










Quarter 2 2006/7 – BVPI Report



Report Type: PI Report
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Rows are sorted by PI Code.

PI Status		Long Term Trends		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.

Portfolio Owners: **CIr Darryl Smith**
 HoS: **Iiona Snow-Miller**
 Data Collection Officer: **Miladur Rahman**
 BV Category: **Cultural & Related Services**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Annual Target 2006/7
					Value	Value	Target	
			BV170a	Visits to and Use of museums & galleries - All Visits	45.97 	101.04	78.00	156.00
			BV170b	Visits to and use of Museums & galleries - Visits in Person	45.87 	100.85	78.00	155.00
			BV170c	Visits to and Use of Museums - School Groups	0.00 	30.00	90.00	180.00

Portfolio Owners: **Cllr Janet Farquharson**
 HoS: **Andrew Buckle**
 Data Collection Officer: **Anita Tittensor**
 BV Category: **Housing Benefit and Council Tax Benefit**









On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Annual Target 2006/7	
					Value	Value	Target		Note
			BV78a - KSI	Speed of processing - new HB/CTB claims	37.72 	37.78	32.00	32.00	Performance has dipped slightly, mainly due to a drop in performance in August. Performance for the month of September improved greatly and it is anticipated will continue resulting in an improved 3rd quarter performance.
			BV78b	Speed of processing - changes of circumstances for HB/CTB claims	18.59 	17.80	9.00	9.00	Performance from April to September is 17.8 days; this is an improvement on the first quarter outturn and heading in the right direction. If the month on month performance continues as at present quarter 3 should show an even greater improvement.
			BV79a	Accuracy of processing - HB/CTB claims	99.20% 	98.00%	99.00%	99.00%	A slight drop in performance for the months of July to September has resulted in a small cumulative drop in performance. It is anticipated that this will improve over the next quarter and we will be on target for our outturn.

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	87.81% 	86.79%	85.00%	Performance for the period April to September 06 has dropped .02 on the first three months. Taking into account peak holiday periods during the months of July and August 2006 it is good to see that performance has not suffered greatly. It is anticipated that the move to Blackburn, with increased resources available, performance will improve.	85.00%
			BV79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	11.46% 	19.01%	40.00%	Performance against this BVPI has dropped slightly, now that the peak holiday periods have passed and with the move of back office processes to Capita it is anticipated that performance against this BVPI will improve.	80.00%
			BV79b(iii)	Percentage of Recoverable Overpayments Recovered (HB)	4.18% 	11.74%	5.00%	Due to a data cleansing exercise it is unlikely that this target will be met. Old outstanding debt with little or no chance of recovery, for various reasons (death, moved and unable to trace) is being written off to enable a clearer picture of true outstanding debt, which is recoverable.	10.00%





Portfolio Owners: **Cllr Janet Farquharson**
 HoS: **Andrew Buckle**
 Data Collection Officer: **Laura Dewhurst**
 BV Category: **Housing Benefit and Council Tax Benefit**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV76a	Housing Benefits Security number of claimants visited	52.75 	125.57	102.00	On Target	204.00
			BV76b	Housing Benefits Security number of fraud investigators employed	0.27 	0.27	0.27	On Target	0.27
			BV76c	Housing Benefits Security number of fraud investigations	5.80 	9.90	6.90	Ahead of Target	28.00
			BV76d	Housing Benefits Security number of prosecutions & sanctions	1.93 	3.83	3.45	On Target	6.90





Portfolio Owners: **Cllr Janet Farquharson**
 HoS: **Andrew Buckle**
 Data Collection Officer: **Sharon Noble**
 BV Category: **Corporate Health**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV10 - KSI	Percentage of Non-domestic Rates Collected	105.65% 	106.49%	99.00%	Collection on target	99.00%
			BV9 - KSI	% of Council Tax collected	95.81% 	94.12%	98.00%	To focus upon improvement against this indicator, 2 members of staff have relocated to working on the recovery of unpaid Council Tax. Arrangements after Liability Orders are being checked regularly and cases are being passed to bailiff as soon as possible. Summons for non payment are being issued on 6/10/06 and an extra court date of 9/10/06 is due to be heard. 56.5% of Council Tax has now been collected.	98.00%

Portfolio Owners: **CIlr Janet Graham**
 HoS: **Liz Murphy**
 Data Collection Officer: **Glenys Holt**
 BV Category: **Corporate Health**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV12 - KSI	Working Days Lost Due to Sickness Absence	2.03 	5.02	5.00	The calculation of this PI is affected by the transfer of Benefits and Revenues staff to CAPITA on 29.09.06. The robust management of sickness is continuing.	10.00

Portfolio Owners: **CIlr Judith Driver**
 HoS: **Carole Todd**
 Data Collection Officer: **Alec Tattersall; Christine Chadderton**
 BV Category: **Waste Management & Cleanliness**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV82a(i) - KSI	% of Household Waste Recycled	19.46% 	19.84%	21.50%	Slightly below target, however with seasonal variances taken into account, it is anticipated that the annual target should be met.	21.50%

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Annual Target 2006/7	
					Value	Value	Target		Note
			BV82a(ii)	Tonnes of Household Waste Recycled	1227.17 	2445.48	2670.73	Slightly below target, however with seasonal variances taken into account, it is anticipated that the annual target should be met.	5341.46
			BV82b(i) - KSI	% of Household Waste Composted	7.29% 	8.01%	6.00%	Exceeding target. This is due to the increase in the number of brown bins which we have delivered.	6.00%
			BV82b(ii)	Tonnes of household waste composted	459.70 	988.00	745.34	Exceeding target. This is due to the recent delivery of brown bins which have increased our composting rate.	1490.68
			BV84a	Household waste collected per head, in kilos	95.50 	187.10	189.00	Kilos of waste per head is continuing to decrease. This is mainly due to the recycling of bulky collections.	378.00
			BV84b	Household Waste Collection (% change in kilograms per head)	-3.91% 	-2.98%	-0.05%	Kilos of waste per head is continuing to decrease year on year. As opportunity for recycling are successfully introduced.	-0.05%
			BV91a	Kerbside Collection of Recyclables (one recyclable)	95.00% 	95.00%	95.00%	On target, it is our intention to increase the number of properties where we offer recycling. This will hopefully lead to approx 97% of properties being offered recycling.	95.00%
			BV91b	Kerbside collection of recyclables (two recyclables)	95.00% 	95.00%	95.00%	On target, it is our intention to increase the number of properties where we offer recycling. This will hopefully lead to approx 97% of properties being offered recycling.	95.00%

Portfolio Owners: **CIlr Judith Driver**
 HoS: **Carole Todd**
 Data Collection Officer: **Dave Whiteman**
 BV Category: **Environment & Environmental Health**





On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Note	Annual Target 2006/7
					Value	Value	Target		
			BV218a	Abandoned vehicles - % investigated within 24 hrs	100.00% 	100.00%	95.00%	Numbers of abandoned cars are reducing due to Introduction of the fast track removal scheme and new legislation	95.00%
			BV218b	Abandoned Vehicles - % removed within 24 hours of required time	100.00% 	100.00%	95.00%	Number of abandoned vehicles are reducing due to the fast track system and new legislation	95.00%

Portfolio Owners: **CIlr Judith Driver**
 HoS: **Carole Todd**
 Data Collection Officer: **Trish Ellins**
 BV Category: **Community Safety & Well Being**





On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Note	Annual Target 2006/7
					Value	Value	Target		
			BV126	Domestic burglaries per 1,000 households	2.54 	4.98	5.10	Improved figure on last quarter and on course to hit annual target	10.20
			BV127a	Violent Crime per 1,000 Population	3.91 	7.91	9.00	Still exceeding target. Success with local operations over the summer months has contributed to the success.	18.00

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Annual Target 2006/7	
					Value	Value	Target		Note
			BV127b	Robberies per 1,000 Population	0.10 	0.23	0.26	Work continuing to ensure we reach target	0.50
			BV128	Vehicle crimes per 1,000 population	2.76 	5.25	6.94	On course to exceed annual target. A number of our prolific car offenders in custody/moved area.	13.90
			BV174	Racial Incidents Recorded	0.00 	0.00	2.50	We have requested this be recorded annually due to the low number of incidents recorded	5.00
			BV175	Racial incidents resulting in further action	100.00% 	100.00%	90.00%	No incidents recorded so far this year, therefore no actions applicable	90.00%









Portfolio Owners: **Cllr Michael Ormerod**
 HoS: **Phil Seddon**
 Data Collection Officer: **Janice Crawford**
 BV Category: **Corporate Health**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Annual Target 2006/7
					Value	Value	Target	
			BV8 - KSI	% of invoices paid on time	71.58% 	74.51%	92.50%	92.50%
								<p>Once electronic ordering is bedded in we will be directing the suppliers to send all invoices centrally to the Exchequer Section, this way the bulk of invoices can be matched with the electronic purchase order, which is already coded and authorised, so that payment can be made without having to refer to the departments again.</p> <p>Suppliers who send in invoices without quoting purchase order numbers can be targeted to find out whether orders were placed but not quoted, or whether the electronic order system had been circumvented. In either case corrective action can be taken quickly to avoid future delays.</p>













Portfolio Owners: **Clr Michael Ormerod**
 HoS: **Linda Fisher**
 Data Collection Officer: **Lee Childs**
 BV Category: **Corporate Health**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV156	Buildings Accessible to People with a Disability	79.00% 	93.00%	100.00%	DDA contract is now complete, with all priority 1 and 2 works included. Priority 3 and 4 will be picked up on future repairs and maintenance contracts	100.00%

Portfolio Owners: **Clr William Challinor**
 HoS: **Lynn Hurrell**
 Data Collection Officer: **Julie Bracewell**
 BV Category: **Housing**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07			Annual Target 2006/7
					Value	Value	Target	Note	
			BV183a	Length of stay in temporary accommodation (B&B)	0.00 	0.00	1.00	This could be due to the period July to September being the end of our quieter period within homelessness.	2.00
			BV183b	Length of stay in temporary accommodation (Hostel)	0.00 	0.00	2.00	This could be due to the period July to September being the end of our quieter period within homelessness.	4.00

Portfolio Owners: **CIr William Challinor**
 HoS: **Linda Fisher**
 Data Collection Officer: **Bryan Beardsworth**
 BV Category: **Planning**

On Target?	Long Term Trend	Short Term Trend	BVPI Code	Description	Q1 2006/07	Q2 2006/07		Annual Target 2006/7	
					Value	Value	Target		Note
			BV109a	Major applications determined in 13 weeks	100.00% 	57.14%	60.00%	Only 3 applications determined in July to Sept period, 2 of which were historic applications received in 1996 & 1997 respectively.	60.00%
			BV109b	Minor applications determined in 8 weeks	76.00% 	74.61%	65.00%	July to Sept 44 out of 60 applications determined in time.	65.00%
			BV109c	Planning Applications: 'Other' applications	96.00% 	90.09%	80.00%	180 out of 198 applications determined in time.	80.00%