

South Holland District Council

Annual Report to Shareholders



Part 3

Key Performance Indicators

2007

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Part 3
Key
Performance
Indicators



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Designed and produced by
South Holland District Council 2007

Corporate Health

Best Quartile 3rd Quartile
 2nd Quartile Worst Quartile

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|---|--------------------|---------|--|---------|---------|----------------------------------|----------------------|---------|---------------------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 2a | a. The level (if any) of the Equality Standard for Local Government to which the authority conforms. | Level 1 | | | Level 1 | Level 1 | Yes | Level 2 | Level 3 | To maintain level 3 |
| BVPI 2b | The duty to promote race equality (Amended). | 31.60% | 32.00% | | 42% | 42% | Yes | 42% | 42% | 42% |
| BVPI 3 | Overall satisfaction with the Council | | | | 58 | 66 | No | n/a | n/a | 64 |
| BVPI 4 | Satisfaction with complaint handling | | | | 42 | 50 | No | n/a | n/a | 46 |
| BVPI 8 | The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority. | 98.42% | 96.61% | | 95.01% | 100% | No | 96% | 97% | 98% |
| BVPI 9 | Percentage of Council Tax collected | 98.46% | 98.63% | | 98.60% | 98.50% | Yes | 98.50% | 98.50% | 98.50% |
| BVPI 10 | The percentage of non-domestic rates due for the financial year which were received by the authority. | 99.41% | 99.65% | | 99.38% | 99.40% | Yes | 99.40% | 99.40% | 99.40% |
| BVPI 11a | The percentage of top 5% of earners that are women. | 14.00% | 19.50% | | 23.9% | 14% | Yes | 23.9% | 23.9% | 23.9% |
| BVPI 11b | The percentage of top 5% of earners from black and minority ethnic communities | 5.00% | 4.90% | | 4.8% | 5% | No | 5% | 5% | 5% |
| BVPI 11c | Top 5% of Earners: with a disability | 0.00% | 0.00% | | 0% | 0% | Yes | 0% | 0% | 0% |
| BVPI 12 | The number of working days/shifts lost due to sickness absence. | 8.8 | 10.61 | | 9.09 | 9.7 | Yes | 8.6 | 8.6 | 8.6 |
| BVPI 14 | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force. | 0.00% | 0.80% | | 0.6% | 0.30% | No | 0.30% | 0.30% | 0.30% |
| BVPI 15 | The percentage of employees retiring on grounds of ill health as a percentage of the total workforce. | 0.00% | 0.00% | | 0.30% | 0.30% | Yes | 0.30% | 0.30% | 0.30% |
| BVPI 16a | The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area. | 1.10% | 1.40% | | 1.50% | 1.20% | Yes | 1.50% | 1.50% | 1.50% |
| BVPI 16b | Percentage of Economically Active People who have a Disability | | | | 15.1% | 0 | 0 | 15.1% | 15.1% | 15.1% |
| BVPI 17a | The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area. | 0.20% | 0.50% | | 0.7 | 0.3 | Yes | 0.7 | 0.7 | 0.7 |
| BVPI 17b | Ethnic minority representation in the workforce – local population | | | | 1.01% | 0 | 0 | 1.01% | 1.01% | 1.01% |
| BVPI 156 | The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people. | 66.70% | | | 85.7% | 85% | Yes | 85.7% | 85.7% | 85.7% |
| Comments | Commentary on performance and targets. BVPI 3 Overall satisfaction with the Council. Improving access to services is a key priority for the Council and we believe that that this will improve satisfaction. BVPI 4 Satisfaction with complaint handling. We have introduced new systems for handling complaints. BVPI 9 - Payment of invoices. We did not meet our ambitious target and will be improving our systems for prompt payment. BVPI 11b We do not currently take positive action to encourage applications from black and minority ethnic communities. | | | | | | | | | |

Benefits

Best Quartile  3rd Quartile 
 2nd Quartile  Worst Quartile 

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|--|--------------------|---------|--|---------|--------|----------------------------------|----------------------|---------|-------------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 76a | The number of housing benefit claimants in the local authority area visited, per 1,000 caseload. | 2.84 | 186.93 | | 178.52 | 182.87 | No | 179.84 | 179.84 | 179.84 |
| BVPI 76b | The number of fraud investigators employed by the Local Authority, per 1,000 caseload. | 0.36 | 0.35 | | 0.32 | 0.31 | Yes | 0.35 | 0.35 | 0.35 |
| BVPI 76c | 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. | 46.75 | 48.76 | | 45.38 | 37.34 | Yes | 42 | 42 | 42 |
| BVPI 76d | 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. | 2.84 | 2.77 | | 3.17 | 3.07 | Yes | 2.42 | 2.42 | 2.42 |
| BVPI 78a | Speed of processing: Average time for processing new claims. | 35.75 | 33.63 | | 28.65 | 36 | Yes | 32 | 28 | 27 |
| BVPI 78b | Speed of processing: Average time for processing notifications of changes of circumstance | 7.16 | 14.02 | | 11.46 | 17.5 | Yes | 14 | 13 | 12 |
| BVPI 79a | Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision. | 97.80% | 97.05% | | 97% | 97% | Yes | 97.5% | 98% | 98% |
| BVPI 79b i | Accuracy of processing: The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year. | New | 40.50% | | 75.44% | 67% | Yes | 76.5% | 78% | 79.5% |
| BVPI 79b ii | Accuracy of processing: The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year. | New | 11.24% | | 34.47% | 38% | No | 36% | 37.5% | 39% |
| BVPI 79b iii | Accuracy of processing: The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year. | New | 4.85% | | 4.15% | 7% | Yes | 6.5% | 5% | 4.5% |
| BVPI 80a | User satisfaction survey: Facilities to get in touch with the benefits office | | | | 80% | 88% | No | NA | NA | Not yet set |
| BVPI 80b | User satisfaction survey: service in the benefits office | | | | 80% | 88% | No | NA | NA | Not yet set |
| BVPI 80c | User satisfaction survey: the telephone service | | | | 76% | 83% | No | NA | NA | Not yet set |
| BVPI 80d | User satisfaction survey: the staff in the benefits office | | | | 83% | 90% | No | NA | NA | Not yet set |
| BVPI 80e | User satisfaction survey: the clarity and understandability of the forms and letters | | | | 66% | 75% | No | NA | NA | Not yet set |
| BVPI 80f | User satisfaction survey: the amount of time it took to tell if claim is successful | | | | 73% | 80% | No | NA | NA | Not yet set |
| BVPI 80g | User satisfaction survey: overall satisfaction | | | | 79% | 85% | No | 0 | 0 | 0 |
| Comments | Commentary on performance and targets BVPI 76a The target was not quite met in full due to staff turnover in the year. We have already achieved target level this year. BVPI 79bii New basis for calculating this PI developed in the hope that more reliable results for year to date could be reported. The target was not achieved due to some very large overpayments being raised in the last 2 weeks of the financial year for which there was no time to attempt recovery. BVPI 80 a - g Satisfaction levels are still considered to be good and the targets were very stretching. Other performance indicators for the Benefits Service have generally improved since the time of the last survey 3 years ago but since then we have introduced a Customer Service Centre for handling the majority of telephone and face-to-face enquiries. Analysis is therefore being undertaken to establish whether the drop in customer satisfaction could be linked to our new corporate approach to customer contact or to greater customer expectations. We will act on the findings where appropriate to improve satisfaction levels. | | | | | | | | | |

Community Safety

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|---|--------------------|---------|--|-----------------------------|--------------------------|----------------------------------|----------------------|----------|----------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 126 | Domestic burglaries per 1,000 households and percentage detected. | 6.4 | 7.37 | | 6.2 | 6 | No | 5.46 | 4.97 | 4.52 |
| BVPI 127a | Violent crimes per 1,000 population and percentage detected, broken down to show: a. violent offences | New | 15.66 | | 17.9 | 16 | No | 14.6 | 13.3 | 12.0 |
| BVPI 127b | Violent crimes per 1,000 population and percentage detected, broken down to show: b. robbery | New | 0.15 | | 0.8 | 0.2 | No | 0.2 | 0.2 | 0.2 |
| BVPI 128 | The number of vehicle crimes per 1,000 population in the local authority area. | 10.36 | 9.71 | | 10.93 | 9.6 | No | 8.7 | 7.9 | 7.2 |
| BVPI 174 | The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population. | | | | 4.92 per 100,000 population | 0 per 100,000 population | No | 25 | 25 | 25 |
| BVPI 175 | The percentage of racial incidents reported to the local authority that resulted in further action. | | | | 100% | 100% | Yes | 100% | 100% | 100% |
| BVPI 225 | The percentage of questions from a checklist to which a local authority can answer 'yes'. | New | | | 36% | 45% | No | 63% | 63% | 63% |
| BVPI 226a | Total amount spent by the local authority on advice and guidance services provided by external organisations. | New | | | £91,650 | No target | 0 | £92,000 | £92,000 | £92,000 |
| BVPI 226b | Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above. | New | | | 24.49% | No target | 0 | 25% | 25% | 25% |
| BVPI 226c | 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. | New | | | £180,502 | No target | 0 | £180,500 | £180,500 | £180,500 |
| Comments | <p>Commentary on performance and targets BVPI 126, 127a & b Many factors have an impact on these PIs which are beyond the control of the Council and its partners. Under-resourced police force means reduced levels of prevention work. Targets only narrowly missed. These are a very challenging targets (9% reduction each year) on a comparatively low figure. These PIs will be a focus for joint planning around preventative work for the new CSP for South Lincolnshire. BVPI 128 Spate of multiple offences committed by one individual in a single quarter. This PI is a focus for the new South Lincs CSP. BVPI 174 Previous target unrealistic and efforts made to raise awareness of requirement to record incidents. BVPI 225 We are engaged in a joint initiative with South Kesteven District Council and North Kesteven District Council to fund fixed term Domestic Violence coordinator post and our performance dependant upon successful appointment to post.</p> | | | | | | | | | |

Culture and Related Services

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|--|--------------------|---------------|--|---------|------------------------|----------------------------------|----------------------|---------|---------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 119a | Percentage of people satisfied with the LA cultural services; sports and leisure facilities | | | | 60% | 55% | Yes | 0 | 0 | 62% |
| BVPI 119c | Percentage of people satisfied with the Local Authority cultural services: museums | | | | 64% | 55% | Yes | 0 | 0 | 66% |
| BVPI 119d | Percentage of people satisfied with the Local Authority cultural services: arts activities and venues | | | | 68% | 55% | Yes | 0 | 0 | 70% |
| BVPI 119e | Percentage of people satisfied with the Local Authority cultural services: parks and open spaces | | | | 70% | 62% | Yes | 0 | 0 | 70% |
| BVPI 170a | The number of visits to/uses of local authority funded or part-funded museums and galleries per 1,000 population. | Museum closed | Museum closed | | 279.08 | 369.45 | No | 369.45 | 369.45 | 369.45 |
| BVPI 170b | The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population. | Museum closed | Museum closed | | 243 | 369.45 | No | 369.45 | 369.45 | 369.45 |
| BVPI 170c | The number of pupils visiting museums and galleries in organised school groups. | Museum closed | Museum closed | | 97 | No separate figure set | 0 | 120 | 120 | 120 |
| BVPI 219a | Total number of conservation areas in the local authority area. | New | 13 | | 13 | 13 | Yes | 13 | 13 | 13 |
| BVPI 219b | Percentage of conservation areas in the local authority area with an up-to-date character appraisal. | New | 15.00% | | 15% | 15% | Yes | 15% | 15% | 15% |
| BVPI 219c | Percentage of conservation areas with published management proposals. | New | 38.50% | | 38.5% | 60% | Yes | 60% | 60% | 60% |
| Comments | Commentary on performance and targets BVPI 170 - Number of visits to museums. Ayscoughfee Hall opened in June 2006 and we set an overambitious target for the number of visits. | | | | | | | | | |

Environment

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|--|--------------------|---------------|--|-------------|-------------|----------------------------------|----------------------|-------------|-------------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 82a i | Percentage of household waste arisings which have been sent by the Authority for recycling. | 16.30% | 21.33% | ■ | 23.1% | 24% | No | 25% | 26% | 27% |
| BVPI 82a ii | Total tonnage of household waste arisings sent by the Authority for recycling | New | 5975 | ■ | 7381 | 7868 | No | 7550 | 7868 | 8154 |
| BVPI 82b i | The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion | 0.00% | 0.00% | ■ | 0.1 | 0 | Yes | 0 | 0 | 0 |
| BVPI 82b ii | The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion. | 0.00% | 0.00% | ■ | 0 | 0 | Yes | 0 | 0 | 0 |
| BVPI 84a | Number of kilograms of household waste collected per head. | 400 | 370 | ■ | 392.8 | 400 | Yes | 400 | 400 | 400 |
| BVPI 84b | Household waste collection (% change): Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population. | New | 2.00% | ■ | -4.5% | 5% | Yes | 0 | 0 | 0 |
| BVPI 86 | Cost of waste collection per household | 39.09 | 46.04 | ■ | 48.17 | £50 | Yes | 51.5 | 53.00 | 54.5 |
| BVPI 89 | Percentage of people satisfied with the standard of cleanliness in their area | | | | 74% | 80% | No | 75% | 80% | 80% |
| BVPI 90a | Percentage of people satisfied with household waste collection | | | | 86% | 95% | No | 90% | 90% | 90% |
| BVPI 90b | Percentage of people satisfied with waste recycling | | | | 81% | 75% | Yes | 85% | 85% | 85% |
| BVPI 91a | Percentage of households resident in the authority's area served by kerbside collection of recyclables | New | 95.00% | ■ | 95% | 95% | Yes | 98% | 98% | 98% |
| BVPI 91b | Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables. | New | 95.00% | ■ | 95% | 95% | Yes | 98% | 98% | 98% |
| BVPI 199a | The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level. | New | 10.00% | ■ | 1% | 10% | Yes | 10% | 10% | 10% |
| BVPI 199b | The percentage of relevant land and highways from which unacceptable levels of graffiti are visible. | New | 10.00% | ■ | 0% | 10% | Yes | 0% | 0% | 0% |
| BVPI 199c | The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible. | New | 10.00% | ■ | 0% | 10% | Yes | 0% | 0% | 0% |
| BVPI 199d | The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping' | New | Effective "2" | | Effective 2 | Effective 2 | Yes | Effective 2 | Effective 2 | Effective 2 |
| Comments | Commentary on performance and targets BVPI 82a i & ii These targets were aspirational and will be met retrospectively if Defra agree to give SHDC credit for home composted material. BVPI 89 A review of service provision is to take place in 2007/8 with consideration given to satisfaction levels. BVPI 90a Major route/day changes to refuse collection were made in June 06 which would likely effect satisfaction levels. | | | | | | | | | |

Environmental Health and Trading Standards

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|--|--------------------|---------|--|---------|--------|----------------------------------|----------------------|---------|---------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 166a | Score against a checklist of best practice for: Environmental Health | 74.00% | 98.00% | | 100% | 100% | Yes | 100% | 100% | 100% |
| BVPI 216a | Number of 'sites of potential concern' in the local authority area with respect to land contamination. | New | 1027 | | 1027 | 1027 | Yes | 1027 | 1027 | 1027 |
| BVPI 216b | Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of 'sites of potential concern' | New | 0.00% | | 1.85% | 11% | No | 11% | 11% | 11% |
| BVPI 217 | Percentage of pollution control improvements to existing installations completed on time. | New | 100.00% | | 100% | 100% | Yes | 100% | 100% | 100% |
| BVPI 218a | Percentage of new reports of abandoned vehicles investigated within 24hrs of notification. | New | 63.75% | | 78% | 60% | Yes | 60% | 65% | 70% |
| BVPI 218b | Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle. | New | 67.00% | | 88% | 60% | Yes | 60% | 65% | 70% |
| Comments | Commentary on performance and targets BVPI 216b The strategy regarding the delivery of this BVPI is being reviewed both locally and on a County basis. Actions have therefore stopped pending the results of this review. | | | | | | | | | |

Homelessness

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|---|--------------------|---------|--|---------|--------|----------------------------------|----------------------|---------|---------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 183a | The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need. | 7 | 2 | | 1 | 3 | Yes | 1.35 | 1 | 1 |
| BVPI 183b | The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need. | 0 | 0 | | 0 | 0 | Yes | 0 | 0 | 0 |
| BVPI 202 | The number of people sleeping rough on a single night within the area of the authority | 5 | 10 | | 0 | 0 | Yes | 0 | 0 | 0 |
| BVPI 203 | The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year. | 58.60% | 12.00% | | -25% | -16% | Yes | -5% | 0% | 0% |
| BVPI 213 | 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. | New | 44 | | 4.24 | 4.27 | No | 4.27 | 5 | 5 |
| BVPI 214 | Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years. | New | 0.00% | | 0% | 2% | Yes | 2% | 2% | 2% |
| Comments | Commentary on performance and targets BVPI 213 Shortage of staff led to difficulties in achieving the target. We have new procedures in place but good performance will depend on maintaining staff levels. | | | | | | | | | |

Housing

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|--------------------|---|--------------------|---------|--|---------|-----------|----------------------------------|----------------------|---------|---------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 63 | Energy Efficiency - the average SAP rating of local authority owned dwellings | | 59.00% | | 59% | 70% | No | 70% | 70% | 70% |
| BVPI 64 | The number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority | 25 | 61 | | 61 | 25 | Yes | 38 | 38 | 38 |
| BVPI 66a | Local authority rent collection and arrears: proportion of rent collected. | 99.19% | 99.30% | | 99% | 99% | Yes | 99% | 99% | 99% |
| BVPI 66b | Rent Collection and Arrears Recovery: tenants in arrears. Percentage of Local Authority tenants with more than seven weeks (gross) rent arrears | New | 3.60% | | 3.37% | 3% | Yes | 3% | 3% | 3% |
| BVPI 66c | Rent Collection and Arrears Recovery; possessions sought. Percentage of Local Authority tenants in arrears who have had Notices Seeking Possession served | New | 5.92% | | 33% | 30% | No | 30% | 30% | 30% |
| BVPI 66d | Rent Collection and Arrears Recovery: evictions Percentage of Local Authority tenants evicted as a result of rent arrears. | New | 0.10% | | 0.20% | 0.15% | No | 0.15% | 0.15% | 0.15% |
| BVPI 74a | Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by i) black and minority ethnic and ii) non-black and minority ethnic tenants | | | | 88.7% | 85% | Yes | N/A | N/A | 89% |
| BVPI 74b | Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by i) black and minority ethnic tenants | | | | 50% | No target | 0 | N/A | N/A | 60% |
| BVPI 74c | Tenant Satisfaction with Landlord (non - ethnic minority Tenants) | | | | 88.6% | 88% | Yes | N/A | N/A | 88% |
| BVPI 75a | Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by(i) black and minority ethnic and (ii) non-black and minority ethnic tenants. | | | | 72% | 70% | Yes | N/A | N/A | 75% |
| BVPI 75b | Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by(i) black and minority ethnic and (ii) non-black and minority ethnic tenants. | | | | 0% | No target | No | 0 | 0 | 0 |
| BVPI 75c (Amended) | Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by(i) black and minority ethnic and (ii) non-black and minority ethnic tenants. | | | | 72% | 70% | Yes | N/A | N/A | 75% |
| BVPI 164 | Does the authority follow the Commission for Racial Equality's code of practice in Rented Housing and 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 | Yes | Yes |
| BVPI 184a | The percentage of local authority dwellings which were non-decent at the start of the financial year. | 71.00% | 31.00% | | 18.50% | 14% | No | 14.94% | 10.00% | 0 |
| BVPI 184b | The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year. | 43.80% | 40.32% | | 20.46% | 19% | Yes | 23.5% | 25% | 0 |
| BVPI 212 | Average Time to Re-let Local Authority Housing | New | 28 Days | | 27 | 21 | No | 21 | 21 | 21 |
| Comments | Commentary on performance and targets BVPI 66c & d We have installed new software and anticipate an improvement as a result. BVPI 75b The data was taken from only two responses to a survey and so is not statistically valid. BVPI 212 We have appointed a manager of empty properties to ensure that performance improves | | | | | | | | | |

Planning

Best Quartile ■ 3rd Quartile ■
 2nd Quartile ■ Worst Quartile ■

| BVPI Number | Performance Indicator | Actual Performance | | Our Performance in 2005/06 against Benchmark 2005/06 | 2006/07 | | Was the 2006/07 target achieved? | Next 3 years targets | | |
|-----------------|---|--------------------|--------------|--|---------|--------|----------------------------------|----------------------|---------|---------|
| | | 2004/05 | 2005/06 | | Actual | Target | | 2007/08 | 2008/09 | 2009/10 |
| BVPI 106 | Percentage of new homes built on previously developed land. | 32.60% | 57.70% | | 41.4% | 18.5% | Yes | 18.5% | 18.5% | 18.5% |
| BVPI 109a | Percentage of planning applications determined: a. major applications in 13 weeks; | 60.00% | 70.00% | | 82.54% | 75% | Yes | 75% | 75% | 75% |
| BVPI 109b | Percentage of planning applications determined: b. minor applications in 8 weeks | 70.00% | 82.68% | | 89.76% | 80% | Yes | 80% | 85% | 85% |
| BVPI 109c | Percentage of planning applications determined: c. other applications in 8 weeks. | 86.00% | 93.05% | | 94.53% | 85% | Yes | 85% | 85% | 85% |
| BVPI 111 | Percentage of applicants satisfied with the service received from development control | Not measured | Not measured | | 65% | 75% | No | 75% | 75% | 75% |
| BVPI 200a | Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme? | New | Yes | | Yes | Yes | Yes | Yes | Yes | Yes |
| BVPI 200b | Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out? | New | Yes | | Yes | Yes | Yes | Yes | Yes | Yes |
| BVPI 200c | Did the Local Planning Authority publish an annual report by 31st December each year? | New | Yes | | Yes | Yes | Yes | Yes | Yes | Yes |
| BVPI 204 | The percentage of appeals allowed against the authority's decision to refuse on planning applications | New | 22.95% | | 22.80% | 25.00% | Yes | 24% | 22% | 20% |
| BVPI 205 | Quality of service checklist | 67.00% | 78.00% | | 78.00% | 78.00% | Yes | 83% | 89% | 89% |
| Comments | Commentary on performance and targets BVPI 111 Satisfaction with Development Control In order to pursue the national targets of 8 and 13 weeks to determine an application we had to be stricter when it came to the negotiation stage, this lead to some criticism from customers as they felt we were sacrificing quality for speed. Thus our satisfaction percentage suffered as a result. We have implemented a more robust pre-application service in which the idea is to hold all the discussions/negotiations with an applicant before an application is submitted. We should see a positive effect on our customer satisfaction as a result of this system. | | | | | | | | | |