Best Value Performance Indicators 2007/8

Population = 94,934 (ONS Mid-year estimate 2006)
Households =46,488 (Valuation Office Schedule of Alterations dated 30/03/07)

Quartile comparison with All England quartiles for 2006/7 – 1 = best quartile, 4 = worst quartile

Corporate Health

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
2a	Equality Standard for Local Government	2	2	2	**2**	3	No	⇔	n/a
2b	Duty to promote race equality	88%	88%	75%	**83%**	95%	No	⇧	2
8	Percentage of invoices paid on time	89%	89%	92%	**91%**	95%	No	⇩	3
9	Percentage of Council Tax collected	96.27%	96.85%	96.20%	**96.69%**	98%	No	⇧	3
10	Percentage of Non-Domestic Rates collected	98.82%	99.52%	99.40%	**99.62%**	99%	Yes	⇧	1
11a	Top 5% earners: Women	33.33%	34.18%	46%	**39%**	35%	Yes	⇩	2
11b	Top 5% earners: Minority Ethnic Communities	0%	0%	0%	**0%**	3%	No	⇔	4
11c	Top 5% earners: With a disability	-	5.06%	0%	**10%**	7%	Yes	⇧	1
12	Working days lost due to sickness absence	8.33	8.09	5.85	**6.82**	7.5	Yes	⇩	1
14	Percentage of early retirements	0.62%	2.89%	1.41%	**1.72%**	0.45%	No	⇩	4

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
15	Percentage of ill-health retirements	0.21%	0%	0.28%	**0.29%**	0.35%	Yes	⇩	3
16a	Percentage of employees with a disability	8.00%	7.75%	6.10%	**5.08%**	8.50%	No	⇩	1
16b	Percentage of economically active disabled community population	14.90%					N/a		
17a	Percentage of black and ethnic minority employees	1.2%	0.94%	0.95%	**0.72%**	2.30%	No	⇩	4
156	Buildings accessible to people with a disability	41.70%	59.10%	59.10%	**59.10%**	77.30%	No	n/a	n/a
156*	Based on 1999 Document M								

Housing

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
63	Energy efficiency of housing stock	66	64	65	**66.6**	66	Yes	⇧	3
64	Number of private sector dwellings returned into occupation	21	14	41	**50**	20	Yes	⇧	2
66a	Rent collection and arrears recovery: rent collected	98.10%	98.41%	98.4%	**98.65%**	98.8%	No	⇧	1
66b	Rent collection and arrears recovery: 7 weeks arrears	-	9.13%	5.4%	**6.21%**	6%	No	⇩	3
66c	Rent collection and arrears recovery: NSPs	-	35.20%	43.2%	**34.17%**	27%	No	⇧	4

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
66d	Rent collection and arrears recovery: evictions	-	0.11%	0.6%	**0.27%**	0.5%	Yes	⇧	2
184a	Non-decent local authority dwellings	68.5%	73.5%	77%*	**56.90%**	82%	Yes	⇧	4
184b	Non-decent local authority dwellings – change	5%	0.70%	16%	**-9.74%**	-37%	Yes	⇩	4
212	Average time to re-let local authority housing (days)	-	34	33	**26.9**	30	Yes	⇧	2

Homelessness

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
202	Number of rough sleeper	-	6	6	**6**	10	Yes	⇔	4
213	Housing advice service: preventing homelessness	-	2.82	3.78	**6.84**	2	Yes	⇧	1
The BVPI 213 figures for 2005/6 and 2006/7 have been re-estimated on the 2007/8 households figure									

Housing Benefit/Council Tax Benefit

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
76b	Housing benefit security – number of investigators per 1,000 caseload	-	0.15	0.15	**0.15**	0.15	Yes	n/a	n/a
76c	Housing benefit security – number of investigations per 1,000 caseload	-	45.32	38.1	**24.3**	45	No	n/a	n/a

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
76d	Housing benefit security – number of prosecutions and sanctions per 1,000 caseload	2.99	4.27	4.4	**4.32**	4.3	Yes	n/a	n/a
78a	Speed of processing new claim to HB/CTB (days)	50.57	40.1	38.2	**35.17**	36	Yes	⇧	4
78b	Speed of changes of circumstances to HB/CTB (days)	9.19	17.93	18	**20.66**	9	No	⇩	4
79a	Accuracy of HB/CTB claims	93.4%	90%	90%	**94%**	98%	No	⇧	4
79bi	Percentage of recoverable overpayments recovered	31.32%	57.98%	60.50%	**67.47%**	47.5%	Yes	⇧	3
79bii	Percentage of recoverable overpayments recovered	-	24.98%	25%	**24.72%**	28%	No	⇧	4
79biii	Percentage of recoverable overpayments written off	-	8.57%	4%	**1.58%**	10%	-	n/a	n/a

Waste and Cleanliness

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
82ai	Percentage household waste (recycled)	16.43%	17%	18.14%	**19.97%**	17%	Yes	⇧	2
82aii	Tonnage household waste (recycled)	-	5908.6	6485.53	**7236.52**	6056.23	Yes	⇧	3
82bi	Percentage household waste (composted)	0	3.3%	4.78%	**5.31%**	4%	Yes	⇧	4
82bii	Tonnage household waste (composted)	-	1156.9	1710.96	**1941.76**	1424.99	Yes	⇧	3

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
84a	Household waste collection (kg per head)	314.35kg	375.45kg	384.9kg	**382.74kg**	388kg	Yes	⇧	2
84b	Household waste collection (% change)	-	-1.00%	2.51%	**-0.56%**	1.5%	Yes	⇧	2
86	Household Waste collection (cost)	£34.92	£38.88	£37.37	**£43.43**	£40.42	No	⇩	2
91a	Kerbside collection of recyclables (one recyclable)	90%	94%	92%	**92%**	90%	Yes	⇔	4
91b	Kerbside collection of recyclables (two recyclables)	90%	94%	92%	**92%**	90%	Yes	⇔	4
199a	Local street and environmental cleanliness (litter and detritus)	16.37%	16%	15%*	**11%**	15%	Yes	⇧	2
199b	Local street and environmental cleanliness (graffiti)	-	8%	8%*	**6%**	8%	Yes	⇧	4
199c	Local street and environmental cleanliness (fly-posting)	-	4%	5%*	**4%**	4%	Yes	⇧	4
199d	Local street and environmental cleanliness (fly-tipping)	-	-	2	**1**	3	Yes	⇧	1

Planning

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
106	New homes on previously developed land	100%	100%	100%	**100%**	100%	Yes	⇔	1
109a	Planning applications: major applications within 13 weeks	81%	82%	83%	**91%**	75%	Yes	⇧	1
109b	Planning applications: minor applications within 8 weeks	74%	87%	91%	**84%**	85%	No	⇩	1
109c	Planning applications: other applications within 8 weeks	82%	92%	93%	**86%**	90%	No	⇩	3
200a	Plan making – development plan	-	Yes	Yes	**Yes**	Yes	Yes	n/a	n/a
200b	Plan making – milestones	-	No	Yes	**No**	Yes	No	n/a	n/a
204	Planning appeals	67%	50%	23%	**43%**	35%	No	⇩	4
205	Quality of planning services checklist	77.2%	94.4%	94%	**94%**	100%	No	⇔	3

Environment and Environmental Health

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
166a	Environment health checklist of best practice	86.6%	87.50%	88.75%	**88.75%**	90%	No	⇔	4
216a	Identifying contaminated land	-	601	606	**606**	606	Yes	n/a	n/a

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
216b	Information on contaminated land	-	7.65%	8.42%	**8.91%**	7.80%	Yes	⇧	2
217	Pollution control improvements	-	100%	100%	**100%**	100%	Yes	⇔	1
218a	Abandoned vehicles (investigation)	-	90%	100%	**100%**	90%	Yes	⇔	1
218b	Abandoned vehicles (removal)	-	90%	100%	**82%**	90%	No	⇩	3

Culture & Related Services

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
170a	Visits to/usage of museums per 1000 population	621	401.5	183.69	**102.52**	Targets not set due to closure and relocation of the Towner to the Cultural Centre		⇩	4
170b	Visits to museums in person per 1000 population	385	367	173.15	**54.07**			⇩	4
170c	Visits to museums & galleries by pupils in organised groups	547	1016	215	**684**			⇧	4
219b	Conservation areas – character appraisals	-	0%	0%	**0%**	41.66%	No	⇔	4

Community Safety & Well Being

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
126	Domestic Burglaries per 1,000 households	13.32	9.54	8.5	**6.17**	9.01	Yes	⇧	2
127a	Violent crime per 1,000 population	16.57	29.34	27.49	**26.28**	27.63	Yes	⇧	4
127b	Robberies per 1,000 population	19.16	1.27	0.85	**0.66**	1	Yes	⇧	3
128	Vehicle crimes per 1,000 population	9.45	10.84	9.16	**6.21**	10.2	Yes	⇧	1
174	Racial incidents per 100,000 population	0	4	2	**2.1**	-	-	n/a	n/a
175	Racial incidents resulting in further action	-	100%	100%	**100%**	100%	Yes	⇔	1
225	Actions against domestic violence	-	54.50%	72%	**73%**	80%	No	n/a	n/a

Community Legal Service

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
226a	Advice and guidance services: total expenditure	-	£145,150	£147,800	**£150,800**	£150,000	Yes	n/a	n/a
226b	Advice and guidance services: CLS quality mark	-	60%	61%	**62%**	60%	Yes	n/a	n/a
226c	Advice and guidance services: direct provision	-	£80,000	93,215	**£96,924**	£80,000	Yes	n/a	n/a

Local PI

No	Title	2004/5	2005/6	2006/7	**2007/8**	Target 2007/8	On Target?	Direction of travel	2006/7 Quartile
Affordable Housing	Number of new affordable homes provided	18	-	79	**23**	80	No	⇩	n/a