













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

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 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%	94.70%	95.00%		x	✓	✓	High	This quarter has seen the percentage drop since the second quarter, which is mainly due to the summer holidays and budget holders not returning until September time to then log on and approve. However the drop has been less than 1% which is just below the target. Corrective Action: More reminders are to be sent out during the year reminding budget holders to assign someone to take over their approvals during annual leave and to notify the finance department about it.
BVPI 9	The percentage of council tax collected by the Authority in the year	97.53%	29.31%	57.97%	86.69%	Q3 81.00% YE 98.70%		✓	N/A	✓	High	Performance has exceeded third 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. 76.3% of all Council Tax payers now pay by Direct Debit. Also a further 2 Direct Dates within the month have been offered to customers.


BP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 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 10	The percentage of national non-domestic rates collected in-year	98.20%	30.14%	57.78%	83.76%	Q3 81.00% YE 98.20%		✓	N/A	✗	High	Performance is slightly above target although it has dipped from last year. This is due to the increased number of bankruptcies and company liquidations/administrations in the current climate. Also the introduction of 100% empty property rates, has met with companies resisting payment. Overall Non Domestic rate collection throughout the country has dropped in the last few months. The government are to introduce new legislation from 1 April 2009 to exempt properties with a rateable value of less than £15,000 this should reduce the number of difficult debits to collect and increase the collection rate. Also we will be carrying out more frequent recovery monitoring in the last few months of the financial year in an attempt to collect as much as possible.
BVPI 11a ■	Percentage of top-paid 5% of staff who are women	30.00%	21.05%	21.00%	16.00%	32.00%		✗	✗	✗	High	We have seen a drop in performance this quarter due to 2 resignations and a re-grading. Recruitment of Senior Managers is not being carried out due to LGR so it is unlikely that the year end target will be achieved. Performance is affected by LGR and this must be accepted.
BVPI 11b ■	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	5.00%	5.26%	5.26%	5.26%	3.00%		✓	✓	✓	High	Performance has exceeded target and remains constant throughout the year. It is anticipated that year end target will be achieved. Performance is affected by LGR and this must be accepted.



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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%	0.00%	3.00%		x	x	x	High	Performance has dropped this quarter due to a change in employees within the top 5% of staff. It is however possible that year end target can be achieved if we see a change in top 5% by the end of March. Performance is affected by LGR and this must be accepted.
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	12.1 days	9.8 days		x	x	x	Low	Performance is measured over a 12 month rolling period covering Jan - Dec 2008. We have seen an increase this quarter in the days lost to sickness, primarily due to a number of long-term sickness cases and length of some absences. End of year target will not be achieved. Corrective Action: We will continue to monitor and report on sickness absence; continue to support managers in sickness absence; 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%	2.67%	3.50%		x	✓	✓	High	We have seen a slight increase in performance this quarter however it is unlikely that year end target will be met.

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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	10.87 (amended)	11.66 (amended)	9.01	9.00 (amended)		✓	✗	N/A	High	Performance is now recorded as a 12 month rolling total in line with DCC requirements so previous data and targets have been amended to reflect this. Performance is slightly above target this quarter. The year end target of 9 should be achieved and actions have been put in place to manage performance in this area. A pro-active exercise is currently ongoing and will assist with sanctions having good quality investigations. Changing some working practices has assisted in improving the performance in this area.
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%	20.00%		✓	✗	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.


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CSS03	% of telephone calls answered within 15 seconds	N/A	89.4%	84.7%	85.6%	90%		x	N/A	N/A	High	Performance has increased against the second quarter but remains below the annual performance target. It is unlikely that overall target will be achieved by the year end without changes highlighted below. Where clearly identified 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 restraints, ongoing staffing issues and LGR pressures. Corrective Action: Those teams highlighted as poor performers by the report continue to receive monthly reports and discussions will take place with the Customer Services Manager to establish most effective use of the telephone system. Specifically action should be taken to merge the Env. Services and Customer services teams. This will provide greater resource to answer calls at peak time and would improve Env. Services performance by approx 15-20%. This action has been raised with CMT and deferred pending LGR changes.
CSS07	% complaints responded to within 10 working days	85%	92%	92%	91%	90%		✓	✓	✓	High	Overall 90% target achieved for all 3 quarters of the financial year with an expectation that this will continue throughout 2008 -2009 and annual target will be achieved.




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HRLP01	% of voluntary leavers as % of staff in post	15.00%	3.10%	5.07% (amended)	1.70%	10.0%		✓	✓	✓	Low	Performance has remained below the target and we hope 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%	0.49%	1.0%		✓	✓	✓	Low	Performance has remained below the target with only 2 disciplinaries recorded this year.
HRLP05	% of grievances as a % of staff in post	0.86%	0.00%	0.00%	0.00%	0.7%		✓	✓	✓	Low	Performance has remained below the target as no grievances have been recorded this year.



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ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	67%	64%	61%	63%	70%		x	x	x	High	The cumulative satisfaction of the website is currently 62.5% as at the half year position. Without major changes to the website, it is likely that the target will not be achieved. Corrective Action: The ICT service will continue to co-ordinate the council website and assist content managers update their content over the next year. However, due to the run up to the new unitary council any major changes and developments that make use of the next generation of web site services, such as more personalised and interactive services cannot be implemented due to the associated costs. These are the actions that would have been taken to further enhance the website. To gauge user opinions on improvements to the website, the authority have implemented a 'Rate this Page' facility to allow users to rate pages as Excellent, Good, Fair or Poor. Additionally, feedback facilities have been implemented to seek feedback from businesses, visitors and residents. Both facilities were implemented to gather more specific information and feedback from users on how the website can be improved.



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ITLP17	Increase in the use of the authority's website	135,628	41,715	80,984	113,312	Q3 105,000 YE 140,000		✓	N/A	✓	High	The final 3 months of visits to the council website saw a drop with 32,328 visits to the council website, compared with 39,269 from the previous quarter. The drop in visits was expected due to the run up to Xmas. Despite this drop the authority is still on course to reach it's target of 140,000 visits for the year next March.
FSLP12	% of registered invoices approved/actioned within 7 days	89.00%	92.68%	92.81%	91.45%	90%		✓	✓	✓	High	The performance has been affected by summer holidays and people not being in the office to action the invoices, the percentage has gone down but nevertheless, the target has still been achieved. Action: Better communication between the finance department with other departments where annual leave is concerned.
FSLP13	% of sundry debtors raised within 5 days of request	99.47%	100%	100%	100%	100%		✓	✓	N/A	High	The target is realistic and achievable for 2008-09.
FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	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	Quarter 3 Apr - Dec 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	8	Q3 21 YE 28		X	N/A	N/A	High	The Housing Options Team provides tailored advice on all housing options. This figure is calculated by the number of people supported in finding Private Rented Accommodation by both Cestria and CLS DC. There has been a drop in the number of people rehoused within the private sector. Some assessment/Investigation is required but initial thoughts are that there are a number of landlords refusing to accept Local Housing Allowance which has resulted in a number of service users not able to apply for Private Accommodation. Many of the clients struggle to afford the fees up front for Private Renting. Corrective Action: The Housing Options Team will continue to assist clients to obtain private accommodation. It is envisaged that from April 2009 The New Unitary Authority will have a Bond Scheme that is available for service users. CLS DC do have a Bond Scheme in place but this is only to be used for those accepted on the Private Landlord Scheme therefore the numbers rehoused are restricted by the low turnover of Private rented Properties on the PLA Scheme.







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HSLP03	The number of households rehoused in Social Rented Sector (RSL Accommodation)	N/A	20	38	47	Q3 38 YE 50		✓	N/A	N/A	High	Within the Housing Options Team we support service users in securing Social Rented Accommodation to attempt to prevent a homelessness situation arising. Cestria also assist with the delivery of this target and have rehoused 6 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	46	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	77		✓	✓	✗	High	We have achieved the target. We hope to continue to fulfill this target. The PLA officer currently has an action plan in place for accrediting more of the properties on the PLA Scheme.


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HSLP06 NEW	Average length of time taken to assess homeless application	N/A	21.9 days	25.7 days	26.4 days	17 days		x	N/A	N/A	Low	The Councils Statutory Homeless Duty was contracted out with the Stock transfer to Cestria Community Housing. Performance has dropped and it is unlikely that this target will be met. Cestria have been unable to provide any improvement plans for this indicator. 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 the Local Authority has monitored performance. However it is the intention of the New Unitary Authority to deliver this service back in house from April 09 therefore the performance will improve.
HSLP07 NEW	% of applicants in immediate Homelessness interviewed the same day	N/A	100%	100%	100%	100%		✓	N/A	N/A	High	The target has been achieved. All applicants who have nowhere to sleep that night are seen by the Housing Options Team the same day.

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HSLP08 NEW	% of routine appointments offered an appointment within 10 working days	N/A	99.4%	99.0%	99.0%	100%		X	N/A	N/A	High	3 people out of 423 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. However since this time all applicants have been seen within the target. Corrective Action: The team have been briefed about ensuring that customers are seen within the 10 workings days. Arrangements are put in place whereby in certain cases people may have to wait longer priority will be given for appointment slots to be opened up.
HSLP09 NEW	% of applications assessed within 33 working days	N/A	94.40%	94.60%	94.70%	100.00%		X	N/A	N/A	High	The Councils Statutory Homeless Duty was contracted out with the Stock transfer to Cestria Community Housing. Performance has dropped and this target will therefore not be met. Cestria have been unable to provide any improvement plans for this indicator. 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 the Local Authority has monitored performance. However it is the intention of the New Unitary Authority to deliver this service back in house from April 09 therefore the performance will improve.







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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	24	32	Q3 79 YE 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 BVPI213). Initial thoughts are due to the impact of the transfer of the Housing register and Homeless service. We have witnessed difficulties in the delivery of the service since transfer and are experiencing difficulty in preventing homelessness through joined up working and early intervention. 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. Continuous attempts will be made to improve access to affordable housing.
HSLP11 NEW	% of Homelessness Reviews carried out within 8 weeks	N/A	100%	90%	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. There has been no cases since this case in the 2 nd quarter that exceeded the 8 week target. 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	N/A	100%	N/A	N/A	N/A	N/A	High	The Housing Register is currently contracted out to Cestria Community Housing. The performance indicators were agreed in March 2009 however Cestria have since advised that they are unable to provide performance against this target as this does not align with their own performance targets. Information has therefore not been provided. Performance is monitored and we have received some data in an alternative format for monitoring purposes only.
HSLP13 NEW	% of application changes made within 10 working days	N/A	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%	100%		✓	N/A	N/A	High	Cestria have confirmed that they have carried out a full review of the register.
HSLP15 NEW	Reduce the number of households placed in Bed & Breakfast accommodation	N/A	3	9	17	14		✗	N/A	N/A	Low	Unfortunately this target has not been met. B&B use has increased since the split in the service in February 2008. Due to the increased homelessness decision making time and the reduction in Homelessness prevention it is assumed that the increase of B&B use would inevitably increase. Corrective action: Further Assessment is required however we will hopefully see an improvement in this target when the service returns in house from April 09.
Waste & Cleanliness												
ESLP10	% of designated grass areas cut within 10 working day cycle	94.5%	96.88%	91.07%	92.19%	93%		✗	✗	✗	High	The 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. The grass cutting season ended in October.
Planning												

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PLLP02	% of householder planning applications determined in 8 weeks	87.0%	100%	98.60%	98.97%	95%		✓	✓	✓	High	Performance is well ahead of local targets and it is believed this will be maintained to year end.
PLLP05 NEW	% of substantive replies to full plans submissions given within 15 working days	N/A	58%	77%	83%	90%		✗	N/A	N/A	High	The 100% performance this quarter has raised overall performance but the initial poor start means that the overall performance target for 2008/09 cannot be achieved.
PLLP07 NEW	% of building notice acceptance letters issued in 4 working days	N/A	86%	93%	94%	90%		✓	N/A	N/A	High	The 100% performance achieved this quarter has raised the overall performance and the target for 2008/09 should be achieved.
PLLP29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	67.8%	100%	100%	100%	90%		✓	✓	✓	High	For the accounting period April – Dec 2008, 145 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%	85.29%	90%		✗	✗	✗	High	It seems unlikely performance on major enquiries will improve in time to meet year end local target. This aspiration has been hampered by the poor start to the year which was realised due to the 'clearing out' of a backlog of major enquires which had built up a period of almost 12 months during which the team were short staffed. Corrective Action: Performance will continue to show an incremental improvement trend as the year draws to an end on the grounds of the team continuing to be fully staffed.
PLLP33b	% of pre-application enquiries responded to within target (minor)	74%	95.36%	97.00%	97.55%	92%		✓	✓	✓	High	Performance on minor enquires is excellent and will surpass year end targets. This level of work was not adversely affected by the aforementioned staffing shortages.

LDLP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	99.39%	100%	100%	100%	99%		✓	✓	✓	High	The target has been achieved. We expect to continue to maintain an excellent and efficient local land charges service and that year end target will be met.
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	N/A	£31.00	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. Performance will be reported 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	N/A	N/A	915,000	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. Performance will be reported at year end.
TOTALS +								23	16	16		
TOTALS -								17	8	8		
TOTAL								40	24	24		
TOTAL N/A								4	20	20		
TOTAL OVERALL								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	
We:	
Achieved our targets	58%
Improved on previous year	67%
Improved on same period last year	67%
Unfortunately we:	
Failed to meet our targets	43%
Failed to improve on previous year	33%
Failed to improve on same period last year	33%

ACTUALS QUARTER 2	ACTUALS QUARTER 1	ACTUALS FOR YTD 2007/08	ACTUALS FOR YTD 2006/07
61%	57%	54%	51%
77%	71%	71%	n/a
80%	71%	n/a	n/a
39%	43%	46%	49%
23%	17%	29%	n/a
20%	29%	n/a	n/a

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