





















Table 3: Local Performance Indicators - Report for the period April to September 2008





LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
Corporate Health											
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%	95.04%	95.00%		✓	✓	✓	High	The second quarter has seen a big improvement in performance which has exceeded target. This is mainly due to the fall in the number of invoices received after losing housing which left more time to concentrate on queries.
BVPI 9	The percentage of council tax collected by the Authority in the year	97.53%	29.31%	57.97%	Q2 54.00% YE 98.70%		✓	N/A	✓	High	Performance has exceeded second 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. 76.2% 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%	57.78%	Q2 54.00% YE 98.20%		✓	N/A	✓	High	Performance has exceeded second quarter predicted performance and is slightly up on last year. It is anticipated that with more stringent and proactive recovery procedures, performance will achieve year end target.
BVPI 11a ■	Percentage of top-paid 5% of staff who are women	30.00%	21.05%	21.00%	32.00%		✗	✗	✗	High	Performance is below target for 2008/09, however it is expected that the target will be achieved for the year.
BVPI 11b ■	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	5.00%	5.26%	5.26%	3.00%		✓	✓	✓	High	Performance is ahead of target.
BVPI 11c ■	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	0.00%	0.00%	5.26%	3.00%		✓	✓	✓	High	Performance is above target.




BP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
BVPI 12 ■	The number of working days/shifts lost to the Authority due to sickness absence	11.01 days	10.82 days	10.7 days	9.8 days		x	✓	✓	Low	This figure is an analysis of time lost in the last 12 months from October 2007 - September 2008. Sickness has decreased since last year and slightly this quarter. We are hoping to continue progress to hit target by end of 3 rd Quarter. 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.
BVPI 16a ■	The percentage of local authority employees with a disability	1.81%	1.67%	2.42%	3.50%		x	✓	x	High	Performance is behind target.
BVPI 76d ■	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	10.89	2.10	4.96	Q2 5.50 YE 11.00		x	N/A	✓	N/A	Performance is slightly below the target due to the priorities and demands of the Service. Investigators time is often being used to help in other areas of work. This indicator has only recently been introduced (Oct 08). Corrective Action: Investigators time will now be used to investigate. Sanction work is prioritised with pro-active work.
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%	20.00%		✓	x	N/A	High	Only 2 of the 10 buildings are compliant with the definition used for previous BVPI 156 requirements.




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CSS03	% of telephone calls answered within 15 seconds	N/A	89.4%	84.7%	90%		✘	N/A	N/A	High	Performance has dropped in comparison with the first quarter and remains below the corporate target. Where service failings exist, action should be taken to improve the performance. However, this should be balanced against the ability to provide greater resources at the current time allowing for budget pressures and ongoing staffing issues. Corrective Action: Teams highlighted as poor performers will receive monthly reports and discussions will take place with the Customer Services Manager to establish most effective use of the telephone system.
CSS07	% complaints responded to within 10 working days	85%	92%	92%	90%		✓	✓	✓	High	Overall 90% target achieved for the first and second quarters with an expectation that this will continue throughout 2008 -2009. 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.
HRLP01	% of voluntary leavers as % of staff in post	15.00%	3.10%	6.76%	10.0%		✓	✓	✘	Low	Performance remains below target as required. We are hoping progress continues and numbers are kept down as LGR approaches.
HRLP04	% of disciplinaries as a % of staff in post	1.08%	0.24%	0.48%	1.0%		✓	✓	✓	Low	Performance remains below target as required.
HRLP05	% of grievances as a % of staff in post	0.86%	0.00%	0.00%	0.7%		✓	✓	✓	Low	Performance remains below target as required.





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ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	67%	64%	61%	70%		x	x	✓	High	Performance will need to improve to reach the target of 70%. 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 the satisfaction of the council website.
ITLP17	Increase in the use of the authority's website	135,628	41,715	80,984	Q2 70,000 YE 140,000		✓	N/A	✓	High	If the performance from the first half continues for the remainder of the year the target will be met with an excess of 21,968 visits. No corrective action is needed at present but it is anticipated that there will be a downturn in visits to the website in holiday periods of the summer and Xmas, but it is consider this should not have an affect in reaching the target.
FSLP12	% of registered invoices approved/actioned within 7 days	89.00%	92.68%	92.81%	90%		✓	✓	✓	High	Performance has been affected by summer holiday leave, nevertheless the target has been achieved and improved since last quarter. Corrective Action: Introduce better communication between departments.
FSLP13	% of sundry debtors raised within 5 days of request	99.47%	100%	100%	100%		✓	✓	✓	High	The target is realistic and achievable for 2008-09
FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes	Yes		✓	✓	✓	N/A	The Final Accounts were concluded and the Statement was submitted and approved at Full Council on 26 June 2008.





Housing Strategy

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP02	The number of households rehoused in the private rented sector through advice and assistance from the Housing Options Team	N/A	1	5	Q2 14 YE 28		✘	N/A	N/A	High	There has been a drop in the number of people rehoused within the private sector. A number of landlords are refusing to accept Local Housing Allowance so a number of tenants are not able to apply for Private Accommodation. In addition, many clients struggle to afford the fees up front. Corrective Action: Continue to assist clients to obtain private accommodation.
HSLP03	The number of households rehoused in Social Rented Sector (RSL Accommodation)	N/A	20	38	Q2 25 YE 50		✓	N/A	N/A	High	We are on track to meet this target. 9 applicants have had homelessness prevented through securing RSI accommodation. Cestria also assist with the delivery of this target and have rehoused 9 people within their own stock through the homeless route. We envisage that this target will be met.
HSLP04	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	33	40	45	38		✓	✓	✓	High	We have already achieved the target however we will continue to support and provide assistance to landlord 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	77		✓	✓	✘	High	We have achieved the target. We hope to continue to fulfil this target. An action plan is in place for accrediting more of the properties on the PLA Scheme.







LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP06 NEW	Average length of time taken to assess homeless application	N/A	21.9 days	25.7 days	17 days		x	N/A	N/A	Low	If plans are not put in place by Cestria to rectify the issue then the target is unlikely to be met. Corrective Action: Advice has been provided to Cestria on improving performance around homeless decision making. The issue is discussed at the monthly monitoring meetings and performance will be monitored. Cestria are to provide an update on plans that are to be put in place for improving performance. We were unable to report performance of this indicator in the previous quarter report. First and second quarter performance is therefore reported this period.
HSLP07 NEW	% of applicants in immediate Homelessness interviewed the same day	N/A	100%	100%	100%		✓	N/A	N/A	High	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%	99.0%	100%		x	N/A	N/A	High	3 people out of 302 were not seen within 10 working days. There was slight confusion during the transfer period of the responsibilities around homelessness and due to staff shortages we have been unable to meet the 100% target. Corrective Action: Teams have been briefed and arrangements have been put in place to prioritise and open up appointment slots.

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP09 NEW	% of applications assessed within 33 working days	N/A	94.40%	94.60%	100.00%		X	N/A	N/A	High	Target has not been met. Corrective Action: Advice has been provided to Cestria on improving performance around homeless decision making. The issue is discussed at the monthly monitoring meetings and performance will be monitored. Cestria are to provide an update on plans that are to be put in place for improving performance however it is now acknowledged that the target for this year will not be met. We were unable to report performance of this indicator in the previous quarter report. First and second quarter performance is therefore reported this period.
HSLP10 NEW	Increase in the number of cases where homelessness is prevented through advice and assistance from the Housing Options Team	N/A	14	24	Q2 53 YE 105		X	N/A	N/A	High	There has been a noticeable drop in the trend for number of homeless cases prevented. Some analysis is to be done around this but initial thoughts are due to staff shortages and the recent transfer of the stock. 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. Time has been spent with the team to prioritise cases and attempt to improve the number of homeless cases prevented.
HSLP11 NEW	% of Homelessness Reviews carried out within 8 weeks	N/A	100%	90%	100%		X	N/A	N/A	High	One appeal was decided over the 8 week target. This individual case was difficult and legal advice had to be sought. The applicant was informed and agreed to the extension. Corrective Action: Hopefully future cases will not exceed the time scale and all attempts will be made to ensure the target is met.

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HSLP12 NEW	% of Housing Applicants processed within 5 days of application	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	Cestria have been unable to provide the evidence for these performance indicators. We are currently in discussions regarding reviewing these.	
HSLP13 NEW	% of application changes made within 10 working days	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High		
HSLP14 NEW	% of applications reviewed annually	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High		
HSLP15 NEW	Reduce the number of households placed in Bed & Breakfast accommodation	N/A	3	9	14		✓		N/A	N/A	Low	We regularly review our use of B&B accommodation as this type of accommodation, we feel, 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 use of and time spent in B&B.
Waste & Cleanliness												
ESLP10	% of designated grass areas cut within 10 working day cycle	94.5%	96.88%	91.07%	93%		✗	✗	✗	High	Target has not been achieved due to adverse weather conditions resulting in higher than expected growth patterns coupled with heavy ground conditions slowing down the speed that the grass cutting equipment can operate. It is expected the target will be achieved if the weather conditions are improved next season.	
Planning												
PLL02	% of householder planning applications determined in 8 weeks	87.0%	100%	98.60%	95%		✓	✓	✓	High	Performance is comfortably above target. There is no reason why year end targets should not be met.	
PLL05 NEW	% of substantive replies to full plans submissions given within 15 working days	N/A	58%	77%	90%		✗		N/A	N/A	High	Performance has improved this quarter, however the initial poor start means that the overall target for the year is unlikely to be achieved. Corrective Action: We will maintain officer focus on importance of carrying out various individual process tasks in a timely manner.

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PLLP07 NEW	% of building notice acceptance letters issued in 4 working days	N/A	86%	93%	90%		✓	N/A	N/A	High	Performance has improved this quarter which has raised the overall performance and the target for 2008/09 should be achieved. There has been increased attention on process tasks associated with dealing with notices; coupled with closer management attention has resulted in improved performance.
PLLP29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	67.8%	100%	100%	90%		✓	✓	✓	High	96 Category 3 cases in total were received. All of these cases were responded to within the target response times.
PLLP33a	% of pre-application enquiries responded to within target (major)	92%	74.19%	83.00%	90%		✗	✗	✓	High	Performance for major enquiries is below target, however this is showing strong improvement as the year goes on. Performance suffered at the start of the year from the clearing out of a backlog of old enquiries built up due to resource issues. As the team is now fully resourced performance has improved and is expected to continue to do so as the year progresses with the likelihood that year end targets will be met. Corrective Action: Monitor performance on major enquiries to ensure staff are meeting response targets
PLLP33b	% of pre-application enquiries responded to within target (minor)	74%	95.36%	97.00%	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%	N/A	99%	N/A	N/A	N/A	N/A	High	We have been unable to report performance for this indicator as data is not available at time of reporting. Performance will be reported in the next quarter report.
Culture & Related Services											
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	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.

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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	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.
TOTALS +							23	17	20		
TOTALS -							15	5	5		
TOTAL							38	22	25		
TOTAL N/A							6	22	19		
TOTAL OVERALL							44	44	44		

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

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
	Report a total of 41 Indicators						ACTUALS QUARTER 1	ACTUALS FOR YTD 2007/08	ACTUALS FOR YTD 2006/07		
	Equates to 44 separate indicators										
	We:										
	Achieved our targets		61%				57%	54%	51%		
	Improved on previous year		77%				71%	71%	n/a		
	Improved on same period last year		80%				71%	n/a	n/a		
	Unfortunately we:										
	Failed to meet our targets		39%				43%	46%	49%		
	Failed to improve on previous year		23%				17%	29%	n/a		
	Failed to improve on same period last year		20%				29%	n/a	n/a		

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