

TITLE:	COUNCIL PERFORMANCE - REVIEW OF PERFORMANCE THIRD QUARTER 2006/07
TO/ON:	EXECUTIVE – MARCH 12TH 2007
BY:	DIRECTOR OF CORPORATE ADMINISTRATION AND POLICY
PORTFOLIO HOLDER:	M.J. MALONE, DEPUTY LEADER
STATUS:	PERFORMANCE MONITORING REPORT

1. Purpose of Report

- 1.1. The purpose of this report is to inform members of the performance of red, amber and green rated Best Value Performance Indicators (BVPs) for the third quarter of 2006/07.
- 1.2. In addition a comparison with the 2005/06 outturn published figures from other authorities in our 'Nearest Neighbours Grouping' is included to give a more accurate measure of current performance against that of a set of comparable authorities.
- 1.3. The current performance for all red risk rated indicators is illustrated and an update for the performance of each indicator is given for the third quarter of 2006/07. In addition any exceptional variances in performance of 10% or more for amber rated indicators are highlighted where performance differs significantly in the third quarter of this year compared to that of 2005/06. Any significant variations against the anticipated target for this quarter for amber indicators are also highlighted. Finally a short summary of performance to date for green rated indicators is also included.
- 1.4. A feature of the new Risk Management Performance Monitoring System is that assigned risk ratings can be amended throughout the year to reflect either a significant improvement or deterioration in performance for the first nine months of 2006/07. This report highlights performance indicators where risk ratings have been changed to reflect performance levels to date.

2. Background

- 2.1. This is the third quarterly monitoring report of 2006-7 and highlights the performance for the third quarter for all red, amber and green risk rated BVPs that can report performance on a quarterly basis.

- 2.2. The final Year End Performance Monitoring report for 2005-06 introduced a traffic light risk rating system to identify the Best Value Performance Indicators where anticipated performance was deemed to be a risk for 2006-07. Full titles of the indicators are included in the performance tables in Appendix 1 along with the current risk rating assigned to each indicator.
- 2.3. In response to one of the criticisms highlighted by the CPA Inspection Team that the Council does not always systematically target top-performing councils to discover best practice and improve its own performance, we now compare ourselves with a set of similar nearest neighbours identified by the Audit Commission as authorities to whom they feel we should bench mark ourselves against on a regular basis.

The district authorities included in the 'Nearest Neighbour' grouping are shown in the table below:

Ashfield District Council	Mansfield District Council
Bolsover District Council	Newark and Sherwood District Council
Chester-Le-Street District Council	Newcastle Under Lyme Borough Council
Chorley Borough Council	North East Derbyshire District Council
Derwentside District Council	Nuneaton and Bedworth Borough Council
Durham City Council	Sedgefield Borough Council
Erewash Borough Council	Wear Valley District Council
Fenland District Council	West Lancashire District Council

- 2.4. The Audit Commission published the final audited figures for the outturn performance for all BVPIs for 2005/06 in January 2007. The average performance information for our nearest neighbours has been extracted from the 2005/06 Best Value data and incorporated into the tables in Appendix 1 to give a more accurate measure of our current performance against this set of comparable authorities.

3. **Relevant Material Considerations**

- 3.1. Performance for all BVPIs where performance can be monitored quarterly is detailed in a series of Tables in Appendix 1 along with the 2005/06 year-end performance for each indicator and the anticipated target for the third quarter of 2006-07. A number of indicators are collected annually and all indicators falling into this category are identified in the tables throughout Appendix 1.
- 3.2. The report highlights the performance for the third quarter of this year for all red risk rated indicators and demonstrates where performance is a concern and also where improvement in performance has occurred. Any amber rated indicators where performance has significantly fallen or improved by 10% or more during the third quarter of 2006/07 are also highlighted. An update of the performance of all green rated

indicators is given and any indicators showing marginal falls in performance are highlighted and new risk ratings assigned where appropriate.

- 3.3. A graphical representation of performance for the red risk rated indicators has been provided in Appendix Two, which enables a quick assessment of performance to date against the anticipated target for the third quarter of 2006-07. In addition performance for the best performing nearest neighbours has been included to highlight authorities that could be contacted as part of a future Bench Marking and sharing of Best Practice exercise.

Red Rated Best Value Performance Indicators

- 3.4. All red risk rated indicators are shown in Table A in Appendix 1 and the outturn performance for each indicator is given for 2005/06 along with the estimated Quarter 3 target for each indicator.
- 3.5. There are currently eight indicators that have been assigned a red risk for Quarter 3. All eight indicators can be monitored quarterly and a detailed analysis of performance for the third quarter of all eight red rated BVPIs is included in paragraphs 3.6 and 3.7.

Improvements in Performance for Red Rated Indicators

- 3.6. Four of the eight red risk indicators have demonstrated a rise in performance for the third quarter of 2006/07:
 - **BVPI 2a** - The Equality Standard measures the extent to which the authority conforms to the Local Government Standard in respect of gender, race and disability. Performance is measured against Levels 0-5 with 5 being the best and 0 the worst. The authority has remained at Level 1 for the past 3 years.

In response to the findings raised by the Improvement and Development Agency with regard to the weaknesses identified in service provision around diversity issues across the authority, an internal audit of service provision has recently been undertaken to identify gaps in service delivery for this indicator. Action to address any weaknesses in service provision have been taken and the authority is almost now at 'Level 2' of the Equality Standard.

- **BVPI 84a** – The kilograms of household waste collected per household continues to fall and the cumulative total of waste collected to date is 319Kg which meets an anticipated Quarter 3 target of 330kg. In addition performance for Quarter 3 exceeds that of the corresponding period in 2005/06 when collection rates were 372kg.

- **BVPI 179** – The number of searches carried out within 10 days has demonstrated an increase in overall performance when compared to the same period last year where performance was 90.47%. The current cumulative figure of 96.4% for the year to date also exceeds an anticipated Quarter 3 target of 95.00%. Performance for this indicator is skewed due to a significantly poor performance in April. The Quarter 3 figure is based upon performance for the past nine months and therefore includes the April figure. Performance has improved steadily throughout the year with 97.6% of searches being carried out within 10 days for the three months in Quarter 2 and 98.7% for the last three months in Quarter 3. In view of this increased performance it is recommended that the risk rating for this indicator be amended to Amber in Quarter 4.

- **BVPI 203** – The performance for the number of homeless families placed in temporary accommodation has significantly increased this quarter both in comparison to the same period last year and also against an anticipated Quarter 3 target of –20.40%. A minus figure for this particular indicator indicates a higher level of performance. For example, this indicator calculates the number of families in temporary accommodation in Quarter 3 in 2006/07 and then subtracts the number of clients assisted for the same period in 2005/06. This figure is then divided by the number of families rehoused in temporary accommodation in Quarter 3. This method of calculation, can give a minus figure if performance has improved and the number of families in temporary accommodation has declined. In Quarter 3 performance of BV 203 was –58.00%, thus demonstrating a significant improvement in performance when compared to a Quarter 3 figure of 13.10% in 2005/06.

Action planning initiatives for this indicator have significantly improved overall performance. The current level of performance now exceeds the top quartile national boundary for this indicator based upon the 2005/06 published boundary levels, which highlights the action taken to address poor performance for this indicator. This level of performance has continued throughout both the second and third Quarters in 2006/07 and it is recommended that this indicator be amended from a red risk rating to an amber risk rating with the Action Planning recommendation removed for Quarter 4.

Red Rated Indicators demonstrating either a fall in performance or no improvement in performance

3.7. The remaining 4 red risk indicators have demonstrated either no improvement or a fall in performance for the first quarter of 2006/07 when compared with the same period in 2005/06 and these include:

- **BVPI 11a** – The number of women in the top 5% of earners has decreased this quarter from 20% in Quarter 2 to 13.79% for this

quarter. This situation has arisen as a direct result of the relocation of staff from the authority to Derwentside Homes due to the Large Scale Voluntary Transfer process in December. Reported performance now falls short of an anticipated Quarter 3 target of 17.14% and also well below the lowest 2005/06 'All England' national quartile boundary of 22.22%.

- **BVPI 11b** – The percentage of employees from the BME community that are in the top 5% of earners remains at 0%. The total BME population for Derwentside in 2001 was 0.6% and therefore a smaller percentage of employees would be expected to fall within this indicator. It is interesting to note, however, that neighbouring authorities such as Sedgefield and Chester le Street with a similar BME population are two of the top performing authorities in our nearest neighbour grouping demonstrating performances of 6.50% and 3.85% respectively for 2005/06.
- **BVPI 12** – The number of days lost to absence is estimated as 8.74 days and current performance is below the anticipated Quarter 3 target of 6.69 days. Performance is also lower than at the same period in 2005/06 when the number of days lost to absence was 7.80 days.

A bench marking exercise is currently being carried out to identify examples of best practice in other authorities and Divisional Heads are required to be more diligent in measuring sickness levels in their divisions and to closely adhere to absence management procedures. In addition a series of Managers' Seminars are to be arranged in the forthcoming months to address low levels in BV12 performance and to also address short-term sickness rates.

- **BVPI 127a** – The rate of violent crime continues to rise and at the end of Quarter 3 the recorded rate was 18.52, which is significantly higher than that of our nearest neighbours where the average violent crime rate was 15.70 at the end of 2005/06. Performance also falls significantly short of an anticipated Quarter 3 target of 15.52.

This indicator includes:

- Violence against the person
- Sexual offences
- Robbery

The method of recording incidents of violence against the person changed in 2003 and in addition to recording incidents of serious violent crime this indicator now includes 'other offences against the person' that were not historically recorded within the 'violent crime' category. The table below shows the types of crimes recorded as violence against the person.

Violence against the person	
More serious violence	Other offences against the person
Homicide	Less serious wounding
Causing death by dangerous driving	Common assault (no injury)
More serious wounding or other act of endangering life	Harassment
More other serious offences	Possession of weapons
	Assault on constable
	Threat or conspiracy to murder
	Other

As part of the action planning process Durham Constabulary have been contacted and a request made that the monthly figures that monitor 'violence against the person' be supplied in the format of the sub headings shown in the above table. This will ensure that the more serious violent crimes can be closely monitored, in addition to being able to identify 'hotspot' areas where less serious violent crime is taking place.

Amber rated Best Value Performance Indicators

- 3.8. Performance for the third quarter of 2006/07 for all amber rated indicators is included in Table B in Appendix 1 along with a comparison with the average outturn performance of our nearest neighbours for 2005/06.
- 3.9. There have been a number of indicators that have continued to improve in the third quarter of 2006/07 when compared to that of the same period in 2005/06. The majority of Planning and Housing Benefit and Council Tax indicators continue to progress well and the Recycling and Street Cleaning Services BVPIs have demonstrated an increase in performance across all service areas when compared with performance for the same period in 2005/06.
- 3.10. There are twenty six amber rated indicators where performance can be reported for the third quarter of 2006/07 and of these 20 have demonstrated a rise in performance when compared to the same period last year, which shows that almost 77% of amber indicators have increased performance this quarter.
- 3.11. A number of amber rated indicators have also performed well against their anticipated Quarter 3 targets for 2006/07 with 77% of the 26 indicators that can be measured quarterly falling within a tolerance of $\pm 10\%$ of anticipated target parameters.

Significant improvements in amber rated indicators

- 3.12. There have been a number of amber rated indicators that have performed in excess of 10% in comparison with performance in Quarter 3 of 2005/06 and these include:
- **BVPI 78a** – The speed of processing new HB/CTB claims continues to improve and has demonstrated an increase in performance of 22% in comparison to the same period in 2005/06. Performance has risen from 32.50 days to 25.24 days and exceeds an anticipated year-end target of 27 days.
 - **BVPI 79 i. ii and iii** – These three indicators measure the average time taken to recover overpayments in Housing Benefit payments and include any write-offs. All of the indicators have demonstrated a significant improvement in performance in Quarter 3 against an anticipated year-end target. The new software used to monitor performance is still in the process of being developed, however, and the Quarter 3 return has been manually adjusted and is therefore provided as a guide to performance to date. It is anticipated that this anomaly should be resolved by the year-end collection cycle.
 - **BVPI 82ai** – The percentage of waste recycled has increased to 19.18% in Quarter 3 demonstrating a rise in performance of 30% when compared to the same period in 2005/06. This increase in performance is as a result of the introduction of the Twin Bin Scheme.
 - **BVPI 82bi** – The percentage of waste composted has significantly increased, rising from 3.48% in the third quarter of 2005/06 to 8.46% this Quarter. Performance also significantly exceeds an anticipated Quarter 3 target of 6.00%
 - **BVPI 86** – The cost per household of waste collection in the third quarter of 2006/07 has fallen by 27% than anticipated and performance is 13% better than for the same period in 2005/06. The receipt of the Trade Refuse income is received during the first quarter of the financial year and can skew the figures at the start of the year, however performance at this stage in 2006/07 is significantly higher than anticipated.
 - **BVPI 106** – The percentage of new homes built on previously developed land in the third quarter of 2006/07 is 12% higher than that of 2005/06. This is due to the fact that there have been a number of developments on previously developed land.
 - **BVPI 214** – The incidences of repeat homelessness have fallen significantly in Quarter 3 when compared to the same period in 2005/06. The percentage of repeat cases has fallen from 4.76% to

1.8% and performance for this indicator now falls within the best performing quartiles nationally.

Significant deterioration in amber rated indicators

3.13. Indicators where performance has slipped by 10% or more either from their anticipated target or in comparison with performance in Quarter 3 of 2005/06 include:

- **BVPI 11c** – The proportion of earners with a disability in the top 5% of employees has fallen this quarter to 10.34% from 13.88% in Quarter 3 of last year. This has arisen as a result of members of staff transferring from the authority to the newly established Derwentside Homes as part of a Large Scale Voluntary Transfer in December 2006. Performance is still higher than that of the average of our nearest neighbours, which was 5.84% in 2005/06 and also that of the highest performing authorities nationally and this indicator continues to remain in the best performing quartile.
- **BVPI 126** - there has been a noticeable increase in the domestic burglary rate when performance for this year is compared to the third quarter of 2006/07. The rate of domestic burglaries has risen from 6.75 in the third quarter of 2005/06 to 7.85 this quarter. The current performance, however, is better than an anticipated Quarter 3 target of 7.90 and performance remains in the 2nd best performing quartile nationally based upon the 2005/06 national quartile boundary figures.
- **BVPI 183a** – The average stay of families in bed and breakfast accommodation has risen from 0.1 weeks to 2.52 weeks in Quarter 3 of 2006/07. Although this is a significant fall in performance the actual numbers of families using bed and breakfast accommodation are extremely small. Performance falls within the 2nd best performing quartile based upon the 2005/06 outturn figures.

Green rated Best Value Performance Indicators

3.14. There are 15 indicators that have been assessed as green for the third quarter of 2006/07. Six of the green rated indicators are collected annually and performance can therefore not be monitored quarterly and Table C in Appendix 1 details all annually collected green indicators.

Nine of the 15 green rated indicators can, however, be measured on a quarterly basis and of these 7 have continued to demonstrate an increase in performance for the third quarter of this year. Of the remaining 2 indicators BVPI 128 that monitors the rate of vehicle crime has fallen marginally this quarter but still remains in the best performing quartile nationally based upon the 2005/06 outturn figures.

BVPI 183b that monitors the average number of weeks that homeless applicants who are in priority need remain in hostels has significantly deteriorated in Quarter 3. The reason for this is due to the increase in the number of young applicants who are in priority need who have been accepted onto the More Than a Roof Scheme, which is a hostel for young people aged 16 to 25.

4. Benchmarking and Comparison

- 4.1. Appendix 2 includes a series of graphs that depict how red risk rated indicators performed during 2005/06, highlighting the fact that all of the red risk indicators performed significantly lower than the average of our nearest neighbours.
- 4.2. An analysis of the performance of our 16 nearest neighbours has been undertaken and the top performing district authorities identified for each of the red risk indicators and included in the relevant graph for each indicator. In addition further analysis has been carried out during January 2007 for all of the local authorities in England and the top and bottom 'All England' quartile boundaries for 2005/06 incorporated into the series of graphs in Appendix 2 to highlight the current quartile position of each indicator.
- 4.3. There are 2 red risk indicators that continue to be of significant concern when both current and anticipated future performance is considered. BV12 that monitors the number of days lost to absence continues to fall within the lowest performing quartiles nationally and BV127a that monitors incidences of violent crime has risen steadily in every quarter throughout 2006/07 and now falls within the 2nd worst performing quartile nationally.

5. Action Planning and Risk Assessment Ratings

- 5.1. All red risk rated indicators are required to complete an Action Plan for referral to the relevant Scrutiny Panel. BVPI 179 that measures the number of standard searches carried out within 10 days and BVPI 203 that monitors the percentage change in the number of families in temporary accommodation have been taken out of the Action Planning process due to both indicators having their risk ratings amended to Amber as a result of improved performance during 2006/07.

- 5.2. An advantage of the current Performance Monitoring Risk Rating System is that it enables risk ratings assigned at the beginning of the financial year to be amended throughout the year to reflect slippages or significant improvements in the overall performance. This re-assessment process is carried out at quarterly intervals throughout the year and the amended risk ratings for Quarter 3 are shown below:

BVPI	Title	Current Rating	Amended Rating
179	The percentage of standard searches carried out within 10 working days	Red	Amber
203	The percentage change in the number of families in temporary accommodation	Red	Amber

6. Conclusion

- 6.1. This is the third quarterly monitoring report using the Risk Assessment Performance Management Framework. Performance has declined or remained static for 4 of the 8 red rated indicators that can be monitored quarterly in 2006/07. On a positive note 4 indicators have demonstrated an increase in performance in the third quarter of this year. All red risk rated indicators will continue to be part of the action planning process and regular updates will be reported to Scrutiny throughout the year.
- 6.2. There have been some positive improvements in performance for the amber and green rated indicators for the third quarter of 2006/07 with over 77% of amber rated indicators demonstrating a rise in performance compared with the same period last year. Similarly three quarters of all green rated indicators that can be monitored quarterly have either continued to improve in areas where performance was already higher than that of the best quartile performing authorities in 2005/06 or retained their high levels of performance this quarter.
- 6.3. An advantage of the Performance Monitoring Risk Assessment Framework is that it can be used to re-assess performance to date of all of the best value performance indicators and where appropriate risk ratings amended to reflect both deterioration and improvements in performance. Two indicators have had their risk ratings amended from red to amber due to improved performance levels throughout 2006/07. In view of this the Action Planning provision for BV179 that monitors the percentage of planning searches carried out in 10 days and BV203 that monitors the change in the percentage of families in temporary accommodation has been removed for Quarter 4.

7. Recommendation

- 7.1. Members are requested to note the content of this report and consider commissioning further reports into the performance of any of the best value performance indicators with a view to incorporating any indicators that pose concern into the Action Planning and Scrutiny process.

For further information contact Anne Smith, Performance Management Officer, Telephone 01207 218208 or E-Mail anne.smith@derwentside.gov.uk

APPENDIX 1

Table A

Best Value Performance Indicators – Red Risk 2006/07 Quarter 3

BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
2a	Equality Standard (0-5)	Level 1	Level 1	56.25% are at Level 1	Level 1	Level 1	90% of Level 2	✓	↕	Work on the equality Standard has meant that Level 2 has nearly been attained
11a	% of top 5% of earners that are women	11.43%	22.53%	👎	11.11%	17.14%	13.79%	✗	↔	The % of female employees has decreased since Q2 as a result of the staff transfer to Derwentside Homes
11b	Percentage of top 5% of earners that are from BME communities	0.00%	1.3%	👎	0.00%	0.00 %	0.00%	✓	↗	No change due to no appointments at this level during Quarter 3
12	Number of days/shifts lost to absence	12.01days	11.32days	👎	7.8 days	6.69 days	8.74 days	✗	↔	This indicator continues to fall and series of Managers' Seminars are to be held.
84a	Kg of household waste collected	450kg	423.9kg	👎	372kg	330	319	✓	↕	Refuse collection rates continue to fall and the Q3 target has been met
127a	Violent crime per 1,000 pop	17.72	17.2	👎	Not collected	15.52	18.52	✗	N/A	Action Plan being prepared for this indicator
179	Percentage standard searches carried out within 10 working days	77.50%	93.65%	👎	90.47%	95.00%	96.4% (Year to date)	✓	↕	Fig. Used is for year to date – performance for Quarter 3 is 98.7%, which would now place this indicator in the best performing quartiles nationally. It is recommended that this indicator be allocated an amber risk rating for Q4
203	% change in number of families in temp accom.	24.83%	2.81%	👎	13.10%	-20.40%	-58.0%	✓	↕	Action Planning in this area has significantly improved performance throughout Quarter 2 and 3 and it is recommended that the risk rating for this indicator be amended from red to amber

Table B

Best Value Performance Indicators Amber Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
2b	Race equality checklist	68.42%	69.00%	👍	63.16%	68.42%	68.42%	✓	📉	
8	% of invoices paid within 30 days	93.57%	91.61%	👍	93.21%	94.00%	94.01%	✓	📉	
9	% of council tax collected	98.30%	97.46%	👍	87.07%	86.87%	87.06%	✓	📉	Minimal decrease of 0.01%
11c	Top 5% of earners: with a disability	14.29%	5.48%	👍	13.88%	14.29%	10.34%	✗	📈	Figure calculated excluding former housing employees
14	% employees taking early retirement	0.00%	0.67%	👍	0.0%	1.04%	1.06%	✗	📈	
15	% employees retiring on ill health	0.74%	0.28%	👎	0.58%	0.59%	0.30%	✓	📉	
16a	% of LA employees meeting DDA	4.72%	3.77%	👍	4.55%	5.25%	4.39%	✗	📉	
76b	HB security – number of investigators per 1000 caseload	0.38%	0.28%	👍	Annual Indicator					
78a	Average time for processing new claims	29.41 days	33.57 days	👍	32.5 days	Year end 27 days	25.24 days	✓	📉	Cumulative for year to date
78b	Average time taken for processing change in circumstances	9.43 days	12.84 days	👍	9.83 days	Year end 8 days	8.61 days	✓	📉	Cumulative for year to date

Table B











Best Value Performance Indicators Amber Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
79b i	Amount of (HB) overpayments recovered being reported on as a % of HB- recoverable overpayments	66.16%	69.54%		Not collected ¼ ly in 2005/06	Year end 66.0%	90.04%	✓	 Against 2005/06 year-end outturn figure	
79b ii	HB overpayments recovered as a % of the total amount of HB overpayment debt outstanding	38.88%	29.94%		Not collected ¼ ly in 2005/06	Year end 35.0%	56.72%	✓	 Against 2005/06 year-end outturn figure	
79b iii	HB overpayments written off as a % of the total amount of HB overpayment debt outstanding at the start of the period + HB overpayments	1.26%	6.88%		Not collected ¼ ly in 2005/06	Year end 2.00%	1.26%	✓	 Against 2005/06 year-end outturn figure	
82a i	Percentage of waste recycled	13.53%	16.44%		14.9%	19.00%	19.18%	✓		
82b i	Percentage of waste sent for composting	6.93%	8.77%		3.48%	6.00%	8.46%	✓		

Table B

Best Value Performance Indicators Amber Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
86	Cost per household of waste collection	£43.06	£47.50	👍	£25.62	£30.29	£22.17	✓	↔	
106	% of new homes built on previously developed land	71.68%	67.75%	👍	69.57%	Year end 65.0%	78.00%	✓	↔	
109c	Planning – other apps processed in 8 weeks	88.52%	90.25%	👎	87.0%	Year end 82.0%	85.00%	✓	↔	
126	Domestic burglaries per 1,000 households	8.48	9.6	👍	6.75	7.90	7.85	✓	↔	Calculated cumulatively
127b	Robberies per 1,000 pop	0.29	0.41	👍	0.28	0.17	0.29	✗	↔	
156	Buildings accessible to people with a disability	44.44%	54.39%	👎	Indicator collected annually					
166a	Environmental Health checklist of best practice	83.2%	89.90%	👎	Indicator collected annually					
183a	Homelessness – average stay B&B	2 weeks	2 weeks	👍	0.1 weeks	0 weeks	2.52 weeks	✗	↔	

Table B

Best Value Performance Indicators Amber Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
174	No. of racial incidents per 100,000 pop	3.48	3.38	👍	Indicator collected annually					
199a	Street & environmental cleanliness - litter	18.0%	12.30%	👎	17.0%	18.0%	16.0%	✓	👎	Performance is monitored every 4 months in July, December and at the year end
199b	Local street and environmental cleanliness – graffiti	2%	2.5%	👍	2.0%	2.0%	0.0%	✓	👎	
199c	Local street and environmental cleanliness – fly posting	1%	1%	👍	2.0%	1.0%	0.0%	✓	👎	
199d	Street environmental cleanliness – fly tipping	2	2.6	👍	Indicator collected annually					
200a	Plan making – development plan	Yes	93.70% answered yes	👍	Indicator collected annually					
200b	Plan making - milestones	Yes	37.50% answered yes	👍	Indicator collected annually					

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Best Value Performance Indicators Amber Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
200c	Plan making – monitoring report	Yes	100% answered yes	👍	Indicator collected annually					
204	Planning Appeals	18.75%	30.20%	👍	Indicator collected annually					
213	Homelessness Advice Service – preventing homelessness	0.25	Insufficient information	Insufficient information	Not collected 1/4ly 05/06	Year end 0.25	Although this BVPI is collected quarterly- calculation is based upon the total services delivered throughout the year and therefore performance is monitored against a year end figure			
214	Repeat homelessness	3.7%	3.00%	👎	4.76%	3.0%	1.8%	✓	🔄	
216a	Identifying contaminated land	44	770.5	👎	The current method of collection for this indicator approved by Council in line with current Government guidelines has meant that initial appraisal of the potential 1000 sites is not scheduled for completion until 2009. Progress has however been made in the assessment of potential sites and 368 areas of land have been inspected to date with 44 being designated as 'a' sites.					
216b	Information on contaminated land	0	10	👎						
217	Pollution control improvements	87.49%	77.00%	👍	Indicator collected annually					
218a	Abandoned vehicles investigated	92.41%	83.18%	👍	91.82%	95.00%	94.74%	✗	🔄	
218b	Abandoned vehicles - removal	96.52%	74.80%	👍	95.86%	97.00%	100.00%	✓	🔄	
219a	Conservation areas: Numbers	16	16	👍	Indicator collected annually					

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Best Value Performance Indicators Amber Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual V Target Q3	2005/06 v 2006/07	Comment
219b	Conservation areas: character Appraisals	0	17%		Indicator collected annually					
219c	Conservation area Management Plans	0	12%		Indicator collected annually					
225	Domestic violence checklist	72.70%	56.20%		Indicator collected annually					

Table C

Best Value Performance Indicators –Green Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual v Target Q3	2005/06 v 2006/07	Comment
10	% of non-domestic rates due that were received	99.30%	98.12%	👍	88.90%	88.03%	89.15%	✓	↔	
64	No. of private sector dwellings returned into occupation	61	30	👍	Indicator collected annually					
76a	HB security – number of claimants visited per 1000 caseload	543	337.3	👍	Indicator collected annually					
76c	HB security – number of investigations per 1000 caseload	79.5	39.62%	👍	Indicator collected annually					
76d	HB security – number of prosecutions and sanctions per 1000 caseload	6.73	4.77	👍	Indicator collected annually					
79a	Accuracy of HB/CTB claims	99.0%	98.23%	👍	99.0%	Year end 99.0%	99.2%	✓	↔	
91a	% of pop served by kerbside collection (one recyclable)	99.20%	98.0%	👍	99.20%	Year end 100.00%	100.00%	✓	↔	
91b	% of pop served by kerbside collection (two recyclables)	99.20%	98.0%	👍	99.20%	Year end 100.00%	100.00	✓	↔	

Table C

Best Value Performance Indicators –Green Risk 2006/07 Quarter 3										
BVPI	Title of Indicator	Outturn Performance 2005/06	2005/06 performance for Nearest Neighbours	Performance comparison	Actual Q3 2005/06	Quarter 3 Target for 2006/07	Actual Q3 2006/07	Actual V Target Q3	2005/06 v 2006/07	Comment
109a	Planning applications processed in 13 weeks	82.76%	69.40	👍	90.0%	Year end 60%	80.0%	✓	↔	
109b	Minor planning applications determined in 8 weeks	75.69%	75.62%	👍	68.0%	Year end 68%	80.0%	✓	↔	
128	Vehicle crimes per 1000 population	7.23	10.60	👍	7.07	7.01	7.12	✗	↔	
175	% Racial incidents resulting in further action	100.00%	100.00%	👍	Annual indicator					
183b	Homelessness – average stay in hostel	0	4.58 weeks	👍	0 weeks	0 weeks	11.47 weeks	✗	↔	
202	Number of rough sleepers	0	2	👍	2	0	0	✓	↔	
205	Quality of planning service checklist	94.44%	85.62%	👍	Annual indicator					

Performance and Bench Marking for Red Risk Indicators

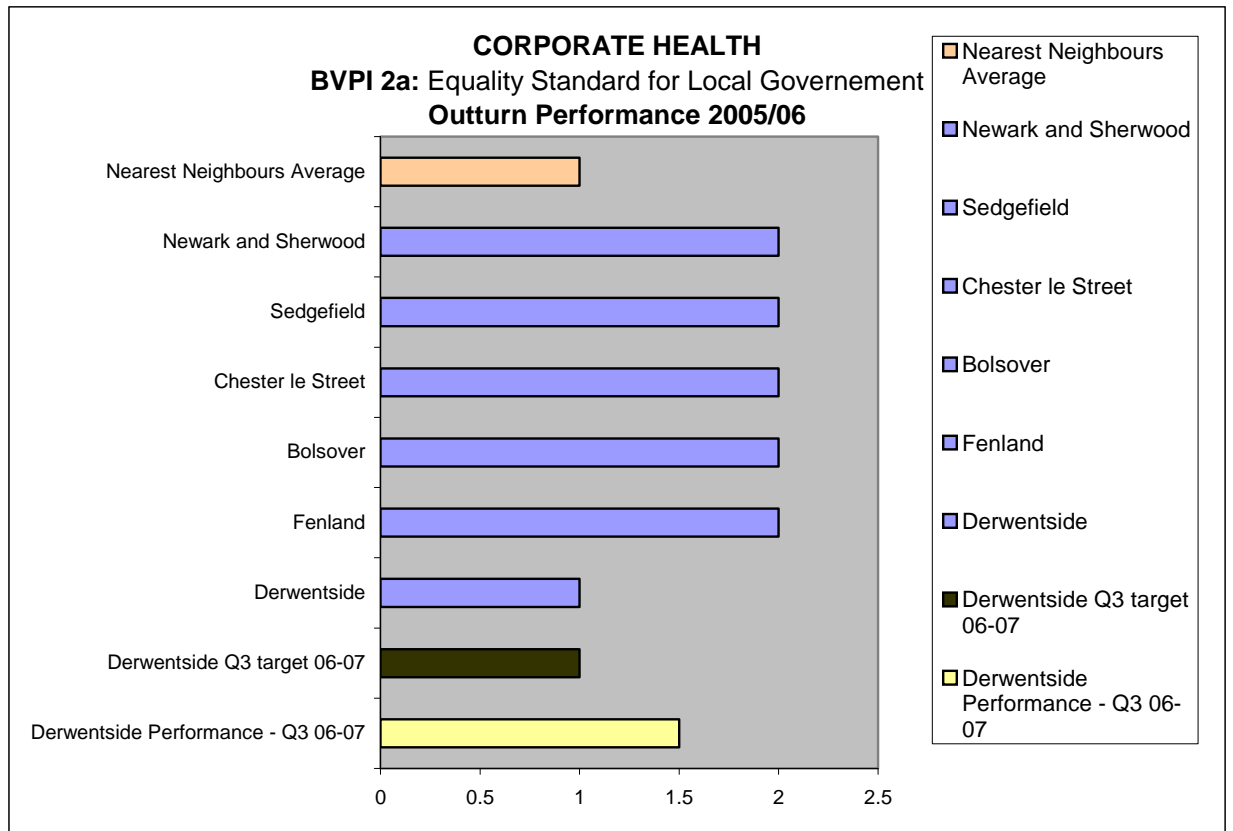


Fig. 1

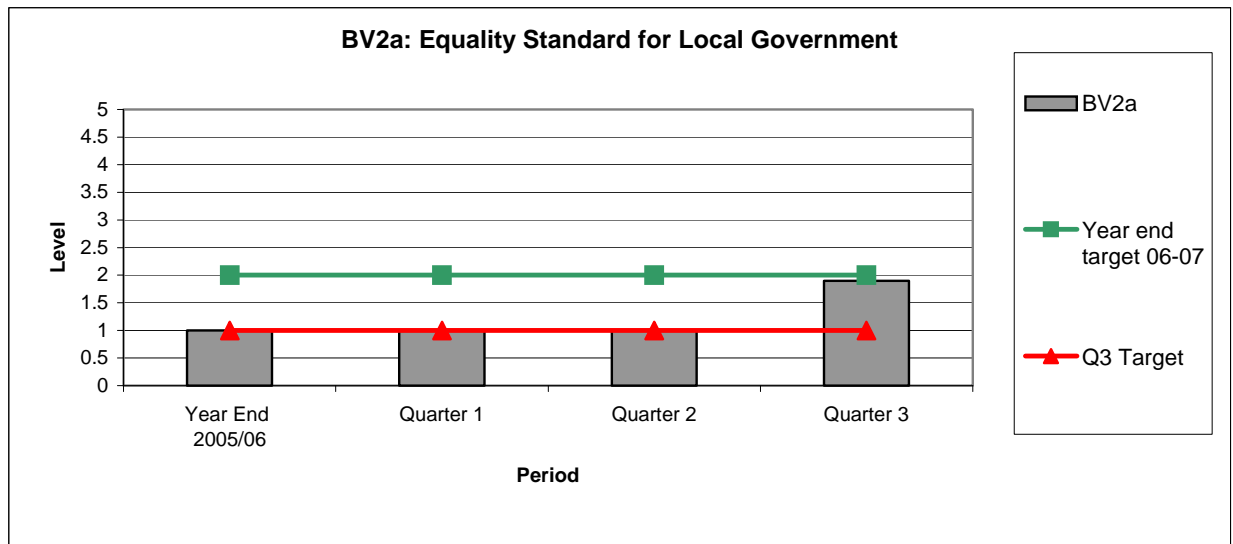


Fig. 2.

N.B. National quartile information is not available for this indicator. The Quarter 3 performance is based upon the percentage of areas that the authority now feels it adheres to, to reach Level 2 of the Equality Standard.

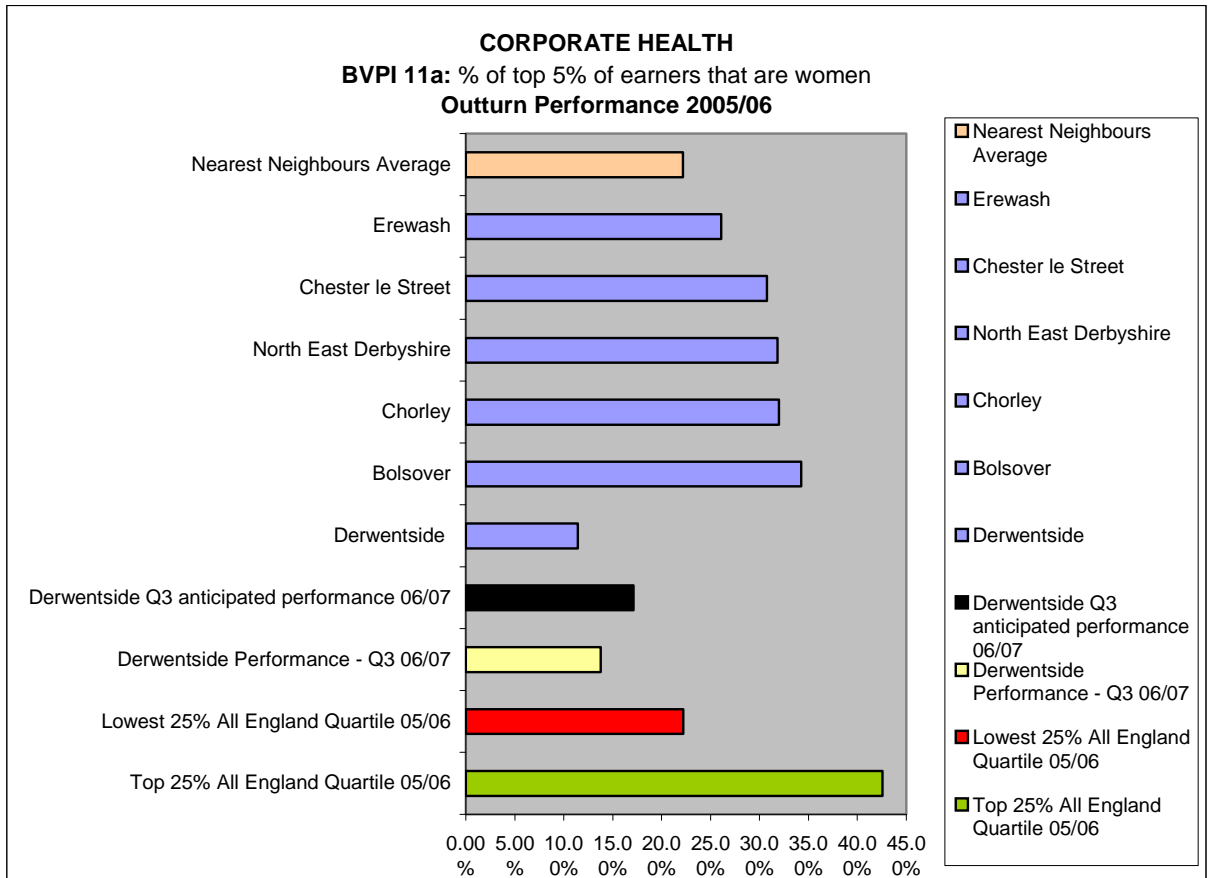


Fig. 3

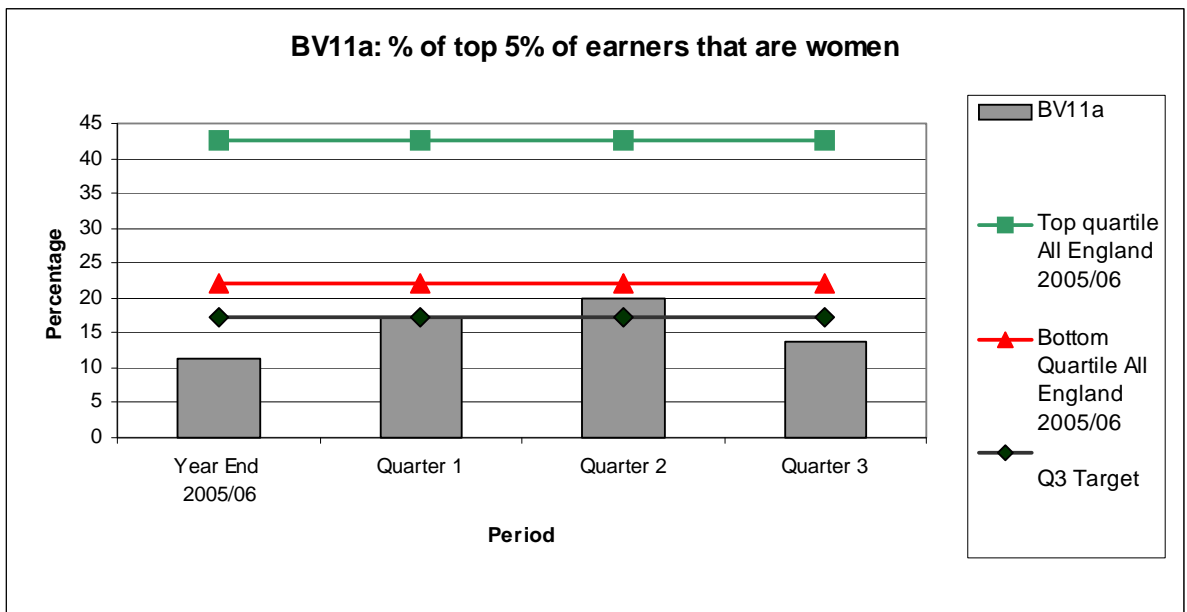


Fig. 4

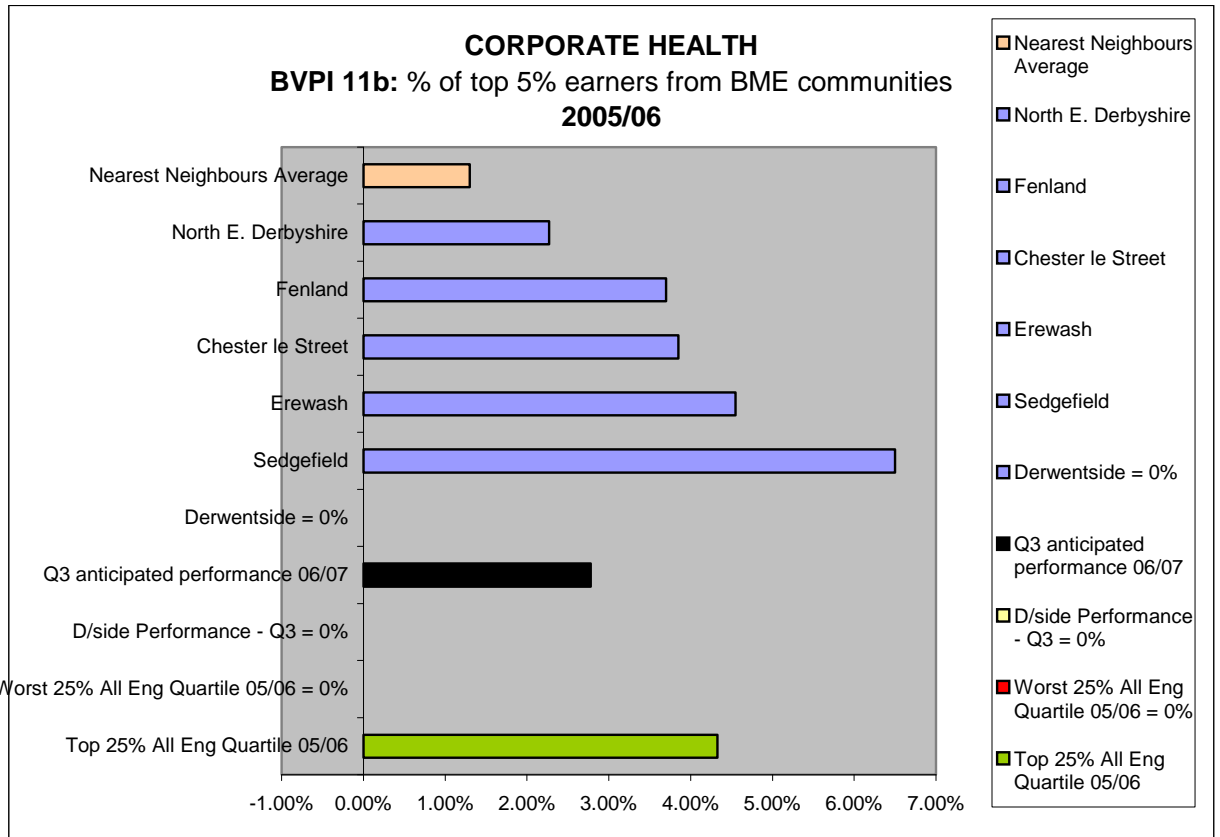


Fig.5

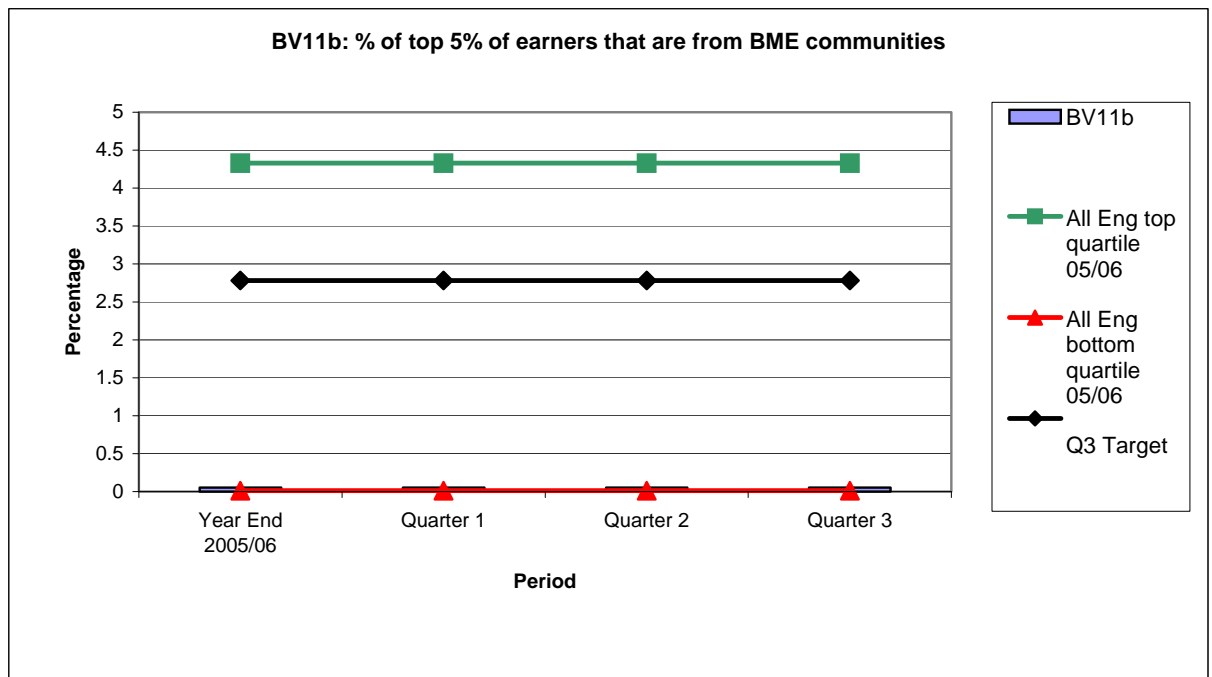


Fig. 6

N.B. Performance for Derwentside is 0% for Quarters 1, 2 and 3 and as at Year End 2005/06

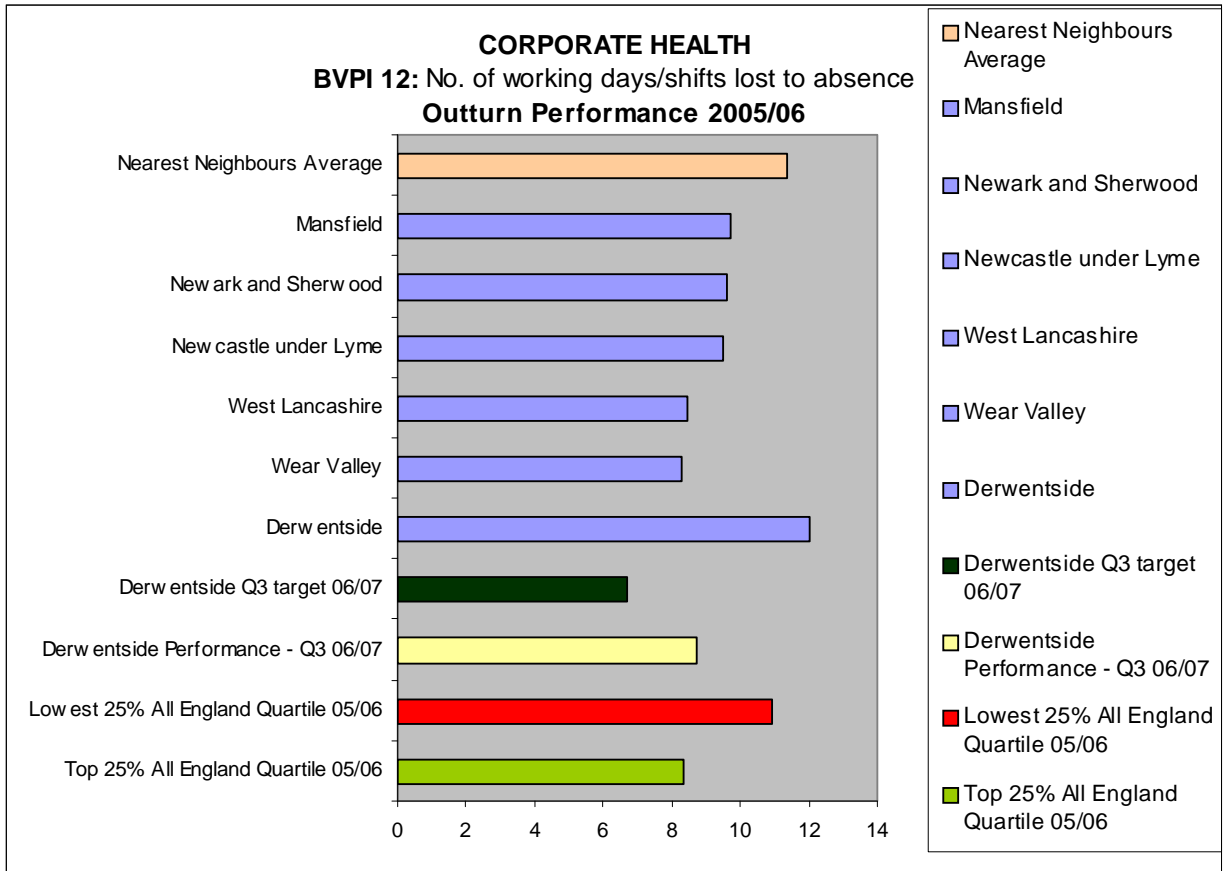


Fig. 7

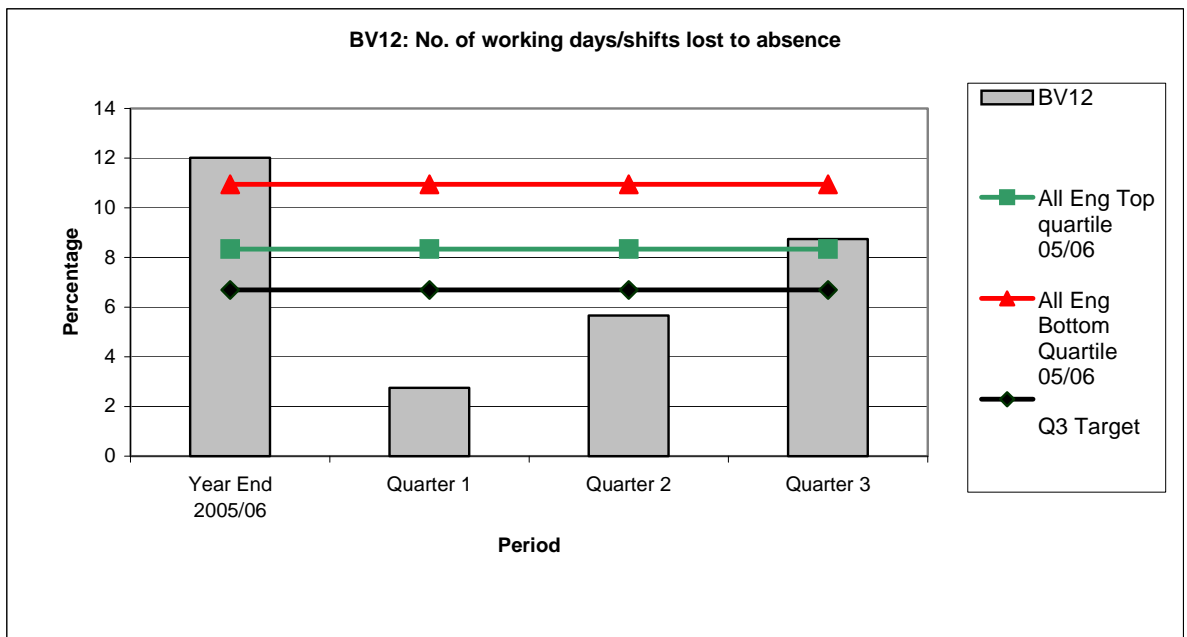


Fig. 8

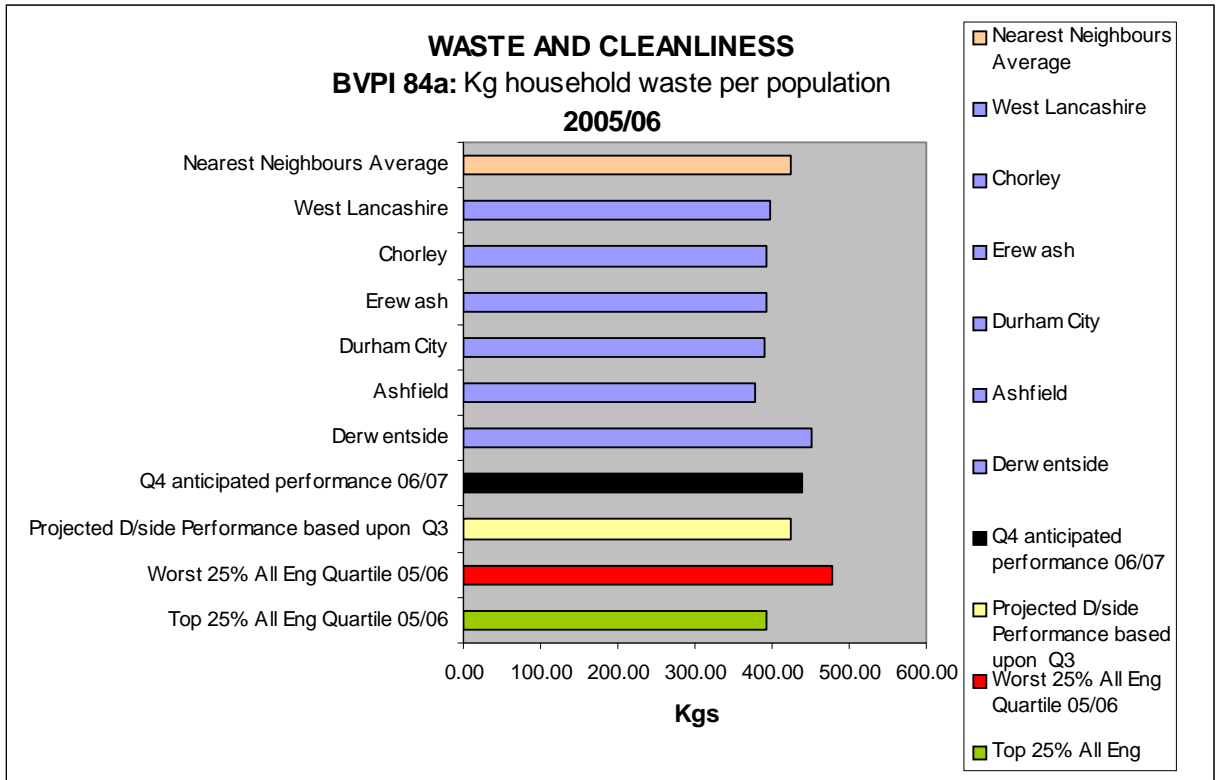


Fig.9

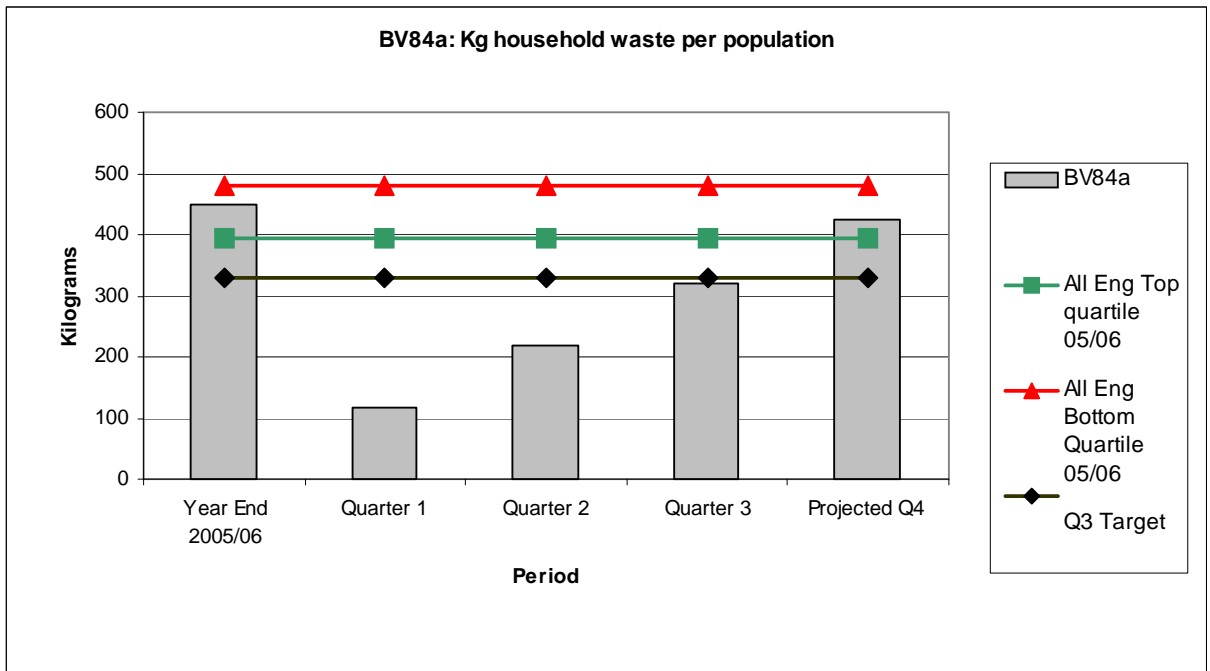


Fig. 10

N.B. Performance figure for Q2 above is based upon the Kgs of waste collected to date and then multiplied by 2 to give an estimate of the year end anticipated performance. This figure is also used in the graph below for the projected Quarter 4 figure.

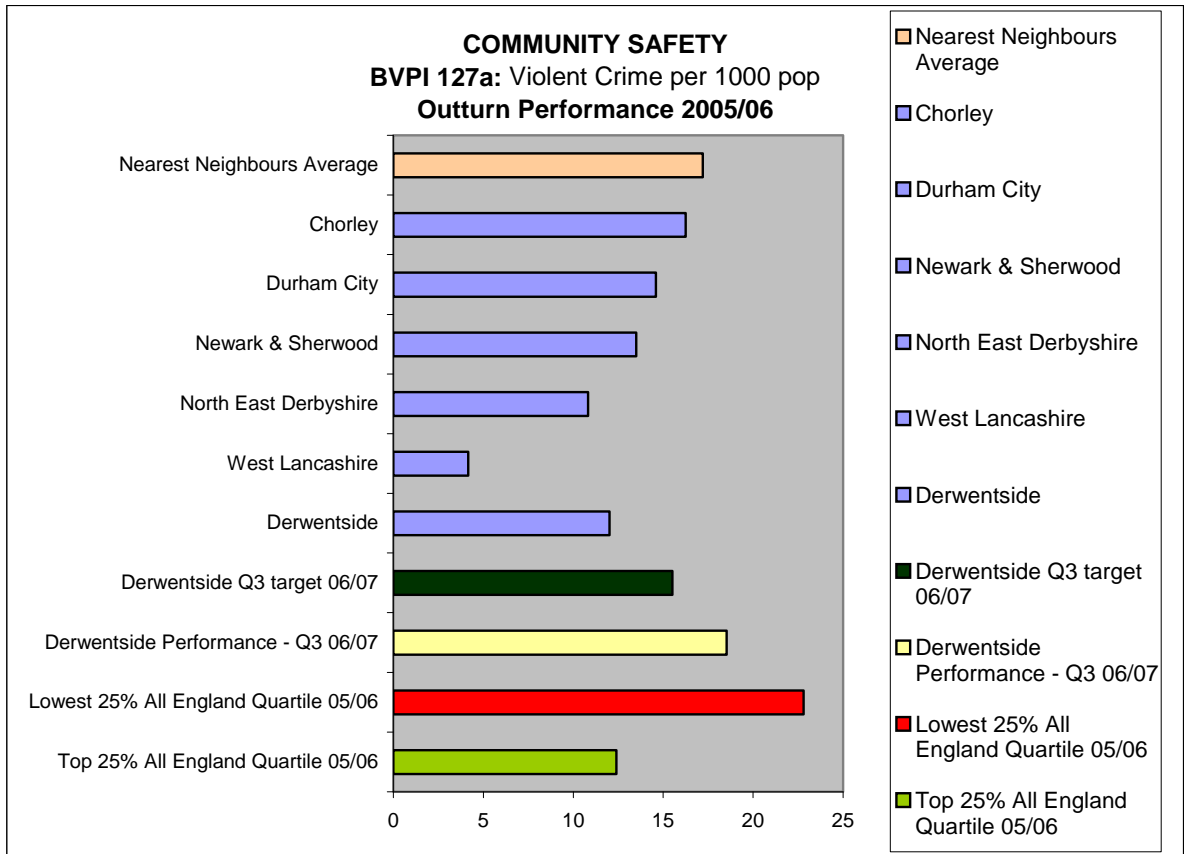


Fig. 11

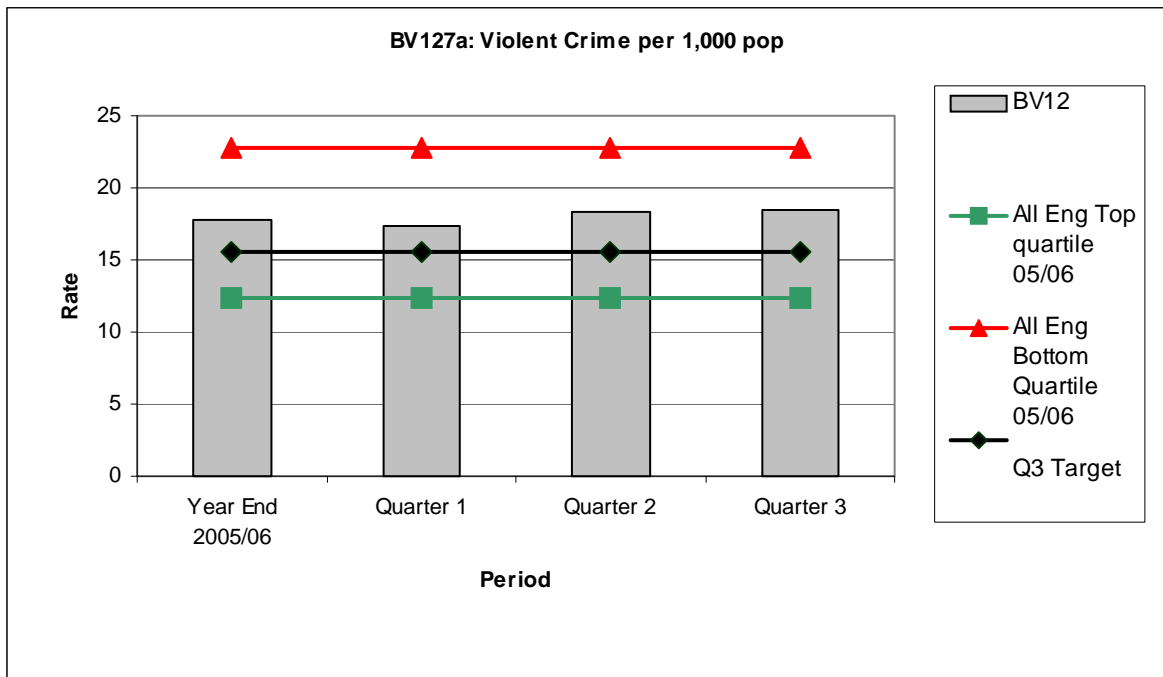


Fig. 12

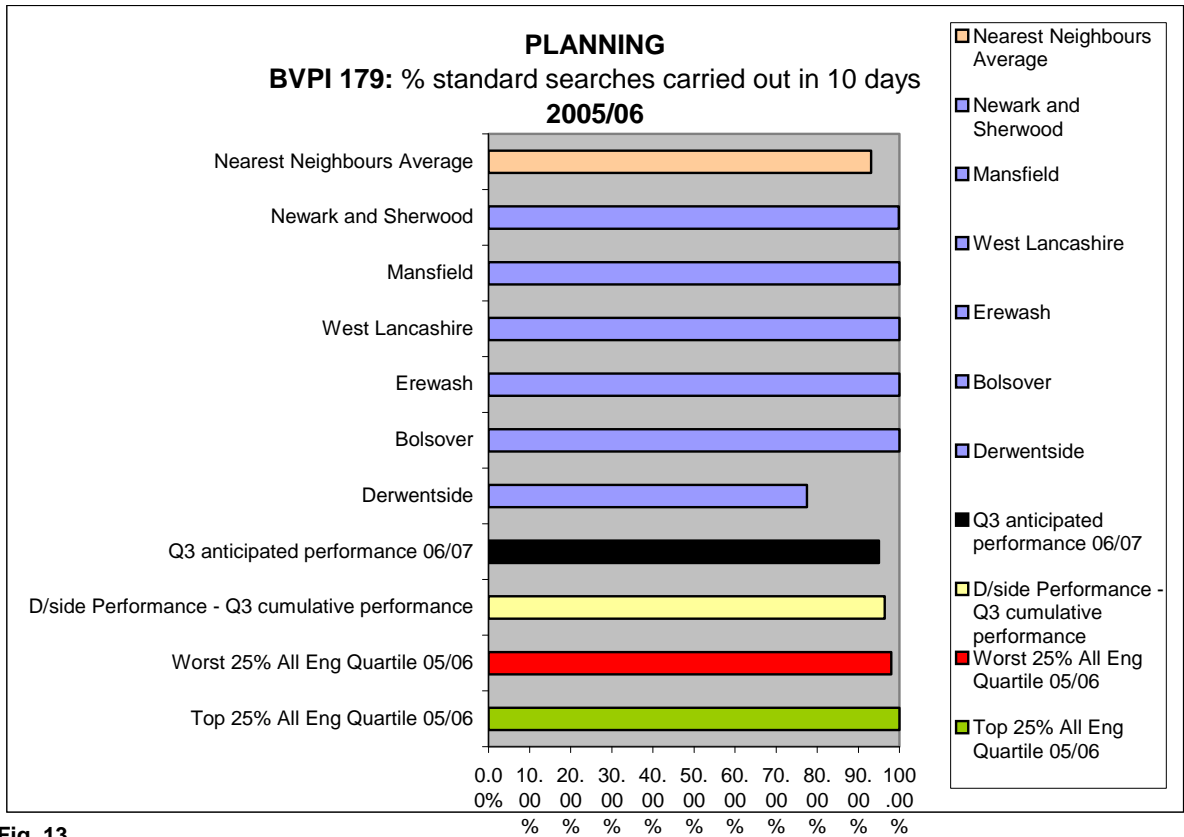


Fig. 13
The graph above shows the cumulative performance for BVPI 179 to date.

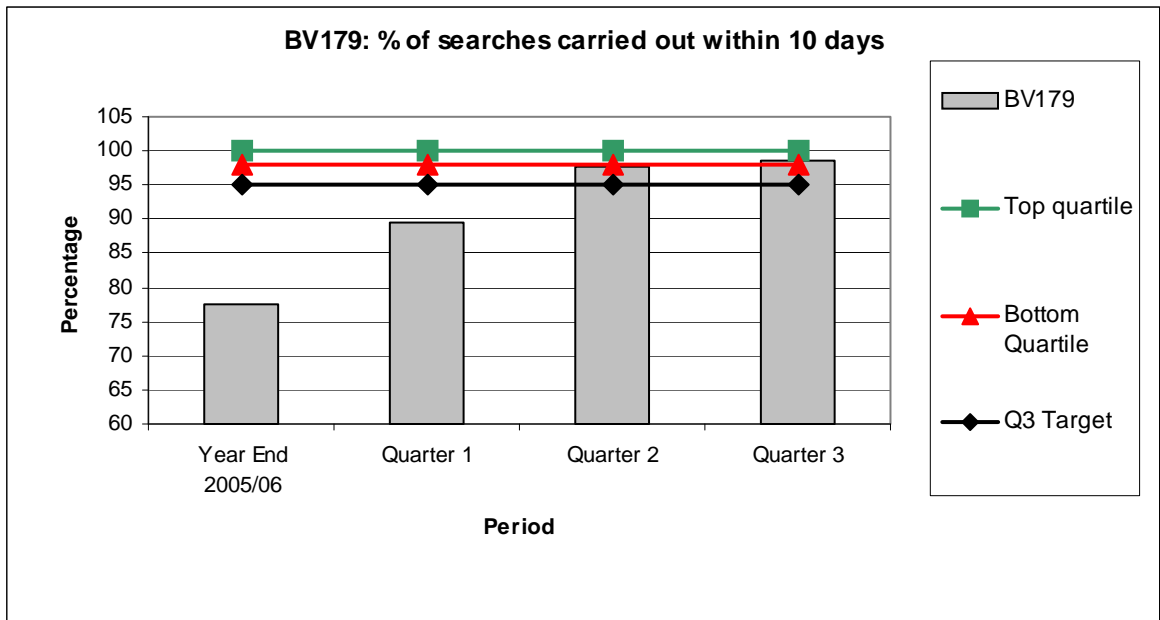


Fig. 14
The graph above breaks down the performance per quarter thorough out the year for BVPI 179 and gives a more accurate indication of the improved performance to date.

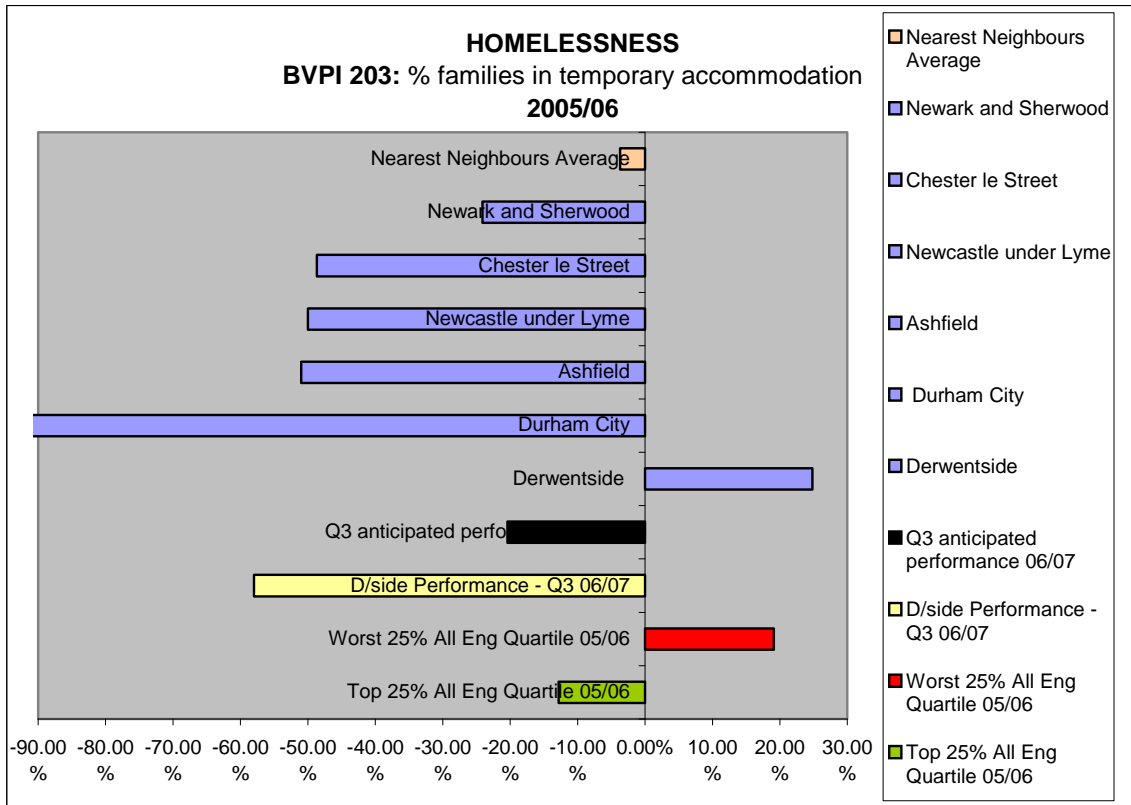


Fig. 15

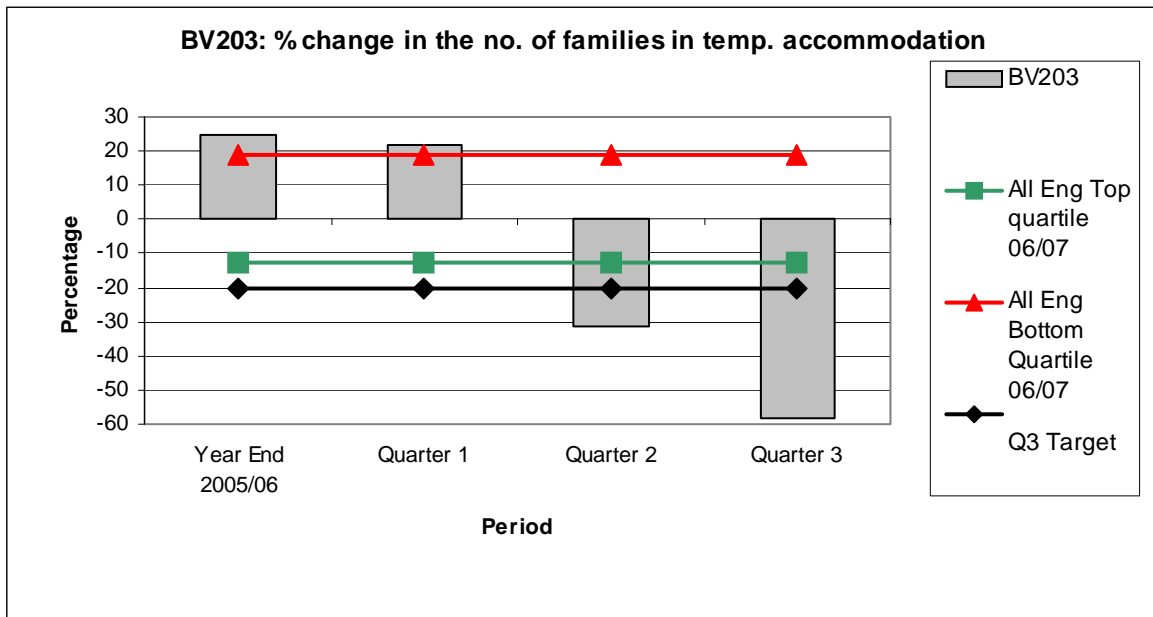


Fig. 16

N.B. Performance can be reported for BVPI 203 in the format of a negative value. The local authorities submitting a minus figure are in fact the higher performers as they have a lower number of families in temporary accommodation in comparison to other authorities.