

Best Value Performance Plan 2007/08

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Leader's Introduction

Welcome to Uttlesford District Council's Best Value Performance Plan for 2007/08.

This plan reports on how we performed in the last year and should be read alongside the Corporate Plan for 2007/10 which sets out our major focus for the forthcoming year.

The Uttlesford in 2011 programme, which sets out a new management structure and a transformational change programme was endorsed by Members in December 2006.

As part of the programme the Council is focused on opportunities for new innovative ways of working i.e. shared services and partnerships, and looking to further develop relationships with the voluntary and community sector.

Over the coming period the Council will be focused on addressing value for money, ensuring that our services not only represent the best in class, but are also the most cost effective.

Cllr Jim Ketteridge
Leader of the Council

Profile of Uttlesford District

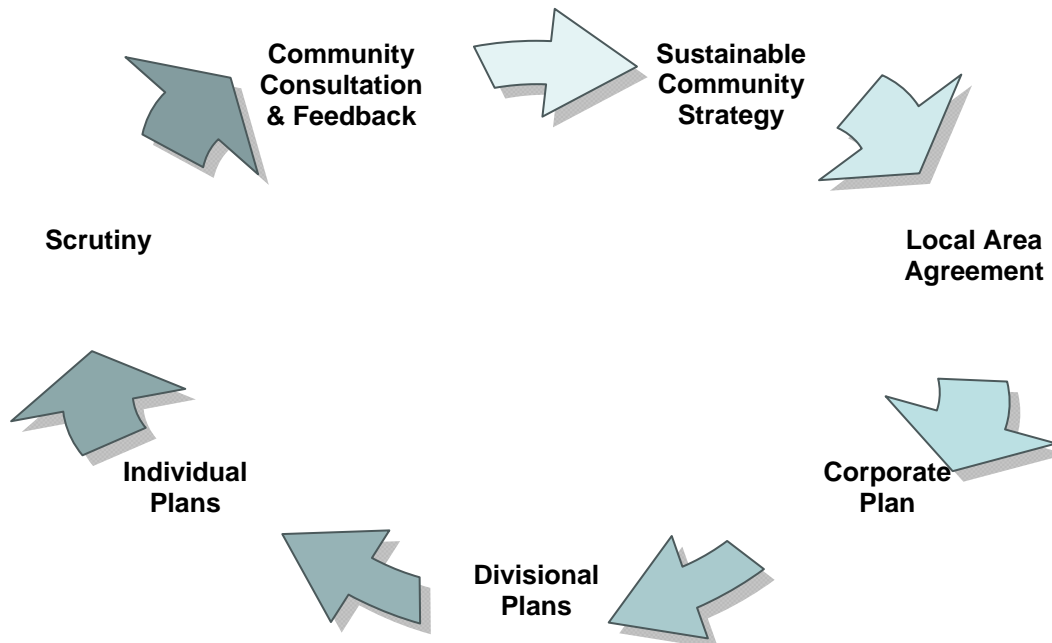
Uttlesford is a predominantly rural district in North-West Essex comprising the main towns and villages of Saffron Walden, Great Dunmow, Stansted Mountfitchet and Thaxted, and 56 parishes. It borders Hertfordshire and Cambridgeshire and is the largest district in Essex covering 63,572 hectares. It has a low population density with a sparse population of only 71,100, and the Council is a member of the SPARSE special interest group.

The district has a predominance of residents aged 30-59 (45% compared with 42% for Essex), with relatively few residents aged 20-29 (9% compared with 12% for Essex). Its younger (0-19) and older (60 plus) residents are on par with the county as a whole. There is a very small representation of black and minority ethnic groups at 2%. However, there are growing migrant worker communities living or working in the district. Unemployment is low at 1% and educational attainment is high, with almost a quarter of residents achieving NVQ level 4/5 qualifications.

The district is close to both London and Cambridge and is well served by major road, rail and air links. The M11 runs through the district and Stansted Airport is located within our boundaries. The area is relatively affluent and comments arising from community consultation generally relate to retaining the quality of life in the district.

The district has highly developed community networks which the Council is part of through Members' involvement in the voluntary and community sector, and actively supports Members in their community leadership role. In January 2006, the Council set up three Area Panels covering the North, East and South-West of the district. The Area Panels offer an opportunity for the public and parish councillors to influence the work of the Council and take decisions locally.

The Community and the Council's Priorities



The **Sustainable Community Strategy** is the overarching plan for Uttlesford District. Produced by Uttlesford Futures, the local strategic partnership, the plan outlines the ambitions of the community and how these will be achieved by the partners in the short and long-term.

Uttlesford Futures vision is:

Uttlesford will enjoy a sustainably high quality of life in which the benefits of the unique character of the district are equally available to all residents, workers or visitors

The Strategy is focused on delivering improvements around five key themes:

- Children and Young People
- Community Safety
- Economic Development
- Environment
- Healthier Communities and Older People

The Strategy and individual action plans are reviewed on an annual basis.

Author: **Alaine Clarke & Paula Evans**

Version date: **12th June 2007**

During 2005/06 Uttlesford Futures and the Council were involved in the negotiation of a **Local Area Agreement** (LAA) for Essex. The Essex LAA is expected to lead to greater priority and focus on the needs of identified groups of service users and residents. It aims to lead to a step-change in the collective effectiveness of the whole public sector in Essex, particularly through more joint working between agencies at the front line.

The aim of the Essex LAA is to bring additionality and better value-for-money from the £6.5 billion of public funding that Essex receives, making a start with the £1.6 billion of funding pooled or aligned with the Agreement. The overall vision which has emerged for Essex's LAA is a wish to promote:

Health and opportunity for the people of Essex (HOPE)

In March 2007 the Essex LAA was refreshed and two new mandatory outcomes were added to the original 14 priorities listed below. These were priorities 2a and 7a:

1. Reduce obesity
2. Reduce the number of people who smoke in Essex
- 2a. Reduce gap in life expectancy between the most deprived and the least deprived fifth of middle layer super output areas
3. Ensure development is designed to promote healthier living in the built environment
4. Reduce the need for older people to go into hospital or residential care
5. Generate inward investment and stimulate business development and innovation
6. Increase the number of young people who take a job or stay on in education or in training
7. Keep vulnerable children and young people safe
- 7a. Safe and sustainable journeys from home to school
8. Raise educational attainment
9. Save lives at risk from accidents
10. Reduce crime, the harm caused by illegal drugs and to reassure the public, reducing the fear of crime
11. Build respect in communities and reduce anti-social behaviour
12. Actively manage our environment
13. Empower local people to have a greater voice and influence over local decision making and the delivery of services
14. Improve the quality of life for people in the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve their delivery

Further detail on the Essex LAA can be found at www.essexcc.gov.uk/localareaagreement

Uttlesford Futures and the Council will be working to deliver local projects to meet these priorities over a three year period.

Author: Alaine Clarke & Paula Evans

Version date: 12th June 2007

The **Corporate Plan** looks to deliver the aims of the Sustainable Community Strategy and outlines the vision, goals and priorities of the Council.

The Council's vision is to:

Improve the quality of life of the people who live, work or visit Uttlesford

The Council has identified five ways in which quality of life can be improved. These are the Council's goals:

- Provide strong community leadership and openness
- Protecting and enhancing the environment and character of the district
- Improving access to value for money services
- Improving community safety and the health of the population
- Supporting lifelong learning and developing better opportunities for young people.

In 2006/07 the Council focused on delivering four key priorities:

- Implementing the Council's recycling strategy
- Dealing with the proposals for the expansion of Stansted Airport and other development
- Progressing the Council's integrated customer management (ICM) process
- User focus and community engagement

These priorities were based on **community consultation** and are reviewed annually with Members.

In addition to the four key priorities there were a number of cross-cutting issues identified:

- Sustainable council/climate change/Nottingham Declaration
- Equalities and diversity
- People, performance and accountability
- Preparing for 2007
- Strategic partnership working
- Procurement
- Affordable housing

Divisional Plans were produced for each division and set out the key projects and actions to deliver the Council's priorities. National **Best Value and Local Performance Indicators** measured the achievement of key actions. Individual targets and objectives for achieving the actions in the Divisional Plans were agreed and set out in **Individual Plans** through performance appraisals.

Author: Alaine Clarke & Paula Evans

Version date: 12th June 2007

2006/07 Priorities: What We Achieved

Implementing the Council's recycling strategy

- ✓ We introduced a three bin recycling scheme– dry recycling (paper, plastic, cardboard, cans), wet recycling (kitchen waste), and non-recyclables.
- ✓ We established a dedicated hotline to deal with customer enquiries.
- ✓ We held recycling roadshows across the district providing information to customers on reducing, reusing and recycling rubbish.
- ✓ We established additional textile recycling banks.

Did you know?

- ↶ We increased the level of recycling from 26% to 43%¹.
- ↶ 75% of residents recently surveyed are satisfied with household waste collection, and 71% are satisfied with recycling facilities

Dealing with the proposals for the expansion of Stansted Airport and other development

- ✓ We launched www.stanstedexplained.info to keep the community informed of Stansted Airport expansion plans by providing live and archived webcasts of debate, online discussions, blogs and RSS feeds and alerts.
- ✓ We held a Public Engagement Week in July to hear representations on the airport planning application.
- ✓ We refused planning permission for expanding use of the runway at Stansted Airport.
- ✓ We were shortlisted for the Community Involvement Award in the 2007 LGC Awards for StanstedExplained.

Did you know?

- ↶ We determined 76% of major applications in 13 weeks, 76% of minor applications in 8 weeks and 89% of other applications in 8 weeks¹.
- ↶ We determined 99% of building control applications in 5 weeks.
- ↶ 62% of residents and agents recently surveyed are satisfied with the planning service.

Progressing the Council's integrated customer management (ICM) process

- ✓ We introduced uconnect, which is bringing new standards of customer service and care to the council.
- ✓ We refurbished the reception centres in Saffron Walden and Dunmow.
- ✓ We introduced a new telephony system providing a faster and more efficient service.
- ✓ We introduced an automated telephone payment facility enabling customers to pay council tax, business rates, car parking, housing rent and sundry debts at any time of the day or week 365 days a year.
- ✓ We introduced new payment cards for use at Post Offices.

User focus and community engagement

- ✓ We introduced area champions to complement the work of the three established area panels.
- ✓ We improved performance management by rolling out new software.
- ✓ We developed a consultation strategy and are working in partnership with Essex County Council to develop an online toolkit and database which will support consultation on key strategic matters.
- ✓ We purchased software to improve and align our survey design and analysis.
- ✓ We reskinned the website to make it more informative and easier to navigate.

And on other issues . . .

Sustainable council/climate change/Nottingham Declaration

- ✓ We launched the Sustainable Homes Network, a community initiative for greener homes which has close to 300 members.
- ✓ We distributed over 3,000 free energy saving light bulbs to homes in return for completing a home energy questionnaire.
- ✓ We pioneered a new planning condition for improving energy efficiency in existing homes, which was highly commended the National Energy Efficiency Awards.
- ✓ We held the Sustainable Homes Show in Saffron Walden to advise residents about living a sustainable lifestyle.
- ✓ We offered residents money off their council tax if they insulated their homes.
- ✓ We completed a thorough review of the sustainability of Council operations, paving the way for a climate change strategy.

Equalities and diversity

- ✓ We made a corporate commitment to achieve the Equalities Standard Level 2 by the end of 2008.
- ✓ We produced a draft Equalities and Inclusion Policy.
- ✓ We developed a Corporate Impact Assessment Checklist and Procedure.
- ✓ We produced draft Disability Equality and Race Equality Schemes.
- ✓ We recognised the need to engage with the community in this work, and consulted with hard-to-reach groups to take forward the Equalities Strategy
- ✓ We launched the North West Essex and East Herts Diversity Network as an online communities of practice

People, performance and accountability

- ✓ We reviewed the structure of the Council and implemented changes at senior management level.
- ✓ We introduced a competency based appraisal scheme for all employees which identifies and measures the skills and abilities needed to deliver our services.
- ✓ We achieved Top Quartile performance on 46% of our Best Value Performance Indicators in 2005/06 and X% in 2006/07.

Did you know?



We reduced the number of working days lost to sickness absence from 10.69 days to 8.93 days.

Preparing for 2007

- ✓ We appointed a Director to work with each political group to discuss development of their policy programmes.
- ✓ We completed a review of polling districts and places.
- ✓ We met with political agents to discuss arrangements for the election and the count.
- ✓ We produced an information pack for prospective councillors.

Strategic partnership working

- ✓ We agreed the Local Area Agreement.
- ✓ We held a successful Local Strategic Partnership (Uttlesford Futures) Assembly meeting in December 2006.
- ✓ We adopted a new Constitution.
- ✓ We established five sub groups to work on the detail of the LAA priorities.
- ✓ Go-East agreed an amber assessment for overall progress and a green assessment for direction of travel in relation to the LAA.

Did you know?

In partnership with the Police we helped to reduce crime...

- ↩ Burglary is down from 6.2 to 5.5 per 1,000 households.
- ↩ Violent crime is down from 6.3 to 5.9 per 1,000 population.
- ↩ Robbery remains low at 0.1 per 1,000 population.

Procurement

- ✓ We worked with the Procurement Agency for Essex to develop the e-procurement tool Marketplace.
- ✓ We set up a shared procurement service, the Essex Procurement Hub, with Braintree, Colchester, Castle Point and Epping Forest councils.

Affordable housing

- ✓ We completed approximately 70 units in Ashdon, Clavering, Takeley and Great Dunmow with more to follow in Saffron Walden, Newport and Thaxted.
- ✓ We were successful in bidding for funding under the Rural Excellence programme, which provides us with mentoring to develop our affordable rural housing initiatives.

Did you know?

- ↩ We reduced length of stay in temporary accommodation from 3.9 weeks to 2.26 weeks¹.
- ↩ 87% of Council tenants were satisfied with the housing service.

¹ Unaudited data for 2006/07.

Performance Select Committee, item

The Year Ahead

The 2007 District Council elections have seen a change of administration from Liberal Democrat to Conservative leadership and the Council is looking to focus on new priorities for 2007/08. These will be consulted on and published in the Corporate Plan for 2007/10.

The role of the Corporate Plan is to bring together the policy framework with service and financial planning, providing direction, focus and priority to the Council's duties within the local community. The role of the Corporate Plan as an internal driver is balanced with the external impact of the Sustainable Community Strategy and the Local Area Agreement. Further work is underway to more closely align these key strategies.

Audit and Inspection

The Comprehensive Performance Assessment (CPA) carried out in 2004 awarded the Council a 'fair' rating. Since the assessment the Council has continued in its drive for continuous improvement in areas of weakness, and developed robust plans for improvement. We closed out our CPA improvement plan in 2006, and now have plans for transforming the Council through the Uttlesford in 2011 programme.

Since the CPA the Council has undergone further audit and inspection of its Planning Services in 2005 and Waste Management and Street Scene in 2006. The Council received an assessment of a 'fair service' with 'promising prospects for improvement' in both. The Council also had a User Focus assessment in 2006 and is due an Access to Services inspection in 2007.

In 2006 the Audit Commission consulted on the CPA framework for district councils up to 2009. The Commission confirmed that district councils would continue to receive an annual use of resources assessment and a direction of travel statement.

- The Use of Resources Assessment provides a judgement on how well the Council manages and uses its financial resources. The Council was scored two out of four. This means that the Council is performing 'adequately' in its use of resources
- The Direction of Travel statement is designed to recognise progress achieved since the last CPA categorisation, and provides public assurance of whether the Council is complying with its duty of making arrangements to secure continuous improvement. In summary the Audit Commission found that the "Council continues to put in place the building blocks to drive improvement. The Council's priorities are clearer and progress has been made in all priority areas". The unscored statement is included in the Annual Audit and Inspection Letter, which was scrutinised by the Performance Select Committee in April 2007.

Author: Alaine Clarke & Paula Evans

Version date: 12th June 2007

All reports are published on the Audit Commission website at www.audit-commission.gov.uk

Performance Management

An integral part of performance management is the need to **monitor** and **scrutinise** performance.



Progress on delivering the Council's priorities is monitored through the **Performance Monitoring System (PMS)**, made up of **performance indicators, actions** (from plans, projects and complaints) and **risks** (from strategic and operational risk registers). Performance is reviewed and challenged by Performance Select Committee and specific policy and action scrutinised by Scrutiny Committee.

Covalent is the Council's performance management system. It has a vital role in ensuring that the PMS works effectively. The software tracks the progress and status of performance indicators, actions and risks and allows groups of these to be looked at from multiple perspectives, for example by priorities, departments or divisions.

Performance Indicators




All local authorities must measure the effectiveness of their services against a set of national performance indicators and to set themselves local indicators to measure corporate priorities where appropriate.

The following pages show the performance that Uttlesford achieved against all national Best Value Performance Indicators (BVPs) and Local Performance

Performance Select Committee, item

Indicators (LPis) in 2006/07. It also shows the targets for the forthcoming year and the following two years. In summary, performance for 2006/07 was:

Status




		BVPIs	LPis
	On or above target	53% (58)	51% (19)
	Up to 5% off target	10% (11)	14% (5)
	5% or more off target	29% (32)	35% (13)
		110	37

* Based on the number of indicators for which there was a target for 2006/07.

Note:

- 5% (5) of BVPI indicators still need to have outturn data confirmed
- 4% (4) of BVPI indicators do not have a status applied

Direction of Travel

		BVPIs	LPis
	Improved	48% (38)	30% (13)
	Not Changed	18% (14)	24% (8)
	Worsened	28% (23)	36% (12)
		80	33

* Based on the number of indicators for which there was an outturn for 2005/06.




Note:

- 6% (5) of BVPI indicators still need to have direction of travel data confirmed

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Quartile Position

		BVPIs
	Top Quartile	43% (30)
	Neither	37% (26)
	Bottom Quartile	13% (9)
		70

* Based on the number of indicators for which there was quartile data for 2005/06. Quartile data for 2006/07 is unlikely to be available before December 2007.

Note:

- 7% (5) of BVPI indicators still need to have quartile position confirmed

The direction of travel of our Best Value Performance Indicators has been positive over the past three years. Our performance remains steady, with top quartile performance at 48% in 2004/05, 46% in 2005/06, and xx% in 2006/07.

Statement on Contracts

We certify that all individual contracts awarded by the Council in 2006/07 which involved the transfer of staff complied with Best Value requirements, including Workforce requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts. Contracts awarded in 2006/07 including the transfer of staff were:

- Waste Services from Verdant into the Council

Feedback

We are always grateful for feedback on our plans and strategies. If you have any comments to make on the Best Value Performance Plan, please contact:

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This plan is also available on our website at www.uttlesford.gov.uk

If you wish to obtain a copy of this form in Braille, larger print or would like it translated, please contact the Communications Team on 01799 510500.

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
IMPROVING ACCESS TO VALUE FOR MONEY SERVICES												
BV3 The percentage of citizens satisfied with the overall service provided by their local authority	n/a	80%	55%		n/a	-	-	n/a	n/a	60%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Partnerships & Performance
BV4 The percentage of complainants satisfied with the handling of their complaint	n/a	6.2%	3.7%		n/a	-	-	n/a	n/a	42%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Partnerships & Performance
BV8 Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	95.43%	100.00%	92.98%			97.30%		98.00%	98.25%	98.50%	The average performance was affected by a poor performance in the third quarter, which was recovered in the fourth. Improved reporting procedures for 2006/07 have resulted in a more accurate and realistic measurement than previously.	Finance
BV9 Percentage of Council Tax collected by the Authority in the year	99.03%	98.99%	99.40%			98.53%		99.03%	99.06%	99.10%	This is the highest collection rate ever achieved. The team have added extra recovery notices towards the end of the year and customers who are already subject to recovery proceedings received extra notice with any demand notices.	Corporate Support & Revenue Services
BV10 The percentage of non-domestic rates due for the financial year which were received by the authority	99.63%	99.70%	99.60%			99.30%		99.71%	99.72%	99.73%	Figure calculated using new report however, there is still some discussion amongst authorities about the exact figures that have been included and excluded in the report.	Corporate Support & Revenue Services
BV6.6a Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	97.41%	98.25%	97.33%			98.84%		97.75%	97.85%	98.00%	Performance off target due to the 2 months when Housing Officers were involved with the Lebanese evacuee crisis and were not involved with rent arrears chasing.	Housing Management
BV6.6b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	5.29%	5.00% or less	6.23%			3.39%		5.40%	5.30%	5.20%	The PI is calculated using an average over the period where previously a cumulative figure was used (including setting 2006/07 target figures). The figure is also affected by the Lebanese evacuee crisis and Housing Officers not chasing lower level rent arrears which resulted in an increase in the number of tenants with 7 weeks plus arrears.	Housing Management
BV6.6c Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	8.85%	10.00% or less	13.07%			13.55%		12.00%	11.50%	11.00%	Lower level rent arrears were not pursued last 2 months of quarter 2 due to Housing Officers being involved with Lebanese evacuee crisis which resulted in more tenants accruing rent arrears of a level that required a Notice Seeking Possession (6 weeks plus arrears).	Housing Management
BV6.6d Percentage of local authority tenants evicted as a result of rent arrears	0.39%	0.15% or less	0.14%			0.15%		0.15%	0.15%	0.15%	Average number of evictions (4) carried out this year.	Housing Management
BV7.6a The number of housing benefit claimants in the local authority area visited, per 1,000 caseload	285.10	203.00 or greater	241.00			-	-	n/a	n/a	n/a	Indicator withdrawn for 2007/08.	Assistant Chief Executive
BV7.6b Housing Benefit Security: Number of fraud investigators employed per 1,000 caseload	0.61	0.61	0.61			-	-	0.61	0.61	0.61	Performance targets have been met in accordance with Government requirements. All data has been verified by the Assistant Chief Executive.	Assistant Chief Executive
BV7.6c The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the local authority per year, per 1,000 caseload	97.49	60.00 or greater	60.00			-	-	62.00	64.00	66.00	Performance targets have been met in accordance with Government requirements. All data has been verified by the Assistant Chief Executive.	Assistant Chief Executive

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV76d The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the local authority area	18.39	6.00	6.66			-	-	6.66	6.66	6.66	Performance targets have been met in accordance with Government requirements. All data has been verified by the Assistant Chief Executive.	Assistant Chief Executive
BV78a The 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	23.7 days	21.5 days or less	18.95 days			25.5 days		20.0 days	19.5 days	19.0 days	The team is performing well as the Workflow system helps to speed up the assessment of new claims.	Corporate Support & Revenue Services
BV78b The 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	8.4 days	8.4 days or less	6.36 days			8.5 days		8.0 days	7.5 days	7.0 days	The team is performing within published targets.	Corporate Support & Revenue Services
BV79a The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	97.80%	99.00% or greater	98.60%			99.00%		99.10%	99.20%	99.30%	The outturn figure is an improvement on last year and the target for this year was just missed.	Corporate Support & Revenue Services
BV79bi The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period	52.67%	33.00% or greater	80.38%			79.46%		65.00%	75.00%	80.00%	Improved collection rate.	Corporate Support & Revenue Services
BV79bii 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	21.51%	25.00% or greater	22.84%			41.22%		60.00%	65.00%	67.50%	Target not achieved but an improvement on 2005/06.	Corporate Support & Revenue Services
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	2.91%	4.00% or less	2.27%			-	-	2.50%	2.00%	1.75%	Write off within target.	Corporate Support & Revenue Services
BV80a Satisfaction with contact/access facilities at benefit office	n/a	81.6%	81%		n/a	-	-	n/a	n/a	86%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services
BV80b Satisfaction with service in benefit office	n/a	86.7%	86%		n/a	-	-	n/a	n/a	91%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services
BV80c Satisfaction with telephone service at benefit office	n/a	71.4%	83%		n/a	-	-	n/a	n/a	88%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services
BV80d Satisfaction with Staff in benefit office	n/a	81.6%	86%		n/a	-	-	n/a	n/a	91%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV80e Clarity etc. of forms & leaflets	n/a	66.3%	67%		n/a	-	-	n/a	n/a	72%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services
BV80f Time taken for a decision	n/a	71.4%	78%		n/a	-	-	n/a	n/a	83%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services
BV80g Overall satisfaction with the benefits service	n/a	76.5%	83%		n/a	-	-	n/a	n/a	88%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Corporate Support & Revenue Services

IMPROVING COMMUNITY SAFETY AND THE HEALTH OF THE POPULATION

BV7 4a The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed	n/a	90% or greater	87%		n/a	85%		n/a	n/a	90%	Survey results highlighted that younger residents appear less satisfied but specific reasons cannot be identified. Target reflects an aim to improve these satisfaction levels when survey next completed.	Housing Management
BV7 4b Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	n/a	100%	100%		n/a	85.75%		n/a	n/a	95%	Target realistic in terms of unknown impact that Organisational Re-engineering may have on the area.	Housing Management
BV7 4c Satisfaction of non-black and minority ethnic tenants of council housing with the overall service provided by their landlord	n/a	90% or greater	87%		n/a	85.00%		n/a	n/a	90%	Survey results highlighted that younger residents appear less satisfied but specific reasons cannot be identified. Target reflects an aim to improve these satisfaction levels when survey next completed.	Housing Management
BV7 5a Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord	n/a	75% or greater	70%		n/a	70%		n/a	n/a	75%	Tenants newsletter promotes participation in the management and decision making processes throughout the district. Next survey to include questions that can identify specific areas of dissatisfaction.	Housing Management
BV7 5b Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord	n/a	79% or greater	67%		n/a	75%		n/a	n/a	75%	Tenants newsletter promotes participation in the management and decision making processes throughout the district. Next survey to include questions that can identify specific areas of dissatisfaction.	Housing Management
BV7 5c Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	n/a	75% or greater	70%		n/a	70%		n/a	n/a	75%	Tenants newsletter promotes participation in the management and decision making processes throughout the district. Next survey to include questions that can identify specific areas of dissatisfaction.	Housing Management
BV1 19a The percentage of residents satisfied with the sports & leisure facilities	n/a	75%	63%		n/a	-	-	n/a	n/a	68%	Future targets aiming for 5% increase and achievement of top quartile positioning	Partnerships & Performance
BV1 19d Percentage of residents satisfied with the authorities theatres and concert halls	n/a	n/a	28%	n/a	n/a	-	-	n/a	n/a	33%	Future targets aiming for 5% increase and achievement of top quartile positioning	Partnerships & Performance

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV119e The percentage of residents satisfied with parks and open spaces (all)	n/a	75%	75%		n/a	-	-	n/a	n/a	80%	Future targets aiming for 5% increase and achievement of top quartile positioning	Partnerships & Performance
BV126 Domestic burglaries per year, per 1,000 households in the Local Authority area	6.2	6.4	5.5			5.7		5.4	4.4	4.2	Target has been achieved despite the transient nature of criminality that affects Uttlesford due to the road networks and proximity to 3 other counties. Please note: Statistics submitted to the Home Office may vary slightly.	Partnerships & Performance
BV127a Violent crime per year, 1,000 population in the local authority area	6.3	6.2	5.9			11.1		8.1	7.6	7.1	Target achieved despite a high number of the violent crimes (over 40) falling out of 1 specific incident. Please note: Statistics submitted to the Home Office may vary slightly.	Partnerships & Performance
BV127b Robberies per year, per 1,000 population in the local authority area	0.1	0.1	0.1			0.2		0.1	0.1	0.1	Target achieved despite the District being hit by 2 'Cash in Transit' robberies just prior to Christmas. These were 2 of a series of robberies that occurred across Essex, Herts and Metrol areas. The investigation into these is still ongoing. Taking these out of the equation, 6 out of the remaining 7 were detected. Please note: Statistics submitted to the Home Office may vary slightly.	Partnerships & Performance
BV128 The number of vehicle crimes per year, per 1,000 population in the local authority area	4.6	3.6 or less	5.0			6.4		5.6	5.5	5.4	Vehicle crime continues to be a problem for the District due to its sporadic occurrence and the generally transient nature of the offenders. Despite this, there have been a number of successful crime reduction operations (e.g. Hatfield Forest, Birchanger Services) and the repair of the static ANPR site at Birchanger. Please note: Statistics submitted to the Home Office may vary slightly.	Partnerships & Performance
BV164 Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords'?	Yes	Yes	Yes			-	-	Yes	Yes	Yes	All standards met.	Housing Management
BV174 The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	11.36	0	0.2			-	-	0	0	0	Although the target was not met the data relates to very small percentages. There has been much more proactive work in this area, which in turn tends to increase reporting, as a result of the introduction of Neighbourhood Policing. This is particularly relevant in Stansted and Safron Walden Town. Further, as a District, it must be accepted that this is likely to continue to increase due to the large numbers of migrant workers living and working in Uttlesford. Ways to engage positively with these communities will be looked at and this is likely to encourage the further reporting of crimes, some of which may be racially motivated. Please note: Statistics submitted to the Home Office may vary slightly.	Partnerships & Performance
BV175 The percentage of racial incidents reported to the local authority that resulted in further action	100%	100%	100%			100%		100%	100%	100%		Partnerships & Performance
BV183a The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	3.9 weeks	4.7 weeks or less	2.26 weeks			1.12 weeks		3 weeks	2.5 weeks	1.5 weeks	There has been a concerted effort to reduce the usage of bed and breakfast accommodation over the last 2 years which is reflected in performance levels this year.	Housing Management
BV184a The proportion of LA homes which were non-decent at start of financial year	5.3%	2.6%	TBC	TBC	TBC	12%		0%	0%	0%	Housing system cannot report final outturn figures until accounts have closed	Housing Management

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV184b The percentage change in proportion of non-decent dwellings between the start and end of the financial year	54%	100%	TBC	TBC	TBC	28.9%		100%	100%	100%	Housing system cannot report final outturn figures until accounts have closed	Housing Management
BV202 The number of people sleeping rough on a single night within the area of the authority	n/a	5 or less	1		n/a	0		5 or less	5 or less	5 or less	Count carried out 20/09/06	Housing Management
BV203 The percentage change in the average number of families placed in temporary accommodation	-14.61%	-9.40%	1.32%			-17.87%		-5.00%	-5.50%	-6.00%	Performance target has not been met this year as it is difficult to predict the number of families needing to be placed in temporary accommodation. If the number of temporary accommodation placements is greater than the permanent vacancies available then the target will not be achieved.	Housing Management
BV212 Average time taken to re-let local authority housing	27 days	27 days	6.22 days			27 days		27 days	26 days	25 days	Final quarter figure partly achieved by a number of temporary to permanent tenancies being created	Housing Management
BV213 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	2	2	2			5		2	2.5	3.0	2006/07 performance target met.	Housing Management
BV214 Proportion of households accepted as statutorily homeless who were reaccepted as statutorily homeless by the same Authority within the last two years	6.25%	9.00% or less	0%			0		4.50%	4.00%	3.00%	No repeat cases in 2006/07	Housing Management
BV216a Number of "sites of potential concern" (within the local authority area), with respect to land contamination	109	510	516			-	-	450	420	390	510 sites at beginning of year and 6 new sites identified bringing total to 516	Environmental Health
BV216b 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'	17.6%	15.6%	4.0%			8%		6%	6%	6%	18 sites investigated during the year some via planning applications others via desk top studies	Environmental Health
BV217 Percentage of pollution control improvements to existing installations completed on time	25%	50%	95%			100%		100%	100%	100%	Pollution Control requirements have been incorporated into revised permits except for 2 small waste oil boilers which remain outstanding. These will be revisited during 2007/08.	Environmental Health
BV225 Actions Against Domestic Violence	81.8%	85.0% or greater	45.4%			-	-	54.54%	72.72%	100%		Partnerships & Performance
BV226a Total amount spent by the local authority on Advice and Guidance services provided by external organisations	£110,610	£102,217	£102,217			-	-	£105,284	£108,442	£111,695	2006/07 performance target met.	Partnerships & Performance
BV226b Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	73.47%	61.36%	61.36%			-	-	64.36%	67.36%	70.36%	2006/07 performance target met.	Partnerships & Performance

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV226c 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	£165,334	£160,762	£160,762			-	-	£165,585	£170,553	£175,670	2006/07 performance target met.	Partnerships & Performance

PROTECTING AND ENHANCING THE ENVIRONMENT AND CHARACTER OF THE DISTRICT



BV63 The average standard assessment procedure (SAP) rating of local authority-owned dwellings	73	74	TBC	TBC	TBC	69		74	75	76	Housing system provides data and year end figures not yet available	Building Surveying
BV64 The number of private sector vacant dwellings that are returned into occupation or demolished during the current financial year as a direct result of action by the local authority	0 dwellings	1 dwelling	0 dwellings			38		1 dwelling	2 dwellings	2 dwellings	Some progress has been made in opening a dialogue with the owners but the premises are still empty	Environmental Health
BV82ai Percentage of the total tonnage of household waste arisings which has been recycled	22.91%	37.00% or greater	29.85%			21.72%		32.00%	32.00%	32.00%	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV82aii Total tonnage of household waste arisings which have been sent by the Authority for recycling	7,114.50 tonnes	12,612.00 tonnes	8,589 tonnes			9,082.98 tonnes		9,400 tonnes	9,633 tonnes	9,933 tonnes	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV82bi Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	3.40%	10.00% or greater	12.72%			14.67%		18.00%	19.00%	20.00%	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV82bii The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	1090.50 tonnes	3,408.00 tonnes	3,660 tonnes			6048.83 tonnes		5,250 tonnes	5,719 tonnes	6,208 tonnes	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV82di Percentage of household waste arisings which have been landfilled	New Indicator	63.00% or less	57.43%		n/a	-	-	50.00%	49.00%	48.00%	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV82dli The tonnage of household waste arisings which have been landfilled	New Indicator	21,475.00 tonnes or less	16,273 tonnes		n/a	-	-	14,600 tonnes	14,750 tonnes	14,900 tonnes	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV84a Number of kilograms of household waste collected per head	455.5kg	486.0kg	404.7kg			381.0kg		406.0kg	421.0kg	432.0kg	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV84b Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-0.52%	3.00%	-11.15%			-3.29%		1.00%	4.00%	3.00%	Figure yet to be fully audited and released by Essex County Council. Trade waste figure not yet calculated.	Street Services
BV86 Cost of waste collection per household	£45.27	£62.00 or less	TBC	TBC	TBC	£40.28		£65.36	£67.00	£69.00	Awaiting input from Finance for outturn figure	Street Services

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV89 Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	n/a	80%	75%		n/a	-	-	n/a	n/a	80%	Future targets aiming for 5% increase and achievement of top quartile positioning	Street Services
BV90a Percentage of people expressing satisfaction with the household waste collection service overall	n/a	92%	76%		n/a	-	-	n/a	n/a	86%	Future targets aiming for 5% increase and achievement of top quartile positioning	Street Services
BV90b Percentage of people expressing satisfaction with the provision of recycling facilities overall	n/a	82%	71%		n/a	-	-	n/a	n/a	76%	Future targets aiming for 5% increase and achievement of top quartile positioning	Street Services
BV91a Percentage of households resident in the authority's area served by kerbside collection of recyclables	90.0%	95.0% or greater	95.3%			100%		96.0%	97.0%	98.0%		Street Services
BV91b Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	89.1%	95.0% or greater	95.3%			100%		96.0%	97.0%	98.0%		Street Services
BV106 Percentage of new homes built on previously developed land	61.00%	40.00% or greater	TBC	TBC	TBC	89.67%		52.00%	45.00%	39.00%	TBC	Planning & Housing Strategy
BV109a Percentage of major applications determined in 13 weeks	85.23%	60.00%	76.47%			74.75%		62.00%	64.00%	65.00%	Indicator is running above target and above national requirement. Performance is monitored and managed at individual, team and management levels regularly to ensure achievement of targets and improvement of performance.	Planning Control
BV109b Percentage of minor applications determined in 8 weeks	74.87%	65.00%	76.32%			80.39%		67.00%	68.00%	70.00%	This process continues to be managed closely to ensure both national and local standards are met or exceeded.	Planning Control
BV109c Percentage of other applications determined in 8 weeks	87.09%	80.00%	89.29%			91.61%		82.00%	84.00%	85.00%	Performance remains significantly above target. The process continues to be managed closely to ensure both national and local standards are met or exceeded.	Planning Control
BV111 Percentage of applicants and those commenting on planning applications satisfied with the service received - Overall	n/a	80.00%	62%		n/a	-	-	n/a	n/a	67%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Planning Control
BV166a Score against a checklist of enforcement best practice for environmental health	96.7%	95.0% or greater	96.70%			98.70%		95.0%	95.0%	95.0%	Performance maintained	Environmental Health
BV199a The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and debris that fall below an acceptable level	5.0%	7.0%	6.0%			8.00%		7.0%	7.0%	7.0%	2006/07 performance target met.	Street Services
BV199b The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	0%	0%	0%			0%		0%	0%	0%	2006/07 performance target met.	Street Services











BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV199c The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-tipping are visible	0%	0%	0%			0%		0%	0%	0%	2006/07 performance target met.	Street Services
BV199d The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	n/a	1 (very effective)	3 (Good)		n/a	-	-	3 (Good)	3 (Good)	3 (Good)	Grading 'good'. Still to be confirmed by Environment Agency.	Street Services
BV200a Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme	Yes	No review required	Yes	n/a	n/a	-	-	Yes	Yes	Yes	Document revised July 2006 and December 2006.	Planning & Housing Strategy
BV200b Has the local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out	Yes	Yes	Yes			-	-	Yes	Yes	Yes		Planning & Housing Strategy
BV200c Did the Local Planning Authority publish an annual monitoring report by December of the last year	Yes	Yes	Yes			-	-	Yes	Yes	Yes		Planning & Housing Strategy
BV204 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	31.9%	30.00% or less	44.80%			25%		30.0%	28.0%	25.0%	The Planning management team have met with the planning inspectorate to discuss the dismissal rate, and the rate of appeals allowed has subsequently decreased. This will be reflected in the figures for the next quarter. In addition, officers have analysed allowed appeals to identify trends, and make any necessary modifications to approach.	Planning Control
BV205 The local authority's score against a 'quality of planning services' checklist	94.4%	100%	100%			94.40%		100%	100%	100%	Pendleton survey has not been carried out this year however the 1 point not given previous year due to an alleged shortcoming on the local plan interactive maps as been overcome.	Planning Control
BV218a Percentage of new reports of abandoned vehicles investigated within 24 hrs of notification	35.15%	60.00% or greater	57.2%			96.12%		60.00%	61.00%	62.00%	These figures will be difficult to increase due to the size of the district. We will only inspect a vehicle within 24 hours if it is economically viable	Street Services
BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	36.36%	50.00% or greater	43.24%			93.95%		50.00%	51.00%	52.00%	Poor performance in quarter 1 caused by lack of resources. Switched to contractor in quarter 2	Street Services
BV219a Total number of conservation areas in the local authority area	34	34	34			-	-	34	34	34		Planning & Housing Strategy
BV219b Percentage of conservation areas in the local authority area with an up-to date character appraisal	0%	3.00% or greater	5.88%			26%		24.00%	24.00%	26.00%	There was a target of 1 character appraisal for 06/07 this has been exceeded with the preparation of 2 appraisals	Planning & Housing Strategy
BV219c Percentage of conservation areas with published management proposals	0%	0% or greater	5.88%			5.50%		24.00%	24.00%	24.00%	There was no target for management proposals in 06/07 but 2 have been prepared	Planning & Housing Strategy

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV2a The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	0	Level 2	Level 1			-	-	Level 1	Level 2	Level 2	Target for 2006/07 has proven to be unrealistic. The council has now achieved Level 1 and is actively progressing towards an achievement of Level 2 by end of 2008/09.	Human Resources
BV2b The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	0%	84% or greater	58%			73%		60%	70%	80%	The council has now completed its Race Equality Scheme. Due to the profile of the district, some of the measures for this indicator will be difficult to provide evidence for in future years.	Human Resources
BV11a The percentage of top 5% of earners that are women	31.65%	23.53% or greater	17.34%			31.25%		25.00%	30.00%	35.00%	The recent restructuring of the council's management team resulted in a reduction in women in the top 5% of earners. The new structure (with Heads of Divisions) is operative from 1st April 2007 and the target for 2007/08 takes this new structure into account.	Human Resources
BV11b The percentage of top 5% of earners from an ethnic minority	6.33%	5.88% or greater	5.78%			3.37%		5.88%	6.00%	7.00%	Performance reflects current ethnic minority profile in the top 5% of earners in the workforce.	Human Resources
BV11c Percentage of the top paid 5% of staff who have a disability	6.33%	5.88% or greater	0%			5.91%		0.00%	5.78%	5.78%	The recent restructuring resulted in a reduction in the top 5% of earners who have a disability. The new structure (with Heads of Divisions) is operative from 1st April.	Human Resources
BV12 Number of working days/shifts lost to the Local Authority due to sickness absence	10.69 days	8.00 days or less	8.93 days			8.29 days		7 days	6.5 days	6 days	There were a number of long term sicknesses that affected figures for this year.	Human Resources
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.68%	0.70% or less	0.96%			0%		0.96%	0.96%	0.64%	3 people retired early (excluding ill-health retirements) during the year. Permission to retire early is approved by Members, and the target may therefore be determined by decisions taken by the Operations Committee.	Human Resources
BV15 The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.34%	0.35% or less	0.32%			0%		0.32%	0.32%	0.32%	Only one person retired on ill-health grounds: this percentage has been continued as a target for forthcoming years. It is difficult to predict whether any members of staff who have been on long-term sick are likely to meet the strict criteria for ill-health retirement, but if so, where redeployment has been considered and is not possible, then we are duty-bound to follow this route.	Human Resources
BV16a The percentage of local authority employees with a disability	5.79%	6.90% or greater	4.61%			4.37%		5.00%	6.00%	7.00%	Although related to the performance of 16b, performance and targets reflect current knowledge base and without positive discrimination are realistic.	Human Resources
BV16b The percentage of economically active disabled people in the authority area	9.31%	n/a	9.31%	-	-	-	-	n/a	n/a	n/a	Figure derived from 2001 Census Table SO16 Sex and Age by General Health and Limiting Long-term Illness. This is a comparison statistic so no targets are required.	Human Resources
BV17a The percentage of local authority employees from ethnic minority communities	1.7%	1.2% or greater	1.60%			2.7%		1.75%	1.80%	1.85%	Despite a slight increase in our employment of people from ethnic minorities, our performance for this indicator has been affected by an increase in the total workforce.	Human Resources
BV17b The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	1.8%	n/a	1.8%	-	-	-	-	n/a	n/a	n/a	Figure derived from 2001 Census Table S101 Sex and Age by Ethnic Group. This is a comparison statistic so no targets are required.	Human Resources

PROVIDING STRONG COMMUNITY LEADERSHIP AND OPENNESS

BVPI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to disabled people	88.24%	82.00% or greater	88.24%			-	-	87.50%	88.24%	88.24%	This is a roll through figure from each year. The only change will be when the Thaxted Day Centre is demolished and a new one is constructed.	Building Surveying

SUPPORTING LIFELONG LEARNING/DEVELOPING BETTER OPPORTUNITIES FOR YOUNG PEOPLE

BV119c The percentage of residents satisfied with museums (all)	n/a	70%	48%		n/a	-	-	n/a	n/a	53%	Future targets aiming for 5% increase and achievement of top quartile positioning.	Partnerships & Performance
BV170a The number of visits to/usages of local authority funded or part-funded museums & galleries in the per 1,000 population	382	384 or greater	470			861		470	480	500	Website visits especially and attendance of off-site events have increased performance levels this year. Future targets will be influenced by the progression of the Heritage Quest Centre bid.	Community Engagement
BV170b The number of those visits to local authority funded, or part-funded museums & galleries that were in person, per 1,000 population	267	300 or greater	316			460		300	310	310	Activities in the Museum continue to attract visitors and improved the performance for this year, though there is no single obvious factor and the increase may be due to several reasons.	Community Engagement
BV170c The number of pupils visiting museums and galleries in organised school groups	3,847	6,500 or greater	5,468			3,302		5,000	5,000	5,000	Although targets were not met this year, the Education Officer has had all available teaching sessions fully booked. Realistic targets have been set for future years.	Community Engagement

* Based on 2005/06 quartile data

PI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
CS1 % of letters responded to within 10 days	95.96%	95.00% or greater	93.87%		➡	96.50%	97.00%	97.50%	The team have again performed exceptionally well but the target was not reached due to lack of resources in the benefit team. This position is being reviewed.	Corporate Support & Revenue Services
CS2 % of telephone calls answered within 15 seconds (6 rings)	n/a	95.00% or greater	83.7% in 30 seconds		n/a	88.00% in 30 seconds	88.50% in 30 seconds	89.00% in 30 seconds	This indicator currently only reflects calls coming directly into the Customer Service Centre. The figure shown is the percentage of calls answered in 30 seconds. This reflects the performance level from January 2007 which is when the telephone system was implemented. This indicator is to be reviewed for 2007/08.	Community Engagement
F1 Statutory deadlines missed for Government returns	0%	0%	0%		➡	0%	0%	0%		Finance
F2 Material financial penalties imposed by Inland Revenue or Customs & Excise for unsatisfactory compliance	0	0	0		➡	0	0	0		Finance

IMPROVING COMMUNITY SAFETY AND THE HEALTH OF THE POPULATION

CS4 Number of help desk calls that are fully resolved within 11 determined targets	90.40%	92.0% or greater	94.32%		➡	93.00%	94.00%	95.00%	Better recording of 'quick fix' problem calls has resulted in the apparent improvement	ICT
EC7 Number of swims and other visits per 1000 population	7,620	7,439 or greater	8,538		➡	7,699	7,882	8,052	Steady increase in building up customer base for the two new sites and continued improvement of original site.	Partnerships & Performance
EC9 Sports Development Activities	720	769 or greater	991		➡	900	950	980	Increase may in part be due to Leisure Centres not always running a holiday programme	Partnerships & Performance
H1a Average relet times (weeks) for general local authority dwellings let in the financial year	2.6 weeks	2.8 weeks or less	3.5 weeks		➡	3.0 weeks	2.8 weeks	2.6 weeks	The council is beginning to recover from the effect of housing the Lebanese families during the evacuee crisis which has been detrimental to our performance this year.	Housing Management
H1b Average relet times (weeks) for sheltered local authority dwellings let in the financial year	10.1 weeks	9 weeks or less	11 weeks		➡	4.2 weeks	4.0 weeks	3.8 weeks	A number of the lettings were hard to let properties, with multiple offers being refused as a result.	Housing Management
H2 % of urgent repairs completed within Government time limits	99%	98% or greater	99.25		➡	TBC	TBC	TBC		Housing Management
H3 Average time taken to complete non-urgent repairs	9.63 days	11 days or less	8.99 days		➡	TBC	TBC	TBC		Housing Management
H4 New tenants visits completed within 3 months	89.80%	90.00% or greater	87.5%		➡	90.00%	91.00%	92.00%	The Lebanese evacuee crisis impacted on resources and subsequently affected the final outturn figure for this indicator.	Housing Management
H203 Percentage change in average number of families placed in temporary accommodation under homelessness legislation compared with the average from the previous year (less Lebanese)	n/a	-9.40%	-5.26%		n/a	n/a	n/a	n/a	This was a temporary indicator that was introduced to support the performance of BV203. It reflects the performance of BV203 without the Lebanese evacuee crisis.	Housing Management

PI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
SP1 Monitor work of Community Support Officers - Number of hours on beat	8,312 hours	8,400 hrs or greater	10,791.50		←	10,162.80 hours	12,195.36 hours	12,195.36 hours	2006/07 performance target met	Partnerships & Performance

PROTECTING AND ENHANCING THE ENVIRONMENT AND CHARACTER OF THE DISTRICT

DS1 % planning applications determined within 8 weeks	88.90%	85.00% or greater	93.00%		←	85.00%	85.50%	86.00%	Performance slightly improved from last quarter and remains above target. The process continues to be managed closely to ensure both national and local standards are met or exceeded.	Planning Control
DS3 % of building control applications determined within 5 weeks	98.41%	98.00% or greater	99.19%		←	98.00%	98.00%	98.00%	Improved performance over previous years but should be noted that this data is sensitive to even very small numbers of applications not being determined within the 5 week period.	Building Surveying
DS4 % of valid planning applications registered in 3 days	97.63%	95.00% or greater	98.96%		←	96.00%	97.00%	98.00%	Performance still remains above target. The process continues to be managed closely to ensure both national and local standards are met or exceeded.	Planning Control
DS5 % of full plan applications checked within 3 weeks of receipt	96.08%	98.00% or greater	97.56%		←	98.00%	99.00%	100%	Small improvement on previous years but indicator prone to small fluctuations due to nature of the task involved.	Building Surveying
DS6 % of site visits carried out on the day of request when received prior to 10am	99.62%	100%	99.53%		→	100%	100%	100%	Performance on a par with previous year. The data for this indicator however is subject to wide variation as when viewed represents a snapshot of the period as of that day and could be significantly different if viewed a day or so later.	Building Surveying
DS8 Income earned by Planning Section for current financial year	£482,810	£616,000	£469,993		→	£566,000	£516,000	£516,000	Budget figure based on an anticipated national fee rise which was not as high as expected as well as the anticipated number of major planning applications have not materialised	Planning Control
EC1 % of food premises inspections carried out for High Risk Premises	100%	90.00% or greater	100%		▢	90.00%	90.00%	90.00%	Good staff commitment has ensured all inspections have been carried out	Environmental Health
EC2 % of food premises inspections carried out for Other Risk Premises	100%	70.00% or greater	100%		▢	70.00%	70.00%	70.00%	Good staff commitment has ensured all inspections have been carried out	Environmental Health
EC3 Average time taken to remove fly-tips	4.07 days	4 days or less	4.69 days		→	4 days	4 days	4 days	Average increase in Quarter 2 was due to extra work for staff from waste project implementation.	Street Services

PROVIDING STRONG COMMUNITY LEADERSHIP AND OPENNESS

CG1 Number of complaints to the Ombudsman found against the Council	0	0	0		▢	0	0	0	Performance target met this year - no complaints to the Ombudsman found against the council	Community Engagement
CG2 % of standard searches carried out in 6 days	95.42%	95.00% or greater	85.28%		→	95.00%	95.00%	95.00%	The figures take into account of both standard and non-standard searches as the occlia system cannot separate the figures. One department had staffing issues which resulted in a longer turn around time in the earlier quarters	Assistant Chief Executive
CG3 % of minutes from meetings made available to the public within 10 days	97.40%	100%	96.98%		→	100%	100%	100%	Performance lower than target due to higher than normal sickness levels and one vacant post not being filled for some time	Community Engagement
CG4 Summons issued within 5 working days of instructions	100%	100%	100%		▢	100%	100%	100%	2006/07 performance targets met	Assistant Chief Executive

PI Code & Description	2005/06 Outturn	2006/07 Target	2006/07 Outturn	Status	Direction of Travel	2007/08 Target	2008/09 Target	2009/10 Target	Comments on Performance	Division
CG6 % of planned audits completed	92%	90%	62%			90%	90%	90%	Target not met largely due to sickness absence during quarter 4. Backlog carried over to 2007/08.	Assistant Chief Executive
CG7 Nuisance possession cases/Notice to quit within 5 days	100%	100%	100%			100%	100%	100%	2006/07 performance targets met	Assistant Chief Executive
HR3 % of staff receiving induction training	100%	100%	82%			90%	95%	100%	The introduction of a corporate induction process in 2006/07 should enhance performance for this indicator in future years.	Human Resources
HR4a % of employees who have had their appraisal for the current year	65.74%	100%	73.29%			100%	100%	100%	Performance has been affected due to document submission within the process not being completed in a timely manner	Human Resources
HR4b % of employees who have had an interim appraisal for the current year	n/a	100%	45.8%		n/a	80%	90%	100%	Delays in the initial stages of the appraisal process led to some interims not being completed which affected overall performance.	Human Resources
HR4c % of employees with a current training plan	n/a	100%	75%		n/a	90%	95%	100%	Some employees did not identify any training needs to assist them in achievement of their competency measures for the coming year.	Human Resources
HR7 Number of working days/shifts lost due to sickness absence excluding long-term sickness	6.83 days	6 days or less	5.55 days			3.5 days	3.0 days	2.5 days	Sickness absence levels have improved this year.	Human Resources
SP6 % of orders made electronically	100%	100%	100%			TBC	TBC	TBC	Performance level maintained this year. Indicator to be reviewed for 2007/08.	Corporate Support & Revenue Services
SP7 Number of Corporate complaints upheld	55	50 or less	123			TBC	TBC	TBC	Attached document shows breakdown of how this figures is made up by the various sections.	Community Engagement
SP8 Number of Corporate Compliments received	570	432 or greater	669			TBC	TBC	TBC	Downloaded document shows breakdown of compliments received in respect of various sections	Community Engagement

Status
The 'smiley faces' reflect performance against target
PI is on or above target
PI is up to 5% off target
PI is 5% or more off target

Direction of Travel
The 'arrows' reflect performance against 2005/06
PI has improved in the past year
PI has not changed in the past year
PI has worsened in the past year

Quartile Position
The 'weather symbols' reflect performance against all district councils
PI is in top quartile
PI is in neither top nor bottom quartile
PI is in bottom quartile