

**Uttlesford  
District  
Council**

**Yearly Performance  
Report**

**Final Figures  
2000/01**

**Appendix One**

<b>Performance getting better</b>					
<b>Performance getting worse</b>					
<b>Performance Indicator</b>	<b>Description</b>	<b>Actual Result 99/00</b>	<b>Target 00/01</b>	<b>Actual Result 00/01</b>	<b>Comment</b>
<b>Scrutiny Committee 1</b>					
<b>Corporate Health</b>					
BVPI 1	a. Did the Authority adopt a Local Agenda 21 Plan by 31 December 2000?	-	Yes	Yes	
BVPI 1	b. Has the authority established a timetable for preparing a community strategy that works towards a long term sustainable vision for the area?	-	Yes	Yes	
BVPI 2	The level of the Commission for Racial Equality's 'Standard for Local Government' to which the authority conforms	0		Two	
BVPI 3	The percentage of citizens satisfied with the overall service provided by their authority	-		70%	
BVPI 4	The percentage of those making complaints satisfied with the handling of those complaints	-		42%	
BVPI 5a	The number of complaints to an Ombudsman classified as Maladministration	0	0	0	
BVPI 5b	The number of complaints to an Ombudsman classified as Local Settlement	1	0	0	
BVPI 6	The percentage turnout for local elections	40%		N/A	
BVPI 7	The percentage of electoral registration form "A"s returned	98.77%		98.51%	
BVPI 8	The percentage of undisputed invoices which were paid in 30 days	66%	95%	67%	Performance has improved this year 95% of invoices paid on time
BVPI 9	Proportion of Council Tax collected	98%	99%	98.20%	

BVPI 10	The percentage of business rates which should have been received during the year that were received	99.52%	99.40%	99.80%	
BVPI 11	The percentage of senior management posts filled by women	17.60%		27%	
BVPI 12	The proportion of working days/shifts lost to sickness absence	5.8	Achieve top quartile	6.97	Record keeping and the calculation has improved to give a more accurate figure
BVPI 13	Voluntary leavers as a percentage of staff in post	12.66%		8.96%	
BVPI 14	Early retirements (excluding ill health retirements) as a percentage of the total workforce	0.60%	Achieve top quartile	0.59%	
BVPI 15	Ill health retirements as a percentage of the total workforce	0.62%	Achieve top quartile	0	
BVPI 16	The number of staff declaring that they meet the Disability Discrimination Act disability definition as a percentage of the total workforce	1.20%		1.20%	
BVPI 17	Minority ethnic community staff as a percentage of the total workforce	0.30%	Insufficient data to set a target	0.30%	
A1a	The number of the authority's buildings open to the public	13	13	14	
A1b	The number of such buildings in which all public areas are suitable for and accessible to disabled people	1	1	2	
A2a	The number of racial incidents recorded by the authority per 100,000 population	0		0	
A2b	The percentage of racial incidents that results in further action	0		0	
A3	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority				
A4	Total net spending per head of population	£85.42	Stay close to top quartile	£86.59	
<b>Housing</b>					
BVPI 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1%		0.40%	

BVPI 63	Energy Efficiency – the average SAP rating of local authority owned dwellings	67.3		68	
BVPI 64	The proportion of private sector dwellings that have been vacant for more than 6 months at 1 April 2000 that are returned into occupation during 2000/01 as a direct result of action by the local authority	0%		0%	
BVPI 65a	The average weekly costs per local authority dwelling of management	£11.20	Subject to BV review	£11.80	
BVPI 65b	The average weekly costs per local authority dwelling of repairs	£11.43	Subject to DETR determinations on Major Repairs Allowance	£11.28	
BVPI 66a	Local authority rent collection and arrears: proportion of rent collected	99.70%	99.40%	97.26%	
BVPI 66b	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll	2.91%	2.70%	2.50%	
BVPI 66c	Local authority rent collection and arrears: rent written off as not collectable as a proportion of the authority's rent roll	0.23%		0.23%	
BVPI 67	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	Not Available		98.20%	
BVPI 68	Average relet times for local authority dwellings let in the financial year	4.8 Weeks	2.7 weeks	3 Weeks	Improvement has occurred following a review of policy & procedures
BVPI 69	Percentage of rent lost through local authority dwellings becoming vacant	1.30%	1.20%	1.21%	
BVPI 70	Energy Efficiency – the average annual change in the average SAP rating of local authority owned dwellings	0.68		0.45	
BVPI 71	The number of local authority dwellings receiving renovation work during 2000/01 as a proportion of the number needing renovation work at 1 April 2000	19%		a) 159% b)51%	A survey revealed more properties requiring renovation. A larger number of central heating boilers needed to be replaced than had been expected.
BVPI 72	The percentage of urgent repairs completed within Government time limits	98%	100%	98.15%	

BVPI 73	The average time taken to complete non-urgent responsive repairs	28 days		25 days	
BVPI 74	Satisfaction of tenants of council housing with the overall service provided by their landlord	-		87.40%	
BVPI 75	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	-		68.40%	
D1	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?	No	No	No	
D2	The percentage of repair jobs for which an appointment was both made and kept by the authority	0%	65%	85%	This is a new service and introduced as a result of the best value review
D3	The percentage of all current tenants owing over 13 weeks' rent (net of housing benefit) at 31 March 2001, excluding those owing less than £250	2.96%	Subject to BV review	2.32%	
D4	New tenancies given to vulnerable people excluding elderly people, as a percentage of all new tenancies except those given to the elderly	38.90%		35.50%	
D5	The average number of homeless households in temporary accommodation during the year in bed and breakfast accommodation	2.25		1.9	
D6	The average length of stay in bed and breakfast accommodation	2 weeks	Stay within top quartile	3.7 weeks	Increase due to a downturn in suitable council vacancies becoming available for homeless people

**Housing Benefit and Council Tax Benefit**

BVPI 76	Security: whether the LA has a written and pro-active strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department of Social Security, which is communicated regularly to all staff – yes/no	Yes	Yes	Yes	.
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BVPI 77	The average cost of handling an HB or CTB claim, taking into account differences in the types of claim received	£122.59 (relative comparison £75.40)	£87.63	
BVPI 78a	Speed of processing: a) Average time for processing new claims	53.75 days	50.91 days	
BVPI 78b	Speed of processing: b) Average time for processing notifications of changes of circumstances	-	20.88	
BVPI 78c	Speed of processing: c) Percentage of renewal claims processed on time	66.67%	71.86%	
BVPI 79a	Accuracy of processing: a) Percentage of cases which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post determination	-	96.40%	
BVPI 79b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	40.37%	Unable to supply this figure.	First Software programme unable to supply this figure
BVPI 80 1	Satisfaction with facilities to get in touch with the benefits office	-	84.60%	
BVPI 80 2	Satisfaction with the services in the benefit office		84.70%	
BVPI 80 3	Satisfaction with the benefits telephone service		76.50%	
BVPI 80 4	Satisfaction with benefits staff		81.70%	
BVPI 80 5	Satisfaction with forms, leaflets and letters		63.70%	
BVPI 80 6	Satisfaction with time taken for a decision		70.70%	
<b>The Environment</b>				
BVPI 81	Has the local authority completed a full review and assessment of air quality in its area, including consultation with statutory consultees, in order to determine whether or not an air quality management area has to be designated?	In Progress	To complete	Yes

BVPI 82a	Total tonnage of household waste arisings – percentage recycled	13.80%	20.00%	13.60%	The calculation has changed in 00/01. Using the new calculation gives a figure of 12.69% for 99/00
BVPI 82b	Total tonnage of waste arisings – percentage composted	1.50%	2.00%	1%	The calculation has changed in 00/01. Using the new calculation gives a figure of 1.5% for 99/00
BVPI 84	Kg of household waste collected per head	3.94		4.82	
BVPI 85	The cost per square kilometre of keeping relevant land and relevant highways, for which the local authority is responsible, clear of litter and refuse-	£54,063		£48,824	
BVPI 86	Cost of waste collection per household	£32.05 (Relative comparison on £32.95)		£37.48	
BVPI 88	Number of collections missed per 100,000 collections of household waste	14.9		13.5	
BVPI 89	Percentage of people satisfied with cleanliness standards	-		75%	
BVPI 90	Percentage of people expressing satisfaction with a) Recycling Facilities, b) Household Waste Collection	-		a)78% b)91%	
BVPI 91	Percentage of population served by a kerbside collection of recyclables or within 1 kilometre of a recycling center	-		80%	
E2	The average time taken to remove fly tips	2 days		Unable to supply this figure.	
E3	The number of public conveniences sites provided by the authority normally through the year	9		9	
<b>Planning</b>					
BVPI 106	Percentage of new homes built on previously developed land	62%		67.50%	
BVPI 107	Planning cost per head of population	£14.60 (Relative comparison on £16.52)	Aim to achieve top quartile	£17.22	
BVPI 108	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted	2		2%	

BVPI 109	Percentage of applications determined within 8 weeks	60.60%	70.00%	61.20%
BVPI 110	Average time taken to determine all applications	93 days		80 days
BVPI 111	Percentage of applicants and those commenting on planning applications satisfied with the service received	-		74.80%
BVPI 112	Score against a checklist of planning best practice	61.50%		60%
G1	The percentage of standard searches carried out in 10 working days	100%	100%	100%
H1	The percentage of food premises inspections that should have been carried out that were carried out for a) high risk premises, b) other premises	a) 96.30% b)92.10%	a)98% b)97%	a) 94.15% b)93.44%
<b>Cultural and Related Services</b>				
BVPI 113	Number of pupils visiting museums and galleries in organised school groups	-		
BVPI 114	Does the local authority have a local cultural strategy? Yes/No	-	Will be reviewed and updated	Yes
BVPI 116	Spend per head of population on cultural and recreational facilities and activities	£14.98		£15.45
BVPI 119 1	Satisfaction with sports and leisure facilities	-		45%
BVPI 119 2	Satisfaction with museums			51%
BVPI 119 3	Satisfaction with parks and open spaces			62%
BVPI 119 4	Satisfaction with environmental services			68%
I1a	The number of swims and other visits per 1,000 population	6622		6125
I1b	The net cost per swim/visit	£0.65 (relative comparison £1.06)		0.78p
I2a	The number of playgrounds and play areas provided by the council per 1000 children under 12	1		1

I2b	The number of these which conform to national standards: i) for local unequipped play areas, ii) for local equipped play areas iii) for larger, neighbourhood equipped play areas	0	0	
I3a	The number of museums operated or supported by the authority	1	1	
I3b	The number of those museums that are registered under the Museums & Galleries Commission registration scheme	1	1	
I4a	The number of visits to museums per 1000 population	295.98	360.53	Activity promoted by the museum have proved extremely popular
I4b	The number of those visits that were in person per 1000 population	293.09	342.64	As above
I5	The net cost per visit/usage	£11.27 (Relative comparison £11.40)	£9.94	
BVPI 126	Domestic burglaries per 1,000 households	7.46	6.06	
BVPI 127	Violent crimes per 1,000 population and percentage detected: of those robberies per 1000 population and percentage detected	3.03	5.14	Violent crimes are increasing as are detection and reporting rates
BVPI 128	Vehicle crimes per 1,000 population and percentage detected	7.53		