

PERFORMANCE INFORMATION MANAGEMENT REPORT – 1st QUARTER 2006/07 (APRIL 2006 – JUNE 2006)

Performance Select Committee, 9 August 2006, Item 8, Appendix A

BVPI Number	Performance Indicator	Actual 2003/04	Actual 2004/05	Actual 2005/06	Target Q1 Apr06-Jun06 Cumulative <i>Annual 2006/07</i>	Actual Q1 Apr06-Jun06 Cumulative	30 June 2006	Comments
BV8	Percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority	91.29%	93.78%	95.43%	100% <i>100%</i>	95.55%	☹	
BV9	Percentage of council tax collected by the Authority in the year.	98.97%	98.8%	93.03%	30.71% or greater <i>98.99% or greater</i>	30.76%	☺	
BV10	Percentage of non-domestic rates due for the financial year which were received by the authority	99.49%	99.9%	99.63%	29.0% or greater <i>99.70% or greater</i>	27.8%	☹	
BV12	Number of working days/shifts lost due to sickness absence	8.49 days	9.40 days	10.69 days	2.00 or less <i>8.00 days or less</i>	2.04 days	☹	

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BV66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	93.17%	97.45%	97.41%	90% or greater <i>98.25% or greater</i>	90.54%	☺	
BV66b	Number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of total number of council tenants	New for 2004/05	5.31%	5.29%	5.00% or less <i>5.00% or less</i>	5.15%	☺	
BV66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	New for 2004/05	10.35%	8.85%	2.8% or less <i>10.00% or less</i>	3.39%	☹	Although the Q1 percentage return is higher than target the actual number of tenants in arrears is less than at this juncture last year, namely 44 notices for 1297 tenants (3.39%), as opposed to 43 notices for 1459 tenants (2.9%)
BV66d	Percentage of local authority tenants evicted as a result of arrears	New for 2004/05	0.16%	0.39%	0.07% or less <i>0.15% or less</i>	0.07%	☺	

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BV78a	Average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	26.48 days	23.78 days	23.70 days	21.5 days or less <i>21.5 days or less</i>	19.8 days	☺	
BV78b	Average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority	6.98 days	4.4 days	8.36 days	8.4 days or less <i>8.4 days or less</i>	4.05 days	☺	
BV79a	Percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HT/CTB) is found to be correct	96.20%	97.40%	97.80%	 <i>99.00% or greater</i>		✘	Awaiting data
BV79bi	Amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	New for 05/06	New for 05/06	52.67%	33% or greater <i>33.00% or greater</i>	92.9%	☺	Quarterly targets to be reviewed.

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					Q1 Apr06-Jun06 Cumulative <i>Annual 2006/07</i>	Q1 Apr06-Jun06 Cumulative		
BV79bii	Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	New for 05/06	New for 05/06	21.50%	6.25% <i>or greater</i> 25.00% <i>or greater</i>	6.3%	☺	
BV79biii	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	New for 05/06	New for 05/06	2.91%	1.00% <i>or less</i> 4.00% <i>or less</i>	0.3%	☺	
BV109a	Percentage of planning applications determined in line with development control targets to determine 60% of major applications in 13 weeks	29%	78.85%	85.23%	60.00% <i>or greater</i> 60.00% <i>or greater</i>	94.12%	☺	
BV109b	Percentage of planning applications determined in line with development control targets to determine 65% of minor applications in 8 weeks	54%	55.35%	74.87%	65.00% <i>or greater</i> 65.00% <i>or greater</i>	74.12%	☺	

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BV109c	Percentage of planning applications determined in line with development control targets to determine 80% of other applications in 8 weeks	76%	76.24%	87.09%	80.00% or greater <i>80.00% or greater</i>	88.27%	☺	
BV126	Domestic Burglaries per 1000 households	6.91	3.89	6.83	1.61 or less <i>6.43 or less</i>	0.63	☺	
BV127a	Violent crime per year, per 1000 population in the area	N/A	N/A	6.30	1.55 or less <i>6.20 or less</i>	1.19	☺	
BV127b	Robberies per year, per 1000 population in the area	N/A	N/A	0.11	0.02 or less <i>0.07 or less</i>	0.01	☺	
BV128	Vehicle crimes per 1000 population	6.38	4.70	4.55	0.91 or less <i>3.63 or less</i>	1.31	☹	Although the Q1 return is higher than target the trend in vehicle crime is downwards. The difference is well within the natural variation of the data about the trend.

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BV156	Percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	49.18%	59.00%	88.24%	82.00% or greater <i>82.00% or greater</i>	88.24%	☺	
BV157	Number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	61.80%	77.3%	100%	N/A 100% completed 2005/06	100%	☺	Time scale and target met in line with ODPM requirement during 2005/06.
BV166a	Score against a checklist of enforcement best practice for environmental health	100%	95.8%	96.7%	<i>96.0% or greater</i>	96.0%	☺	
BV170a	Number of visits to/usages of local authority funded or part-funded museums per 1000 population	311	318	382	96 or greater <i>384 or greater</i>	122	☺	
BV170b	Number of those visits to local authority funded of part-funded museums that were in person per 1000 population	298	303	267	75 or greater <i>300 or greater</i>	86	☺	
BV170c	Number of pupils visiting museums and galleries in organised school groups	6523	6463	3847	1625 or greater <i>6500 or greater</i>	1483	☹	

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					Q1 Apr06-Jun06 Cumulative	Q1 Apr06-Jun06 Cumulative		
BV179	Percentage of standard searches carried out in 10 days	100%	100%	100%	100%	100%	☺	
BV183a	Average length of stay in bed & Breakfast accommodation of households that are unintentionally homeless and in priority need	6 weeks	5.6 weeks	3.9 weeks	4.7 weeks or less	6.79 weeks	☹	
BV203	Percentage change in the average number of families placed in temporary accommodation	New for 2004/05	-6.32%	-14.44%	-9.40%	5.26	☹	There are less cases overall in temporary accommodation, but the number of these which are families has increased by one from the same quarter 2005/06.
BV213	Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	New for 2005/06	New for 2005/06	2%	2% or greater	0.44%	☹	
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	New for 2005/06	New for 2005/06	35.15%	60.00% or greater	44.44%	☹	

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BV218b	Percentage of abandoned vehicles removed within 24hrs from the point at which the Authority is legally entitled to remove the vehicle	New for 2005/06	New for 2005/06	36.36%	50.00% or greater <i>50.00% or greater</i>	18.18%	☹	

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Corporate PI Number	Uttlesford Excellence Model Theme	Priority/ Area of Corporate Focus	Performance Standard	2005/06 Outturn	Target	Actual	Expected Outcome by 2008 or as specified	30 June 2006	Comments
					Q1 Apr06-Jun06 Cumulative <i>Annual 2006/07</i>	Q1 Apr06-Jun06 Cumulative			
15	Customers	Integrated Customer Management	Number of complaints received	N/A	Establish corporate system and establish baseline		Seek initial increase to capture all complaints. In time to achieve overall reduction	x	System in process of being set up.
18	Customers	Integrated Customer Management	Percentage of complainants satisfied with the handling of their complaint (reference BVPI BV4)	N/A	62%		Increased satisfaction through easy to use and understand systems for dealing with complaints	x	Previously surveyed in 2003/04. The outcome was 55%. BVPI survey being undertaken in Q3. System for quarterly internal survey being set up.
22	Community	User Focus/ Community Engagement	Percentage land and highways assessed as having unacceptable levels of litter (reference BVPI BV199a)	5%	7%		Increased customer satisfaction with cleaner environment	x	Indicator introduced 2005/06. No quarterly measurement – only annual.
23	Community	User Focus/ Community Engagement	Percentage land highways assessed as having unacceptable levels of visible graffiti (reference BVPI BV199b)	0%	0%		Increased customer satisfaction with cleaner environment	x	Indicator introduced 2005/06. No quarterly measurement – only annual.

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					Q1 Apr06-Jun06 Cumulative	Q1 Apr06-Jun06 Cumulative			
27	Community	Recycling strategy	Percentage people satisfied with household waste collection (reference BVPI BV90a)	N/A	92%		Increased customer satisfaction	x	Previously surveyed in 2003/04. The outcome was 91%. BVPI survey being undertaken in Q3. System for quarterly internal survey being set up.
28	Community	Recycling strategy	Percentage people satisfied with waste recycling (reference BVPI BV90b)	N/A	82%		Increased customer satisfaction	x	Previously surveyed in 2003/04. The outcome was 78%. BVPI survey being undertaken in Q3. System for quarterly internal survey being set up.
33a	Communication	User Focus/ Community Engagement	Positive news stories in specialist and trade press	N/A	At least 2 per quarter At least 8 per year		Increased reputation of UDC and Uttlesford District	x	Data being assembled.
33b	Communication	User Focus/ Community Engagement	Monitoring of local press coverage	N/A			Index of local press coverage (volume and quality) to be developed and monitored	x	Data and metrics being assembled.

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					Q1 Apr06-Jun06 Cumulative	Q1 Apr06-Jun06 Cumulative			
36	Communication	Integrated Customer Management	Percentage phone calls answered within 6 rings	N/A	95%		Prompt response to phone calls	✘	Data not available due to unreliable telephone call recording system. Robust information will be available during 2006/07 following the implementation of the new telephone system. CPI 36 previously Local PI CS2.
					95%				
38	Communication	Integrated Customer Management	Percentage of letters answered within 10 working days	N/A	95%	91.28%	Prompt substantive response to letters	☺	CPI 38 previously Local PI CS1.
					95%				