BVPIs 2005-6

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Corporate Health		Ammended/ New	Manager	Target	2005/6 Quarter 4	2005/6 Outturn	Comments	Format	Good Performance
2a	Equality standard for local government		Peter Finnis	3	n/a	2	Revisions to ES have required us to rethink our targets.	Num	High
2b	Duty to promote race equality		Peter Finnis	88%		88%		%	High
8	Percentage of invoices paid on time		Jo Byers	95%	94%	89%	Changes to procedures were introduced in February, which have seen an improvement in our overall performance	%	High
9	Percentage of council tax collected		Bruce Bird	98%	13%	96.85%		%	High
10	Percentage of non-domestic rates collected		Bruce Bird	99.00%	10.66%	99.52%		%	High
11a	Top 5% earners: women		Caroline Freeman	30%		34.18%	Corporate restructuring has given opportunities for merit appts of women to higher level posts. However, we are not complacent.	%	High
11b	Top 5% earners: minority ethnic communities	A	Caroline Freeman	3%		0%	Low ethnic diversity in our workforce and the local community continue to make this a tough target for EBC.	%	High
11c	Top 5% earners: with a disability	N	Caroline Freeman	-		5.06%	A new PI for Eastbourne. We will look to exceed this % next year.	%	High
12	Working days lost due to sickness absence		Caroline Freeman	8.5	2.04	8.09	EBC managers continue to work with HR to reduce absence and promote attendance. Progress continues in the right direction. Each year getting a little tougher.	Num	Low
14	Percentage of early retirements		Caroline Freeman	0.45%		2.89%	Corporate restructuring has led to a number of individuals over 50 being made redundant and accessing pensions. We expect a reversion back towards the target figure in the next year.	%	Low
15	Percentage of ill health retirements		Caroline Freeman	0.35%		0%	No one has taken retirement on grounds of ill health from EBC in the last year.	%	Low
16a	Percentage of employees with a disability		Caroline Freeman	9%		7.75%	With outsourcing/TUPE of certain work groups to other employers and other efficiency actions, our % of ees with disability has reduced. We will continue to monitor next year, since levels may well gradually increase again with time.	%	High
16b	Percentage of economically active disabled community population		N/A	n/a		14.90%		%	N/A
17a	Percentage of black and ethnic minority employees	A	Caroline Freeman	2%		0.94%	Still well below target. Actions continue to market EBC as employer to minority groups.	%	High
17b	Percentage of economically active minority ethnic community population	A	N/A	n/a		3.70%		%	N/A
156	Buildings accessible to people with a disability		Martin Freeman	78.20%	59.10%	59.10%	No improvement on 3rd quarter possible at this time. 8 buildings still to be made not compliant as detailed on spreadsheet.	%	High

157	E-government: e-enabled interactions		David McCarthy	90%	88%	88.37%	We have failed to meet the government's minimum figure of 97% due to the failure of several service areas to provide information we have requested on a number of occasions. These areas are Licensing, Local Taxation and Housing Needs	%	High

Housing			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
63	Energy efficiency of housing stock	**A**	Ian Fitzpatrick	67.50%		64	Previous year's outturn was incorrect and overstated performance hence the target was unrealistic	Num (1-120)	High
64	Number of private sector dwellings returned into occupation		Ian Fitzpatrick	20	0	14	Works to two major properties that received Empty Proprties Grant funding are running behind schedule and did not complete as was expected in 2005/6. It is anticipated that the projects will be completed shortly and will therefore be included in the 2006/7 return. These two properties will produce an additional 10 units of accomodation.	Num	High
66a	Rent collection and arrears recovery: rent collected	**A**	Ian Fitzpatrick	99%		98.41%		%	High
66b	Rent collection and arrears recovery: 7 weeks arrears		Ian Fitzpatrick	-		9.13%		%	Low
66c	Rent collection and arrears recovery: NSPs		Ian Fitzpatrick	-		35.20%		%	Low
66d	Rent collection and arrears recovery: evictions		Ian Fitzpatrick	-		0.11%	This represents 4 tenants	%	Low
74a	Tenant satisfaction with landlord – all	**A**	Ian Fitzpatrick	-		n/a		%	High
74b	Tenant satisfaction with landlord – ethnic minority tenants	**A**	Ian Fitzpatrick	-		n/a		%	High
74c	Tenant satisfaction with landlord – non-ethnic minority tenants	**A**	Ian Fitzpatrick	-		n/a		%	High
75a	Satisfaction with participation opportunities – all	**A**	Ian Fitzpatrick	-		n/a		%	High
75b	Satisfaction with participation opportunities – ethnic minority tenants	**A**	Ian Fitzpatrick	-		n/a		%	High
75c	Satisfaction with participation opportunities – non-ethnic minority tenants	**A**	Ian Fitzpatrick	-		n/a		%	High
164	Commission for racial equality's code of practice in rented housing		Ian Fitzpatrick	Yes		No	An audit of performance against this standard has shown that we have not fully complied with the code in 2005/6	Y/N	N/A
184a	Non-decent local authority dwellings		Ian Fitzpatrick	67.30%		73.50%	Target was based on inaccurate stock condition data	%	Low
184b	Non-decent local authority dwellings – change		Ian Fitzpatrick	1.80%		0.65%	This is the % change between 73.5% of properties non decent @ 1/4/05 and 74% of properties being non decent @ 1/4/06	%	High
211a	Delivery of repairs and maintenance service – planned repairs	**N**	Ian Fitzpatrick	-		n/a	Removed	%	High
211b	Delivery of repairs and maintenance service – urgent & emergency repairs	**N**	Ian Fitzpatrick	-		n/a	Removed because of errors in definition	%	Low
212	Average time to re-let local authority housing	**N**	Ian Fitzpatrick	-		34		Num	Low

Homelessness	**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**

183a	Length of stay in temporary accommodation - B&B		Ian Fitzpatrick	5 weeks	6.48 weeks	5.8 weeks	Prioritising the move on of families with children within 6 weeks has slightly increased the average length of time in B&B for single vulnerable people and this has affected the overall performance.	Week	Low
183b	Length of stay in temporary accommodation - hostel		Ian Fitzpatrick	n/a		n/a	n/a	Week	Low
202	Number of rough sleepers		Ian Fitzpatrick	10		6		Num	Low
203	Number of families in temporary accommodation		Ian Fitzpatrick	3%	25%	-65%	Dramatic reduction due to converting non-secure tenancies to secure tenancies and improvement in B&B management.	%	Low
213	Housing advice service: preventing homelessness	**N**	Ian Fitzpatrick	-	25	131	High performance a result of additional focus on prevention of homelessness, both in-house and by funded partner agencies.	%	High
214	Housing advice service: repeat homelessness	**N**	Ian Fitzpatrick	-	1	5	Increased focus on prevention of homelessness and new provision of support services has kept repeat homelessness to a minimum.	%	Low

Housing Benefit/Council Tax Benefit			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
76a	Housing benefit security - number of claimants visited per 1000 csaeload		Bruce Bird	220	34.36	164.93		Num	N/A
76b	Housing benefit security - number of investigators per 1000 caseload		Bruce Bird	0.41	0.2	0.15		Num	N/A
76c	Housing benefit security - number of investigations per 1000 caseload		Bruce Bird	60	13.64	45.32		Num	N/A
76d	Housing benefit security - number of prosecutions and sanctions per 1000 caseload		Bruce Bird	4.5	2.43	4.27		Num	N/A
78a	Speed of processing new claim to HB/CTB		Bruce Bird	36	52.08	40.1		Num	Low
78b	Speed of changes of circumstances to HB/CTB		Bruce Bird	10	39.65	17.93		Num	Low
79a	Accuracy of HB/CTB claims		Bruce Bird	99%	90%	90.40%		%	High
79bi	Accuracy of recovering overpayments	**A**	Bruce Bird	42.50%	47.96%	57.98%		%	High
79bii	Accuracy of recovering overpayments	**A**	Bruce Bird	40%	9%	24.98%		%	High
79biii	Accuracy of recovering overpayments	**A**	Bruce Bird	25%	5%	8.57%		%	N/A

Waste and Cleanliness			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
82a i	Percentage household waste (recycled)	**A**	Mark Probyn	18%	16%	16.36%	The Council's statutory target for recycling/composting of its household waste for 2005/06 is 18%. The recycling measured for this PI does not include garden waste sent for composting, however this is included in the sum of the total waste collected including refuse, recyclate, green waste and street arisings. The 18% figure is therefore an aggregate sum of PI82a and PI82b(which rercords % of waste composted). The agregate of PI82a and PI82b is 19.75% which is higher than the statutory target.	%	High
82a ii	Tonnage household waste (recycled)	**A**	Mark Probyn	5750	1287	5610.8	This return is the overal tonnage of recyclate collected not including Garden waste sent for composting	Num	High

82b i		**A**	Mark Probyn	4%	2%	3.39%	The Council's statutory target for recycling/composting of its household waste for 2005/06 is 18%. The recycling measured for this PI does not include waste sent for recycling, however this is included in the sum of the total waste collected including refuse, recyclate, green waste and street arisings. The 18% figure is therefore an aggregate sum of PI82b and PI82a(which rercords % of waste recycled). The agregate of PI82b and PI82a is 19.75% which is higher than the statutory target.	%	High
82b ii	Tonnage household waste (composted)	**A**	Mark Probyn	1050	163	1174.4	This return is the overal tonnage of garden waste sent for composting. The tonnage collected has exceeded the target figure.	Num	High
84a	Household waste collection (kg per head)	**A**	Mark Probyn	369.8	89.71	375.45	This PI is an indicator of the amount of waste /kgs/per head of population. This PI includes all household waste collected including recyclate, green waste and street arisings. Waste flows fluctuate due to seasonality and holiday periods.	Kgs	Low
84b	Household waste collection (% change)	**A**	Mark Probyn	2.16%	4.71%	0.36%	This Indicator shows how much waste is collected per head of population against that collected in the previous year. This demonstrates less waste collected per head of population than in the previous year.	%	Low
86	Household waste collection (cost)		Mark Probyn	£38.46	tbc			£	Low
91a	Kerbside collection of recyclables (one recyclable)	**A**	Mark Probyn	90%	94%	94%	This return indicates how many households are served with a kerbside recycling service either with green box or communial recycling facility collecting 1 material only for recycling.	%	High
91b	Kerbside collection of recyclables (two recyclables)	**A**	Mark Probyn	90%	94%	94%	This return indicates how many households are served with a kerbside recycling service either with green box or communial recycling facility collecting 2 materials for recycling.	%	High

199a	Local street and environmental cleanliness (litter)	**A**	Mark Probyn	17%	16%	16.00%	This Indicator measures how clean and litter free the town is overall. Street are surveyed and given a grade on how much litter is present. The lower the percentage demonstrates a higher standard.	%	Low
199b	Local street and environmental cleanliness (graffiti)	**A**	Mark Probyn	-	7%	8%	This Indicator measures how much unacceptable graffiti is visable when surveyed given a grade which reflects the visual condition. The lower the percentage returned the higher the standard.	%	Low
199c	Local street and environmental cleanliness (fly-posting)	**A**	Mark Probyn	-	5%	4%	This Indicator measures unacceptable levels of fly posting measured against set criteria. The lower the percentage returned the higher the standard.	%	Low
199d	Local street and environmental cleanliness (fly-tipping)	**A**	Mark Probyn	-		n/a	This Indicator measures the year on year reduction in the total number of incidents of fly tipping and an increase in the number of enforcement actions taken to deal with fly tipping. Definition of enforcement is the issuing of fixed penalty notices and prosecutions. This performance is measured and returned by Defra.	%	Low

Planning			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
106	New homes on previously developed land		Keith Morrison	95%	100%	100%	No greenfield development	%	High
109a	Planning applications: major applications		Keith Morrison	60%	100%	82%	Good result due to good management by DC manager	%	High
109b	Planning applications: minor applications		Keith Morrison	74%	92%	87%	Above target	%	High
109c	Planning applications: 'other' applications		Keith Morrison	88%	88%	92%	Above target	%	High
179	Standard searches within 10 days			100%	100%	100%	This PI is being deleted in 2006/7	%	High
200a	Plan making - development plan	**A**	Keith Morrison	-	Yes	Yes	On target	Y/N	N/A
200b	Plan making - milestones	**A**	Keith Morrison	-	No	No	Met 2 of the 3 milestones. Missed one due to staff illness	Y/N	N/A
200c	Plan making - monitoring report	**A**	Keith Morrison	-	Yes	Yes	On target	Y/N	N/A
204	Planning appeals		Keith Morrison	25%	100%	50%	Figure very volatile due to low numbers of appeals (only 26 in total)	%	Low
205	Quality of planning services' checklist		Keith Morrison	83.33%	94.40%	94.40%	Above target	%	High

Environment and Environmental Health			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
166a	Environmental health checklist of best practice		Ian Fitzpatrick	86.60%		87.50%		%	High
166b	Trading standards checklist of best practice		Ian Fitzpatrick	n/a		n/a	n/a	%	High
216a	Identifying contaminated land	**N**	Ian Fitzpatrick	-		601	New PI so no comparative data available	%	N/A
216b	Information on contaminated land	**N**	Ian Fitzpatrick	-		7.65%	New PI so no comparative data available	%	High

217	Pollution control improvements	**N**	Ian Fitzpatrick	-		100%	New PI so no comparative data available	%	High
218a	Abandoned vehicles (investigation)	**N**	Mark Probyn	90%	90%	90%	This PI is to encourage quick investigation of vehicles reported as abandoned	%	High
218b	Abandoned vehicles (removal)	**N**	Mark Probyn	90%	90%	90%	This PI is toreport the number of abandoned vehicles removed within 24 hours from the point the Authority is legally entitled to remove them.	%	High

Culture & Related Services			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
170a	Visits to/usage of museums per 1000 population	**A**	Diane Bagley	n/a	2339	401.5	Towner Art Gallery and Redoubt Fortress both closed to public for last quarter but high figure of other usages due to Education programme going out to schools in last quarter	Num	High
170b	Visits to museums in person per 1000 population	**A**	Diane Bagley	n/a	12	367	Towner Art Gallery closed to public from 31 December 2005. Redoubt Fortress closed for winter from November 2005 until April 2006	Num	High
170c	Visits to museums & galleries by pupils in organised groups	**A**	Diane Bagley	n/a	12	1016	Schools programme centred on work in schools not at Towner Art Gallery due to physical constraints and closure	Num	High
219a	Conservation area - number	**N**	Keith Morrison	-	12	12		Num	N/A
219b	Conservation areas - character appraisals	**N**	Keith Morrison	-	0%	0%		%	High
219c	Conservation areas - management plans	**N**	Keith Morrison	-	0%	0%	None as such but all conservation areas are covered for detailed management in a generic Townscape guide	%	High

Community Safety & Well Being			**Manager**	**Target**	**2005/6 Quarter 4**	**2005/6 Outturn**	**Comments**	**Format**	**Good Performance**
126	Domestic burglaries per 1000 household		Peter Finnis	12.65	2.55	9.54		Num	Low
127a	Violent crime per 1000 population	**A**	Peter Finnis	27.81	6.13	29.34		Num	Low
127b	Robberies per 1000 population	**A**	Peter Finnis	1.93	0.35	1.27		Num	Low
128	Vehicle crimes per 1000 population	**A**	Peter Finnis	8.5	2.65	10.84		Num	Low
174	Racial incidents per 100,000 population		Ian Fitzpatrick	-		tbc		Num	Low
175	Racial incidents resulting in further action		Ian Fitzpatrick	100%		tbc		%	High
225	Actions against domestic violence	**A**	Ian Fitzpatrick	-		tbc		%	High
226a	Advice and guidance services: total expenditure	**A**		-		tbc		£	N/A
226b	Advice and guidance services: CLS quality mark	**A**		-		tbc		%	High
226c	Advice and guidance services: direct provision	**A**		-		tbc		£	N/A