































Best Value Performance Indicators - 1 April 2007 to 31 March 2008




BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	2	2	3		No	x	→	N/A	High	Although we meet the criteria at Level 3 of the ESG, we are unable to declare this as an external validation is required costing up to £8,000. Given the move to a new unitary authority by April 2009 which would negate all levels and validations of the constituent authorities, it is felt that this is unnecessary expenditure.
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	84%	95%	89%		Yes	✓	↗	✓	High	Further embedding of equality and diversity into service delivery has led to improved performance.
8 	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	90.27%	93.68%	95.00%		No	✓	↗	x ₃	High	Performance has improved since last year due principally to the undertaking of a CPI project to drive improvement.
9 	The percentage of council tax collected by the Authority in the year	97.24%	97.53%	98.80%		No	✓	↘	x ₃	High	Performance has improved since last year. More stringent and proactive recovery procedures are now in operation and direct debit uptake has increased.
10 	The percentage of national non-domestic rates collected in-year	96.69%	98.20%	97.90%		Yes	✓	↗	x _B	High	Performance has improved since last year. A new effective bailiff was appointed who has contributed significantly to the NNDR recovery rate. More stringent procedures and recovery methods are utilised to maximise NNDR collection.




PI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
11a 	Percentage of top-paid 5% of staff who are women	25.00%	30.00%	31.00%		No	✓	↗	x ₂	High	Performance has improved since last year principally due to the decrease in the number of staff as transfers to Cestria Community Housing Association took place in February 2008.
11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	3.57%	5.00%	2.50%		Yes	✓	↗	✓	High	Performance has improved since last year principally due to the decrease in the number of staff as transfers to Cestria Community Housing Association took place in February 2008.
11c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	3.57%	0.00%	3.00%		No	x	↘	x _B	High	Target has not been achieved due to the decrease in the number of staff as transfers to Cestria Community Housing Association took place in February 2008. There are now less staff in the top 5% earners who have a disability.
12 	The number of working days/shifts lost to the Authority due to sickness absence	11.09 days	11.01 days	10.65 days		No	✓	↗	x _B	Low	Performance has improved from last year. This can be attributed to the reduction of long term sickness cases.
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.23%	1.39%	0.50%		No	x	↗	x _B	Low	Target has not been achieved due to the decrease in the number of staff as transfer to Cestria Community Housing Association took place in February 2008.
15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.00%	1.05%	0.00%		No	x	↘	x _B	Low	Target has not been achieved due to the decrease in the number of staff as transfer to Cestria Community Housing Association took place in February 2008.
16a	The percentage of local authority employees with a disability	3.27%	1.81%	2.50%		No	x	↘	x _B	High	Target has not been achieved due to the decrease in the number of staff as transfer to Cestria Community Housing Association took place in





BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
16b	The percentage of the economically active population in the local authority area who have a disability	18.16%	18.16%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Housing Association took place in February 2008.
17a	The percentage of local authority employees from ethnic minority communities	0.9%	1.8%	1.5%		Yes	✓	↗	x ₂	High	Performance has improved since last year principally due to the decrease in the number of staff as transfers to Cestria Community Housing Association took place in February 2008 coupled with an increase in employees from an ethnic minority.
156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	23.53%	20.00%	40.00%		No	x	↘	N/A	High	The transfer of buildings to Cestria Community Housing in the last quarter of the year has resulted in a change in the calculation and the target becoming unachievable.
63	The average SAP rating of local authority-owned dwellings	66	To follow	67	N/A	N/A	N/A	N/A	N/A	High	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
64	 Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	0	0	2		No	x	↘	x _B	High	This area of work was a service priority in 2007/8, however, the action plan was significantly delayed as we did not have accurate baseline information.
66a	 Rent collected by the local authority as a proportion of rents owned on Housing Revenue Account (HRA) dwellings	97.52%	To follow	97.80%	N/A	N/A	N/A	N/A	N/A	High	Transfer to Cestria Housing - Data is currently unavailable to report these indicators. When available, these will be reported through the Best Value Performance Plan.
66b	Percentage of local authority tenants with more than seven weeks of (gross) rent arrears	4.93%	To follow	5.25%	N/A	N/A	N/A	N/A	N/A	Low	
66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	15.96%	To follow	18.00%	N/A	N/A	N/A	N/A	N/A	Low	







PI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
66d	Percentage of local authority tenants evicted as a result of rent arrears	0.49%	To follow	0.47%	N/A	N/A	N/A	N/A	N/A	Low	
184a	The percentage of local authority dwellings which were non-decent at the start of the financial year	46%	To follow	38%	N/A	N/A	N/A	N/A	N/A	Low	
184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	0%	To follow	17.0%	N/A	N/A	N/A	N/A	N/A	High	
212	Average time (days) taken to re-let local authority housing	38 days	To follow	32 days	N/A	N/A	N/A	N/A	N/A	Low	
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0.00	0.00	3 weeks		Yes	✓	↗	✓	Low	Performance remains constant and within top quartile. We have not temporarily accommodated anyone in refuges or hostels as this is rarely accepted by homeless families.
202	The number of people sleeping rough on a single night within the area of the authority	5	5	0-10		Yes	✗	→	✗ _B	Low	The figure is an estimate as we have to rely on local intelligence. We are currently within target.
213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	4	4	1.6		Yes	✗	↗	✓	High	We have met our target due to the increase in prevention methods available.
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.39	0.38	0.38		Yes	N/A	→	N/A	N/A	We have met our target. The number of fraud investigators employed has not changed since last year.








BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
76c 	The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload	48.80	56.55	48.00		Yes	✓	↗	N/A	High	Performance has exceeded last years outturn. Work is very closely monitored and managed to ensure that the team maintain the number of fraud investigations completed.
76d	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	5.98	10.89	7.00		Yes	✓	↗	N/A	High	Performance has exceeded last year's outturn. More emphasis has been placed on obtaining sanctions. Cases are risk assessed and only cases where investigators feel a sanction can be obtained are actually investigated.
78a 	The average processing time (days) taken for all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	25.6 days	23.4 days	24.0 days		Yes	✓	↗	✓	Low	Performance has exceeded last years out turn. Performance is very closely monitored to ensure that it remains in top quartile and work is prioritised accordingly.
78b	The average processing time (days) taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf of the Authority	6.9 days	8.1 days	7.0 days		No	✗	↘	✗ ₂	Low	Performance has dipped from last year. This is due to less experienced/trainees working on changes of circumstances as part of their individual training plans.
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%	99.60%	99.10%		Yes	✗	→	✓	High	Improved accuracy checking and audit controls have ensured that accuracy of processing has improved and is maintaining top quartile performance.









PI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
79b(i)	The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	112.48%	70.44%	95.00%		No	x	↘	x ₃	High	Due to operational staffing issues in the final quarter only minimum overpayment work was completed. It is fair to assume that outstanding debt is increasing due to the identification of more overpayments as a result of increased processing and identifying higher levels of fraud and error. The team is more proactive in finding errors, which cause overpayments.
79b(ii)	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year	70.99%	45.63%	65.00%		No	x	↘	✓	High	Due to operational staffing issues in the final quarter only minimum overpayment work was completed. Processing work is the main priority of the service and due to current staffing difficulties only the minimum amount of overpayment recovery work is being completed. Assistance is being provided by other members of the service team to ensure that the slippage is controlled.
79b(iii)	Housing Benefit overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year	1.94%	1.78%	1.00%		No	✓	↗	N/A	Low	The amount of debt written off has reduced compared with 2006/2007 performance. However, we believe this shows an improved performance. Debt is managed and progressed much more effectively, with a dedicated overpayment resource for three quarters of the year, which has reduced the requirement to write off. Old debt is managed much more effectively however, and is written off where appropriate.

BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	17.08%	To follow	16.00%	N/A	N/A	N/A	N/A	N/A	High	Due to issues surrounding the treatment of waste sent for recycling by Premier Waste, performance figures for these indicators will be delayed pending discussions with Durham County Council.
82a(ii)	Total tonnage of household waste arisings sent by the Authority for recycling	3683.57	To follow	3425	N/A	N/A	N/A	N/A	N/A	High	
82b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	7.58%	To follow	8.00%	N/A	N/A	N/A	N/A	N/A	High	
82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	1634.03	To follow	1712.00	N/A	N/A	N/A	N/A	N/A	High	
84a	Number of kilograms of household waste collected per head of the population	405.45	To follow	422.8	N/A	N/A	N/A	N/A	N/A	Low	
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	0.76%	To follow	-4.01%	N/A	N/A	N/A	N/A	N/A	Low	
86	Cost of household waste collection per household	£37.36	£39.84	£41.40		Yes	x	↘	✓	Low	Costs have increased by just over 6% since last year but still remain under the target amount.
91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables (one recyclable)	100.0%	100.0%	100.0%		Yes	✓	↗	✓	High	Performance is consistent with last year and remains within top quartile. All residents are served by kerbside collections of recyclables.
91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100.0%	100.0%	100.0%		Yes	✓	↗	✓	High	Performance is consistent with last year and remains within top quartile. All residents are served by kerbside collections of recyclables.

PI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
199a	The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	7.0%	11.0%	7.0%		No	x	↘	x ₃	Low	Performance has deteriorated since last year. This may partly be attributable to the transects which were selected to be surveyed this time around which are different to those selected last year. The number of complaints we have received about litter during this year has actually fallen compared to last year.
199b	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	5%	6.0%	4.50%		No	x	↘	x _B	Low	The level of graffiti seen throughout the district has increased slightly since last year. This may be partly be attributable to the transects which were selected to be surveyed this time around which are different to those selected last year.
199c	The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	0%	0.0%	0%		Yes	✓	↗	✓	Low	No incidents of fly-posting were detected in selected transects.
199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	Good	To follow	Good	N/A	N/A	N/A	N/A	N/A	Low	DEFRA will produce the performance figure based on information inputted onto the Flycapture database. Data will not be available until July/August 2008
166a	Score against a checklist of best practice for: (a) Environmental Health	100.0%	100.0%	100.0%		Yes	✓	↗	✓	High	Performance remains constant and within top quartile.

BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
216a	Number of 'sites of potential concern' in the local authority area with respect to land contamination	11	134	8	N/A	N/A	N/A	N/A	N/A	N/A	The authority reported 11 sites last year. Further investigation with the contractor responsibly revealed this was largely a notional figure representing the top "batch" of a list of over 700 sites of potential concern. During 2007/8 the data set has been rationalised via the removal of historic duplications and amalgamations of relevant adjacent sites.
216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	9%	0%	9%	N/A	N/A	N/A	N/A	N/A	High	The service is not yet at a stage where we can actively address this issue and the main thrust of activities to date has been concentrated on the production of a meaningful data set and the prioritisation of the sites.
217	Percentage of pollution control improvements to existing installations completed on time	100%	100%	100%		Yes	✓	↗	✓	High	Performance remains constant and within top quartile.
218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	99.47%	100.00%	99.00%		Yes	✓	↗	✓	High	Performance has improved since last year and remains within top quartile.
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	100.00%	100.00%	100.00%		Yes	✓	↗	✓	High	Performance remains constant and within top quartile.
106	Percentage of new homes built on previously developed land	90.11%	100.00%	65.00%		Yes	✓	↗	✓	High	Performance has improved and is within top quartile.
109a	Percentage of major applications determined within 13 weeks	87.50%	66.67%	88.00%		No	✗	↘	✗ _B	High	Performance is well below locally set targets. This has occurred due to unforeseen resource issues across most of the financial year. It is of some comfort to note that although the performance is below local targets it nevertheless meets CLG minimum targets as defined in Audit
109b	Percentage of minor applications determined within 8 weeks	92.41%	75.00%	92.00%		No	✗	↘	✗ ₃	High	

KPI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
109c	Percentage of 'other' applications determined within 8 weeks	95.40%	85.67%	96.00%		No	x	↘	x ₃	High	Commission advice (of 60%, 65% and 80% respectively).
200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes		Yes	✓	↗	N/A	N/A	Performance has remained constant.
200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	No	No	Yes		No	x	↘	N/A	N/A	The target has not been achieved due principally to a 2 month delay in publishing the issues and options consultation programmed for September but not achieved until November.
204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	12.5%	50.0%	25.0%		No	x	↘	x _B	Low	Target has not been achieved. Only 6 decisions reported for 07/08, compared to 8 in 2006/07 therefore date taken from smaller field and hence more subject to sharp fluctuations.
205	The local authority's score against a 'quality of planning services' checklist	100.0%	100.0%	100.0%		Yes	✓	↗	✓	High	Performance remains constant and within top quartile.
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	100%	100%	100.00%		Yes	✓	↗	✓	High	Performance remains constant and within top quartile.
126a	Domestic burglaries per 1,000 households in the Local Authority area	7.06	10.21	6.91		No	x	↘	x _B	Low	The target has not been achieved. We continue to work with the Police on a crime initiative targeting burglary. We also continue to work with Neighbourhood Watch to implement crime prevention initiatives.

BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
127a 	Violent crime per 1,000 population in the Local Authority area	17.86	15.02	17.68		Yes	✓	↗	x ₃	Low	Performance has improved since last year as we continue to work with the Police on a multi crime initiative as well as work in conjunction with the CCTV operators. A further Police operation which targeted drug supply has had a positive effect on violent crime.
127b	Robberies per 1,000 population in the Local Authority area	0.47	0.30	0.46		Yes	✓	↗	x ₂	Low	Performance has improved since last year. Police operations targeted shoplifting, purse theft and robbery as a priority with higher Police presence on the street. We also run a shopwatch scheme in conjunction with CCTV operators.
128	The number of vehicle crimes per 1,000 population in the Local Authority area	6.35	5.64	6.17		Yes	✓	↗	✓	Low	Performance has improved since last year principally due to targeting known hotspots with crime prevention initiatives.
174 	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	5.64	3.76	9.40		Yes	✓	↗	N/A	Low	Performance has improved since last year. We have engaged with minority groups in an effort to encourage the reporting of racial incidents. Leaflets and literature have been distributed at various events regarding racial hate crime.
175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100.00%	100.00%	100.00%		Yes	✓	↗	✓	High	Performance has remained on target with all cases resulting in further action.
225	Actions against domestic violence. The percentage of questions from a checklist to which a local authority can answer 'yes'.	45.5%	54.5%	60.0%		No	✓	↗	N/A	High	We have been unable to meet the target due to time constraints over prior months. We continuously strive to increase our methods of homeless prevention and ensure that customers are provided with timely support and advice to prevent domestic violence.

KPI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£75,384.99	£75,384.99	£75,384.99		Yes	N/A	N/A	N/A	N/A	Spend has remained constant as there has been no growth in budgets for funding of external agencies.
226b	Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above	50.27%	50.27%	50.27%		Yes	x	➔	N/A	High	Spend has remained constant as there has been no growth in budgets for funding of external agencies.
226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	£530,471.19	£542,918.58	£542,918.58		Yes	N/A	N/A	N/A	N/A	This is the same amount of time as last year however amount differs to reflect increase in salaries. No change in services provided therefore no change in amount spent

YES						32	30	31	20	BEST Q	47%
NO						24	23	18	4	2ND Q	9%
NO									7	3RD Q	16%
WORST QUARTILE									12	WORS	28%
CONSTANT TREND								5			
TOTAL						56	53	54	43		
TOTAL N/A						18	21	20	31		
TOTAL OVERALL						74	74	74	74		

Required to produce a total of 44 indicators	
Equates to 74 separate indicators	
We:	
Achieved our targets	57%
Improved on previous year	57%
Secured best quartile performance	47%
Direction of Travel shows improvement over 3 years	57%
Unfortunately we:	
Failed to meet our targets	43%
Failed to improve from previous year	43%










Estimated

ACTUALS FOR YTD 2006/07	ACTUALS FOR YTD 2005/06	ACTUALS FOR YTD 2004/05
75%	66%	47%
67%	79%	53%
40%	33%	32%
65%	68%	44%
25%	34%	53%
33%	21%	47%

Actuals

BVPI No.	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
	Show worst quartile performance		28%	Estimated		22%	30%	36%	Actuals		
	Direction of Travel shows a decline over 3 years		33%			27%	17%	40%			

Summary of Performance by Category	Achieved Target	Not Achieved Target	Improved from Previous Year	Not Improved from Previous Year	Secured Best Quartile	Show Worst Quartile
Corporate Health	27%	67%	53%	40%	13%	40%
Housing	25%	8%	8%	25%	17%	17%
Benefits & Council Tax	56%	44%	44%	44%	33%	0%
Waste & Cleanliness	33%	17%	25%	25%	33%	8%
Environmental Health	67%	0%	67%	0%	67%	0%
Planning	38%	63%	38%	63%	25%	0%
Culture & Related Services	100%	0%	100%	0%	100%	0%
Community Safety & Wellbeing	80%	0%	60%	20%	20%	10%

KEY:	
	CPA performance indicators
	LAA performance indicators
	Better than Target Performance
	On Target Performance
	Worse than Target Performance
Best Quartile	Quartile comparisons are based on National District Council's 2006/07 audited data
	Key 19 indicators identified from 2006/2007 outturns where improvement is required. (Those highlighted in bold were also included in the key 20 indicators monitored last year.)
	Yes
	No
	No - 2nd quartile performance

PI	Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Trend over 3 years	Secured Best Quartile	Good Perf	Comments, Remedial Measures and Action
		x₃	No - 3rd quartile performance								
		x_B	No - worst/bottom quartile performance								
		→	Remaining constant								
		↘	Deteriorating performance								
		↗	Improving performance								