

Best Value Performance Indicators 2007/08

BVPI Code & Description	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Status	Direction of Travel	Top Quartile	Quartile Position*	2008/09 Target	2009/10 Target	2010/11 Target	Comments on Performance	Division
FINANCE - Effectively managing our finances and operating within budget												
BV8 Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	92.98%	98.00%	92.00%			98.00%		93.00%	93.50%	94.00%	The original target was unrealistic, added to which the calculation methodology used was extremely basic. The current process relies on all departments dealing with invoices in a speedy, timely and efficient manner, this has not happened at one remote site. A new ordering and consequently invoice processing system is being introduced in the first half of 2008/09 which will, in the main, remove user departments from the invoice payment process. In addition, a new and more appropriate target has been introduced from 2008/09	Finance
BV9 Percentage of Council Tax collected by the Authority in the year	99.40%	99.03%	99.13%			98.60%		99.00%	99.05%	99.10%	2007/08 performance target met	Corporate Support & Revenue Services
BV10 The percentage of non-domestic rates due for the financial year which were received by the authority	99.60%	99.71%	99.44%			99.36%		99.00%	99.05%	99.10%	The target for 2007/08 was just missed, but the figure achieved is still excellent.	Corporate Support & Revenue Services
BV66a Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	97.33%	97.75%	97.37%			98.81%		97.85%	98.00%	98.15%	There has been a slightly lower amount of rent collected (0.39%) than expected for the year. This is due to the unforeseen absence off a part time member of staff for the last 4 weeks of this financial year. Normal staffing levels are only 2 full time posts and this has meant a 30% reduction in staffing levels at the busiest time of year. This has led to a slightly lower collection figure. However despite the above there has been a slight improvement on last years figure	Housing Management
BV66b 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	6.23%	5.40%	6.79%			3.43%		6.60%	6.40%	6.20%	A roll over of higher than expected arrears accounts from 2006/07 has resulted in more accounts being > 7 weeks in arrears. All accounts are being monitored on a weekly basis and recovery action is being taken where appropriate. Due to unforeseen staff shortages in last month of financial year, arrears monitoring and action has had to be done on a limited basis.	Housing Management
BV66c Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	13.07%	12.00%	14.16%			13.61%		14.00%	13.50%	13.00%	A higher than expected number of Notices issued due to the higher figure in BV66b. The current rent arrears policy states that a Notice should be issued after 7 weeks arrears have accrued. All accounts are being monitored on a weekly basis and recovery action is being taken where appropriate.	Housing Management
BV66d Percentage of local authority tenants evicted as a result of rent arrears	0.14%	0.15%	0.25%			0.17%		N/A*	N/A	N/A	A higher number of evictions than expected carried out for year, on average there are 4 or 5 evictions carried out in the whole year and there were 5 evictions carried out in the first 6 months. It should also be noted that the figures are so small that a variant of 1 eviction has a huge impact on the target.	Housing Management
BV76b Housing Benefit Security: Number of fraud investigators employed per 1,000 caseload	0.61	0.61	0.61			~	~	N/A	N/A	N/A	2007/08 performance target met	Assistant Chief Executive
BV76c 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	60	62	72			~	Page 1/A	N/A	N/A	N/A	2007/08 performance target met	Assistant Chief Executive

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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	6.66	6.66	10.46			~	~	N/A	N/A	N/A	2007/08 performance target met	Assistant Chief Executive
BV76a The average processing time taken for all new Housing and Council Tax	18.95 days	20 days	25.40			24 days		N/A	N/A	N/A	Performance affected by vacant posts being held open for staff redeployment.	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	6.36 days	8.0 days	11.00			7.1 days		N/A	N/A	N/A	Performance affected by vacant posts being held open for staff redeployment.	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	98.60%	99.10%	94.80%			99.20%		98.00%	99.20%	99.20%	Processing accuracy was lower than target in 07/08. Training needs are now being remedied and a senior officer has recently been given responsibility for supervisory checks. This is beginning to deliver an improvement (Q4 result was 98.4%)	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	80.38%	65.00%	61.97%			81.71%		N/A	N/A	N/A	The DWP introduced a new measure to create more reductions in Benefit. There was a target to reduce payment on 2320 benefit claims during 2007/08. Resources were therefore concentrated on cancelling and reducing ongoing benefit. This created more overpayments and with persons being on benefit it is unlikely that payment is immediately enforced as the claimants are permitted to make repayments via ongoing benefit at the standard rate of £9.00 per week, which adversely affects this PI.	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	22.84%	25.00%	21.24%			39.02%		60.00%	60.05%	60.10%	The DWP introduced a new measure to create more reductions in Benefit. There was a target to reduce payment on 2320 benefit claims during 2007/08. Resources were therefore concentrated on cancelling and reducing ongoing benefit. This created more overpayments and with persons being on benefit it is unlikely that payment is immediately enforced as the claimants are permitted to make repayments via ongoing benefit at the standard rate of £9.00 per week, which adversely affects this PI.	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	2.27%	2.50%	2.94%			~	~	N/A	N/A	N/A	Outturn has dropped below target as a result of two exceptionally large write offs:- 1. £1398.08, Debt is over 6 years old and unable to lawfully pursue. 2. £2167.41 Claimant died leaving no estate. These write offs have thus adversely affected the performance of this indicator	Corporate Support & Revenue Services

PEOPLE - Consulting and engaging with staff and customers

BV2a The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	Level 1	Level 1	Level 1			~	~	TBA	TBA	TBA	2007/08 performance target met	Human Resources
BV2b The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	58%	60%	65%			79%		TBA	TBA	TBA	2007/08 performance target met	Human Resources

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BV11a The percentage of top 5% of earners that are women	17.34%	25.00%	20.00%			33.31%		25.00%	25.00%	30.00%	Performance of this indicator has been affected by staff redundancies and a freeze on recruitment	Human Resources
BV11b The percentage of top 5% of earners from an ethnic minority	5.78%	5.88%	0.00%			3.70%		5.00%	5.00%	5.00%	Performance of this indicator has been affected by staff redundancies and a freeze on recruitment	Human Resources
BV11c Percentage of the top paid 5% of staff who have a disability	0.00%	0.00%	6.70%			6.25%		N/A	N/A	N/A	2007/08 performance target met	Human Resources
BV12 Number of working days/shifts lost to the Local Authority due to sickness absence	8.39 days	7.0 days	8.97 days			8.08		N/A	N/A	N/A	The current climate within the Council has affected the performance of this indicator	Human Resources
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.96%	0.96%	2.21%			0%		N/A	N/A	N/A	Performance of this indicator has been affected by staff redundancies	Human Resources
BV15 The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.32%	0.32%	0.00%			0%		N/A	N/A	N/A	2007/08 performance target met	Human Resources
BV16a The percentage of local authority employees with a disability	4.61%	5.00%	4.52%			5.25%		5.00%	5.00%	5.00%	Performance of this indicator has been affected by staff redundancies and a freeze on recruitment	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	N/A	N/A		Human Resources
BV17a The percentage of local authority employees from ethnic minority communities	1.60%	1.80%	1.20%			3.1%		N/A	N/A	N/A	A freeze on recruitment has affected the performance of this indicator	Human Resources
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%	87.50%	88.24%			~	~	87.50%	87.50%	87.50%	2007/08 performance target met	Building Surveying

PARTNERSHIPS - Working to deliver and co-ordinate services with partners

BV126 Domestic burglaries per year, per 1,000 households in the Local Authority area	5.5	5.4	5.6			5.0		N/A	N/A	N/A	Target for 2007/08 was narrowly missed	Partnerships & Performance
BV127a Violent crime per year, 1,000 population in the local authority area	5.8	5.4	6.1			11.4		N/A	N/A	N/A	Violent crime targets are low in the UDC area and are upset by relatively small numbers. In this financial year a number of crimes committed at Chesterford in August 2006 were added to the statistics as they only came to light throughout the investigation. This has ever so slightly skewed the figures	Partnerships & Performance

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BV127b Robberies per year, per 1,000 population in the local authority area	0.1	0.1	0.1			0.2		N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance
BV128 The number of vehicle crimes per year, per 1,000 population in the local authority area	5.0	5.6	5.3			6.2		N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance
BV170a The number of visits to/usages of local authority funded or part-funded museums & galleries in the per 1,000 population	470	470	452			928		N/A	N/A	N/A	2007/08 Performance a little below target - loss of summer school visits and comments on 170 b and c apply.	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	316	300	263			557		N/A	N/A	N/A	2007/08 Performance a little below target mainly due to loss of summer school visits (see 170c). Usual programme of activities and events run but with staff time prioritised to fund-raising and HLF application, no resources to do additional 'crowd-pulling' big events.	Community Engagement
BV170c The number of pupils visiting museums and galleries in organised school groups	5,468	5,000	4,245			3,805		N/A	N/A	N/A	2007/08 Performance below target mainly due to loss of summer (Q2) visits by Bell College and other places all of which closed in 2007. Class sizes vary, with some terms having higher proportion of large classes than others but outside Museum's control.	Community Engagement
BV174 The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	0.2	0.0	0			N/A	N/A	N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance
BV175 The percentage of racial incidents reported to the local authority that resulted in further action	100%	100%	100%			100%		N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance
BV184a The proportion of LA homes which were non-decent at start of financial year	2.4%	0.0%	2.0%			10%		N/A	N/A	N/A	The figures in question are very small - 1.7% of the Council's stock was non decent. It is unlikely that this figure will reduce further as many of these are properties where tenants have refused work. It is likely that this figure will increase as approx 5% of properties become non-decent annually that require investment. Reductions in budgets for programmed works will effect the Council's ability to deal with these properties.	Housing Management
BV184b The percentage change in proportion of non-decent dwellings between the start and end of the financial year	43.7%	45.0%	0.1%			32.9%		N/A	N/A	N/A	The previous years were a higher figure as the Council prioritised achievement of the decent homes standard. As most properties now reach this standard there will not be a large percentage change in the number of properties getting to the decent homes standard over the year.	Housing Management
BV202 The number of people sleeping rough on a single night within the area of the authority	1	5	1			0		N/A	N/A	N/A	2007/08 performance target met	Housing Management

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BV212 Average time taken to re-let local authority housing	6.22 days	27 days	60.3 days			25		N/A	N/A	N/A	Target not achieved due to an increase of lettings for hard to let sheltered properties. The total number of days these properties remained unoccupied now have to be used in the calculations for the void period. The introduction of Choice Based Lettings (CBL) resulted in previously hard to let properties being let which, whilst good for the Council, has distorted the figures. The implementation of CBL has also had a small impact on the void relet times due to new processes that staff have to go through. This has been a factor not just at Uttlesford District Council but across many other authorities who have implemented the new scheme. The situation will be reviewed again in a few months.	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			4		N/A	N/A	N/A	2007/08 performance target met	Housing Management
BV216a Number of "sites of potential concern" (within the local authority area), with respect to land contamination	510	450	520			~	~	N/A	N/A	N/A	The aim of this indicator is not to maximise or minimise the number of sites of potential concern. Instead it is based on a 'Goldilocks' gauge, thus an under or overachievement of 10% results in a 'Red' status (i.e. poor performance)	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'	4.0%	6.0%	3.0%			10%		N/A	N/A	N/A	The assessment of potentially contaminated sites is very much dependant on planning applications coming forward on the sites and sufficient information being provided by the developer to decide if remediation is necessary. The targets are based on past activity but are outside our direct influence	Environmental Health
BV217 Percentage of pollution control improvements to existing installations completed on time	95%	100%	100%			100%		N/A	N/A	N/A	2007/08 performance target met	Environmental Health
BV225 Actions Against Domestic Violence	45.4%	54.5%	81.8%			~	~	N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance
BV226a Total amount spent by the local authority on Advice and Guidance services provided by external organisations	£102,217	£105,284	£131,590			~	~	N/A	N/A	N/A	The aim of this indicator is not to maximise or minimise the amount spent on Advice and Guidance. Instead it is based on a 'Goldilocks' gauge, thus an under or overspend of 10% results in a 'Red' status (i.e. poor performance)	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	61.36%	64.36%	59.88%			~	~	N/A	N/A	N/A		Partnerships & Performance
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	£160,762	£165,585	£78,800			~	~	N/A	N/A	N/A		Partnerships & Performance

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BV63 The average standard assessment procedure (SAP) rating of local authority-owned dwellings	74	74	75			72		75	76	76.5	2007/08 performance target met	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 dwellings	0 dwellings			55		2	2	2	Work continued during 2007/08 to pressurise the owners of 5 problematic long term empty properties to bring them back into use and one has been placed on the market for sale. An Empty Homes Strategy was agreed at the Community Committee on the 13th March 2008 and work has started on systematically identifying properties from the Council Tax records and the next stage will be writing to the respective owners.	Environmental Health
BV82ai Percentage of the total tonnage of household waste arisings which has been recycled	30.15%	32.00%	34.80%			24.19%		N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV82aii Total tonnage of household waste arisings which have been sent by the Authority for recycling	8707.30 tonnes	9400 tonnes	9983.70 tonnes			10069.95		N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV82bi Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	12.67%	18.00%	19.89%			17.97%		N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV82bii The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	3660.28 tonnes	5250.00 tonnes	5707.06 tonnes			7513.87		N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV82di Percentage of household waste arisings which have been landfilled	57.18%	50.00%	45.31%			~	~	N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV82dii The tonnage of household waste arisings which have been landfilled	16,516.14	14,600.00	12,988.38			~	~	N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV84a Number of kilograms of household waste collected per head	405.67 kg	406.00 kg	403.5 kg			380.8 kg		N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV84b Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-10.90%	1.00%	-0.54%			-1.87%		N/A	N/A	N/A	Estimated figure - awaiting final audited figure from ECC	Street Services
BV86 Cost of waste collection per household	£72.45	£67.72	£62.56			£42.14		£70.08	£71.26	£74.00	2007/08 performance target met	Street Services

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BV91a Percentage of households resident in the authority's area served by kerbside collection of recyclables	95.3%	96.0%	100.0%			100%		N/A	N/A	N/A	2007/08 performance target met	Street Services
BV91b Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	95.3%	96.0%	100.0%			100%		N/A	N/A	N/A	2007/08 performance target met	Street Services
BV106 Percentage of new homes built on previously developed land	75.00%	52.00%	59%			91.00%		N/A	N/A	N/A	This is an estimated figure (per Sarah Nicholas). The data for this indicator is collected and analysed by ECC. The draft data will not be received until 10th June, with the finalised/agreed data being received at the beginning of August.	Planning & Housing Strategy
BV109a Percentage of major applications determined in 13 weeks	76.47%	65.00%	89.47%			80.71%		60.00%	60.00%	60.00%	2007/08 performance target met	Planning Control
BV109b Percentage of minor applications determined in 8 weeks	76.32%	70.00%	82.79%			83.66%		65.00%	65.00%	65.00%	2007/08 performance target met	Planning Control
BV109c Percentage of other applications determined in 8 weeks	89.29%	82.00%	92.06%			92.57%		80.00%	80.00%	80.00%	2007/08 performance target met	Planning Control
BV166a Score against a checklist of enforcement best practice for environmental health	96.70%	95.00%	96.70%			100.00%		N/A	N/A	N/A	2007/08 performance target met	Environmental Health
BV199a The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	6.0%	7.0%	6.0%			6.00%		litter <5% detritus <10%	litter <5% detritus <10%	litter <5% detritus <10%	2007/08 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%		<0.5%	<0.5%	<0.5%	2007/08 performance target met	Street Services
BV199c The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	0%	0%	0%			0%		<0.5%	<0.5%	<0.5%	2007/08 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'	3 (Good)	3 (Good)	4 (Poor)			1		N/A	N/A	N/A	Enforcement actions limited by staff reductions from 2.5 to 1 during 2007/8	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	Yes	Yes			~	Page 7	N/A	N/A	N/A	2007/08 performance target met	Planning & Housing Strategy

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BV200b Has the local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out	Yes	Yes	No			~	~	N/A	N/A	N/A	Examination of the decision of the Environment Committee by Scrutiny Committee in October 2007 led to a delay in the commencement of Preferred Options Consultation. Collating and analysing the high level of response received on the Preferred Options Consultation also led to a delay in proceeding to the Submission Stage. In addition, the responses to consultation indicated a need for additional technical work to be completed before progressing to the next stage.	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	44.80%	30.00%	27.70%			25%		28.0%	28.0%	28.0%	Data from Planning Inspector awaited	Planning Control
BV205 The local authority's score against a 'quality of planning services' checklist	100%	100%	100%			100.00%		N/A	N/A	N/A	2007/08 performance target met	Planning Control
BV218a Percentage of new reports of abandoned vehicles investigated within 24 hrs of notification	57.20%	60.00%	64.91%			98.22%		N/A	N/A	N/A	2007/08 performance target met	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	43.24%	50.00%	46.30%			97.76%		N/A	N/A	N/A	A lack of resources has affected performance in 2007/08	Street Services
BV219b Percentage of conservation areas in the local authority area with an up-to-date character appraisal	5.88%	24.00%	14.70%			35.07%		N/A	N/A	N/A	No Funding available to continue with appraisal program	Planning & Housing Strategy

* N/A - Indicator not being retained in 2008/09

* Based on 2006/07 quartile data

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 2007/08	
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	