this target and both organisations will follow set procedures when limiting the time homeless household spend in B&B.
<b>Housing Benefit/Council Tax Benefit</b>										
BVPI 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%	N/A	99.10%	N/A	N/A	N/A	N/A	High	It has been decided to remove this indicator from the Corporate set. The PI is being monitored locally by the Service Team on a monthly basis using a different method of calculation to the original BVPI.
<b>Waste &amp; Cleanliness</b>										
ESLP10	% of designated grass areas cut within 10 working day cycle	94.5%	N/A	93%	N/A	N/A	N/A	N/A	High	We are unable to provide information for the first quarter. Figures have not been confirmed at the time of this report. Performance will therefore be reported in the next quarter period.
<b>Planning</b>										
PLL02	% of householder planning applications determined in 8 weeks	87.0%	100%	95%		✓	✓	✓	High	Performance for the first quarter is exemplary. There is no reason why year end targets should not be met.



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PLL05 NEW	% of substantive replies to full plans submissions given within 15 working days	N/A	58%	90%		✘	N/A	N/A	High	The performance is below what was expected due to protracted holidays, sickness and Officers not ensuring that the process improvements, as agreed as part of the recent CPI project, were being actioned. The overall target may not be achieved by the year end but improvements will be made for the next quarters to ensure performance is significantly improved. <b>Corrective Action: Further administrative procedures have been put in place to ensure that this slippage does not reoccur and by using outside plan vet consultants. This has also been necessary due to the student BC officer leaving the authority</b>
PLL07 NEW	% of building notice acceptance letters issued in 4 working days	N/A	86%	90%		✘	N/A	N/A	High	The performance is below what was expected due to protracted holidays, sickness and staffing issues associated with embedding the new processes agreed as part of the recent CPI project. The overall target can still be met with improvements to be made, as agreed with the DBCM, for the next quarters. <b>Corrective Action: Further administrative procedures have been put in place to ensure that this slippage does not reoccur.</b>
PLL29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	67.8%	100%	90%		✓	✓	✓	High	For the first quarter period 3 cases were received, all of which were responded to within the target response times.

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PLL33a	% of pre-application enquiries responded to within target (major)	92%	74.19%	90%		✘	✘	✓	High	Performance for major enquiries was below target. This occurred due to staffing difficulties. However as the team is now fully staffed performance will improve and there is a likelihood the year end target will be met.
PLL33b	% of pre-application enquiries responded to within target (minor)	74%	95.36%	92%		✓	✓	✓	High	Performance for minor enquiries is above target. There is no reason why year end targets should not be met.
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	99.39%	100%	99%		✓	✓	✓	High	Performance has exceeded first quarter predicted performance.
<b>Culture &amp; Related Services</b>										
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£31.27 (estimated figure)	N/A	£31.00	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
LSLP14	Total number of user visits to all the main 4 leisure sites (Leisure Centre, Riverside (including Park), Golf complex, Selby Cottage) and the services and activities provided by the community leisure team	914,776	N/A	915,000	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
<b>TOTALS +</b>						20	15	17		
<b>TOTALS -</b>						15	6	7		
<b>TOTAL</b>						35	21	24		
<b>TOTAL N/A</b>						9	23	20		
<b>TOTAL OVERALL</b>						44	44	44		

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KEY:	
	Retained BVPI's measured and monitored by Durham County and Districts
	Better than Target Performance
	On Target Performance
	Worse than Target Performance
	Yes
	No

Report a total of 41 Indicators Equates to 44 separate indicators		SAME PERIOD 2007/08	ACTUALS FOR YTD 2007/08	ACTUALS FOR YTD 2006/07
<b>We:</b>				
Achieved our targets	57%	58%	54%	51%
Improved on previous year	71%	57%	71%	n/a
Improved on same period last year	71%	55%	n/a	n/a
<b>Unfortunately we:</b>				
Failed to meet our targets	43%	42%	46%	49%
Failed to improve on previous year	17%	39%	29%	n/a
Failed to improve on same period last year	29%	45%	n/a	n/a

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