

SUMMARY OF KEY ISSUES

To enable members to understand fully the contents of the Report, below are the key issues and proposed action which needs to be taken.

KEY ISSUES-

Quarter 3 (April to Dec 2006)

- 28 or 67% of the 42 BVPI's collected quarterly are on/above target
- 3 or 7% are marginally below target
- 11 or 26% are below target
- Action plans are attached for each of those BVPI's that are not on target (appendix 3)
- The attached Covalent report shows the latest outturn against all BVPI's collected quarterly (appendix 2)

BVPI Quartile Position Performance Results for 2005/6

- 35% of BVPI's in the top 2 'above average' quartiles for 2005/6 , when comparing RBC against all District Council
- In 2004/5, 37% of BVPI's were placed in the top 2 quartiles
- When comparing against ALL English Councils (District & Single Tier) 43% of our BVPI's are in the top 2 quartiles for 2005/6
- Historically, RBC has only compared itself to all England District Council's, further historical analysis will be undertaken to track this position back to 2004/5
- Several changes, additions and deletions to the 'full suite of BVPI's' make like for like comparison against previous years more difficult
- Appendix 4 shows the quartile position achieved for each BVPI at the end of 2005/6 , together with the previous year's quartile position

RECOMMENDATIONS

That Members scrutinise and challenge the performance achieved

ACTION TO BE TAKEN/BY WHOM/WHAT DATE

1. O&S will determine what action, if any, to take



ITEM NO. D2

**Subject: Quarter 3 2006/7 BVPI
Performance Report and 2005/6 Quartile
Positions**

Status:

**Report to: Audit & Performance
Management Overview & Scrutiny
Committee**

Date: March 1st 2006/7

Report of: Head of Policy & Change Management

Portfolio

Holder: Cabinet Member for Performance Management

BACKGROUND INFORMATION

Tick Box

Draft Policy Framework Document

Response to Consultation

New Policy Initiative

Other (please state)

1. PURPOSE OF REPORT

1.1 The purpose of this report is to inform Members of the Overview and Scrutiny Committee of those Best Value Performance Indicators that are collected monthly and quarterly and are not currently on track to achieve the targets set against them for Quarter 3. This report also informs members of the quartile positions assigned to 2005/6 Outturns

1.2 The attached Covalent report (see appendix 2) shows performance against all BVPI's that are collected on a monthly and quarterly basis (including the 3 indicators that are collected 3 times a year) and an overall analysis of this performance has been included within the report (see fig 1, page 8).

- 1.3 **Action Plan templates** (see appendix 3) show what actions are being taken by the service area to improve performance against BVPI's which are under-performing.

2. CORPORATE PRIORITIES

- 2.1 The matters discussed in this report are linked to and support the following corporate priorities: **Improving Services** - Performance Management has been identified as a high priority for the Council and relates directly to the Council's priority of 'Improving Services'. Using performance management information to enable early corrective action to be taken in areas of under-performance is an important part of managing the Council's performance to achieve continual improvement.

3. RISK ASSESSMENT IMPLICATIONS

- 3.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below: There are no direct risks identified in carrying out the recommendations of this report but failing to achieve the target against BVPI's shows a potential risk that the Council is not improving at as fast a pace as it had planned to achieve. Taking early corrective action to get performance back on track mitigates against this risk.

4. BACKGROUND/REASON FOR REPORT


- 4.1 Out of a total of 90 BVPI's that will be collected at the end of 2006/7, there are 39 BVPI's that are reported on a quarterly basis with a further 3 that are reported 3 times a year. The other 48 BVPI's are reported at the year-end only.

4.2 BVPI Target's Achieved?

- 4.2.1 Each year as part of the Business Service Planning Process all Heads of Service set targets for the next 3 years against each BVPI and other Local Indicators that they are responsible for. These targets are shown in their Business Plan and the Council's Best Value Performance Plan (Corporate Improvement Plan).

- 4.2.2 The targets are entered into Covalent, the Council's Performance System and progress against the target is updated on a monthly basis for the BVPI's that are collected monthly. A Covalent report is then generated each month, which shows how each of these BVPI's is performing in relation to the target set for it and these reports are used to prepare a more detailed quarterly performance report.

 **Denotes that the target is being achieved or exceeded**

 **Denotes that the indicator is within a 5% margin of achieving target -**
These are classed as being 'marginally below' target, and we are not currently asking for details of corrective action, but will keep them under review.




- Denotes that the indicator is outside a margin of 5.1%, or greater, of achieving its target – Where a BVPI is under target, a Performance Action Plan is requested by the responsible officer (See appendix 3). These forms will be up-dated each quarter they remain under-target and attached against the relevant indicator in the Covalent Performance system. (NB Some BVPI's have been set different margins where a good reason has been given).

4.3 Quarter 3 Performance Compared against Quarter 2




42 BVPI's were collected for quarter 3.

4.3.1 Comparing against the same 38 BVPI's that were collected in quarter 2;

Quarter 3

On Target 	Marginally Below Target 	Below Target 
24*	3	11
63%	8%	29%

Quarter 2




On Target 	Marginally Below Target 	Below Target 
25	3	10
66%	8%	26%

4.3.3 *BV 199a, b and c are included in this report and were not included in the Q2 report because they are only collected 3 times a year. For November these 3 indicators were above target. They were all below target when they were first reported in the Q1 report.

*BV 64 was not reported in Q2, but was below target. It was above target for Q3.

4.3.4 With these additional BVPI's taken into consideration, quarter 3 performance can be shown as below;

Quarter 3

On Target 	Marginally Below Target 	Below Target 
28	3	11
67%	7%	26%

4.3.5 Changes between Quarter 2 and Quarter 3

4.3.6 Improving BVPI's between Quarter 2 and Quarter 3

- 170c – Visits to and use of museums (school groups) was below target for Q2 and is now above target for Q3
- 12 – Working days lost due to sickness absence was marginally below target for Q2 and is now back on target for Q3.
- 82a(i) - % of Household waste recycled was below target for Q1 and Q2 and is now marginally below target for Q3
- 199a – Local street and environmental cleanliness – Litter was below target in July and is now on target at November
- 199b – Local street and environmental cleanliness – Graffiti was below target in July and is now on target at November
- 199c – Local street and environmental cleanliness – Fly-posting was below target in July and is now on target at November
- 109a – Major Applications determined in 13 weeks was marginally below target for Q2 and is now back on target for Q3
- BV 64 – Number of private sector dwellings returned into occupation was below target for Q2 and is now above target for Q3

4.3.7 Declining BVPI's between Quarter 2 and Quarter 3

- 79b (i) - % of recoverable overpayments recovered (HB) that are recovered during period was above target for Q1 and Q2 and is now below target for Q3.
- 76b – Housing Benefits Security number of fraud investigators was above target for Q1 and Q2 and is now below target
- 76d – Housing Benefits Security Number of prosecutions and sanctions was above target for Q1 and Q2 and is now marginally below target for Q3.
- 10 - % of Non-Domestic rates collected – was above target for Q1 and Q2 and is now below target for Q3.

4.3.8 What is being done about those indicators that are below target?




For each indicator that is under-target (●), both the relevant Head of Service (HoS) & Portfolio Holder are aware of this underperformance and the HoS and/or the responsible officer is required to complete a BVPI Action Plan to provide a summary of the related issues and the actions being taken to improve performance. These action plans are included as appendix 3.

















4.4 BVPI's Below Target by Service Area –

4.4.1 Community and Partnerships – Number of BVPI's reported quarterly: 3

There are no BVPI's showing Below Target within this service area.

4.4.2 e-Government and Customer Services – Number of BVPI's reported quarterly: 12

On Target 	Marginally Below Target 	Below Target 
2	2	8
16.5%	16.5%	67%

On Target?	Long Term Trend	Good Performance	BVPI Code	Description	Q3 Value	Q3 Target
		High	BV10 – KSI	Percentage of Non-domestic Rates Collected	92.23%	99.00%
		High	BV9 – KSI	% of Council Tax collected	93.86%	98.00%
		N/A	BV76b	Housing Benefits Security number of fraud investigators employed	.15	.27
		Low	BV78a – KSI	Speed of processing - new HB/CTB claims	36.9	32.0
		Low	BV78b	Speed of processing - changes of circumstances for HB/CTB claims	18.0	9.0
		High	BV79b (i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	79.88%	85.00%
		High	BV79b (ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	23.33%	60.00%
		Low	BV79b (iii)	Percentage of Recoverable Overpayments Recovered (HB)	14.13%	7.50%




4.4.3 Regeneration & Social Housing – Number of BVPI's reported quarterly: 3



There are no BVPI's below target for this Service Area

4.4.4 Spatial Development - Number of BVPI's reported quarterly: 3

There are no BVPI's below target for this Service Area

4.4.5 **Finance** - Number of BVPI's reported quarterly: 1




On Target 	Marginally Below Target 	Below Target 
0	0	1
0%	0%	100%



On Target?	Long Term Trend	Good Performance	BVPI Code	Description	Q3 Value	Q3 Target
		High	BV8 – KSI	% of invoices paid on time	74.72%	92.50%

4.4.6 **Human Resources** - Number of BVPI's reported quarterly: 1

There are no BVPI's below target for this Service Area

4.4.7 **Legal and Democratic** - Number of BVPI's reported quarterly: 1

On Target 	Marginally Below Target 	Below Target 
0	0	1



On Target?	Long Term Trend	Good Performance	BVPI Code	Description	Q3 Value	Q3 Target
		High	BV156	Buildings Accessible to People with a Disability	93.00%	100.00%

4.4.8 **Street Scene and Livability** - Number of BVPI's reported quarterly: 18 (one has been changed to Data only so only 17 being reported)

On Target 	Marginally Below Target 	Below Target 
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15	1	1
88%	6%	6%

* 3 of these indicators are collected 3 times a year

On Target?	Long Term Trend	Good Performance	BVPI Code	Description	Q3 Value	Q3 Target
		High	BV 82a (ii)	Tonnes of Household Waste Recycled	3762.00	4006.10

4.5 Corporate View of Performance

4.5.1 The Covalent Report (appendix 2) shows the status and outturn of all the BVPI's that are collected on a quarterly basis. The graph on the following page shows the overall corporate view of the number of indicators that are achieving target, marginally below target and below target.

Legend	
	Above Target
	Marginally Below Target
	Below Target

Fig.1. – Corporate View of BVPI Performance (BVPI's that are reported quarterly)

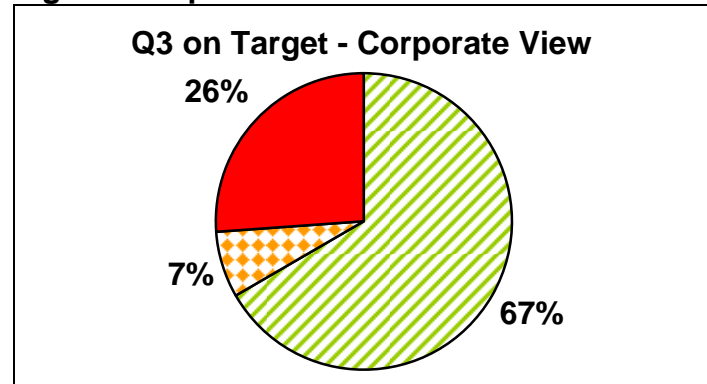
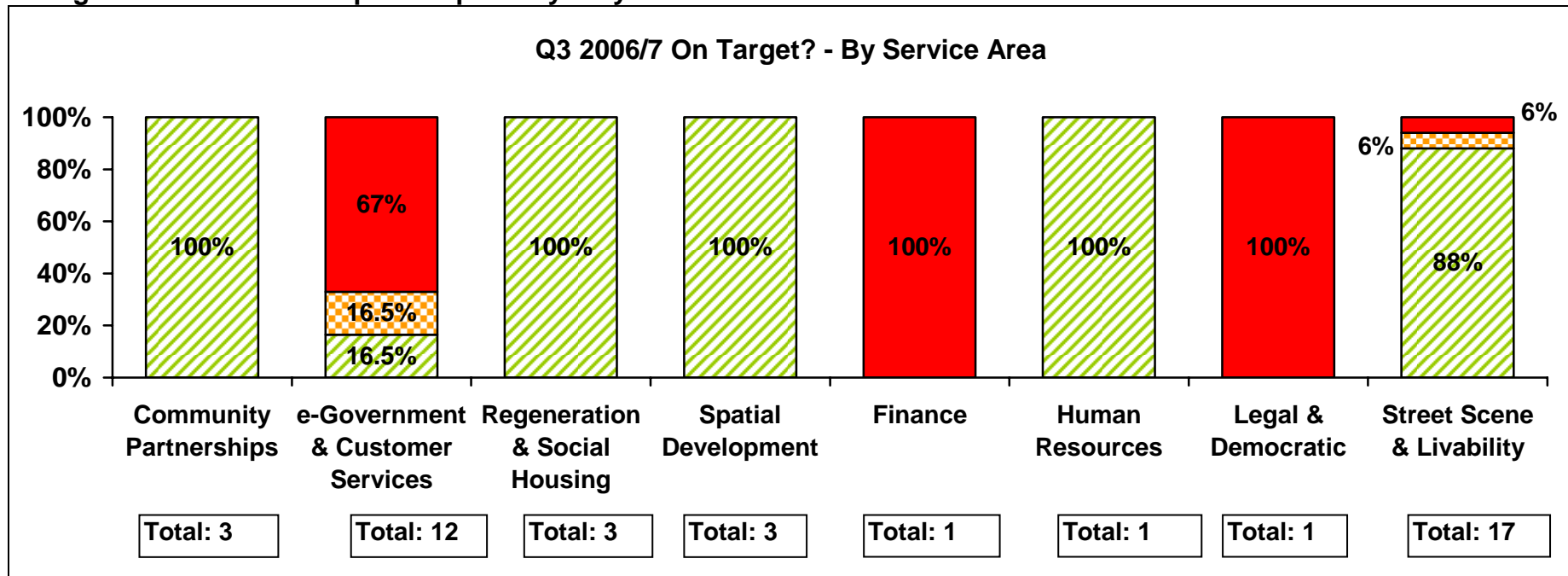


Fig. 2 BVPI's that are reported quarterly – By Service Area



4.6 Quartile Positions

4.6.1 Appendix 4 shows the quartile positions that have been assigned to the 2005/6 Outturns. The quartile positions were released by the Audit Commission early January and were revised in February. The revised results only affected 1 BVPI; BV 79a – Accuracy of HB/CTB claims which has resulted in the original position of bottom quartile moving up to third quartile.

4.6.2 The quartiles described briefly;

Top Quartile	Top 25% of all English District Councils
2 nd Quartile	Between 21.5% and 50% of all English District Councils
3 rd Quartile	Between 51% and 75% of all English District Councils
Bottom Quartile	Bottom 25% of all English District Councils

4.6.3 Appendix 4 shows;

- the 2004/5 and 2005/6 BVPI outturns, showing quartile positions and whether above/below district average
- a summary of quartile positions, comparing 2004/5 with 2005/6
- a summary of district quartile positions by Portfolio Holder
- 2006/7, 2007/8 & 2008/9 BVPI targets with 2005/6 district quartile positions assigned
- a summary of the % of BVPI's above/below district average, comparing 2004/5 with 2005/6

5. OPTIONS CONSIDERED

5.1 The report details the performance of BVPI's from April 2006 to December 2006 so there are no options to consider.

6. COMMENTS OF THE HEAD OF FINANCIAL SERVICES

6.1 There are no immediate financial considerations attached to the recommendations within this report. However, consideration should be made in the future regarding the use of financial resources and their impact on service performance in order to demonstrate both the linkage and the relationship between finance and service performance.

7. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES

7.1 There are no immediate legal considerations attached to the recommendations within this report.

8. COMMENTS OF THE HEAD OF HUMAN RESOURCES

8.1 There are no immediate human resource implications attached to the recommendations within this report

9. CONCLUSION

9.1 At the end of Quarter 3 (December 2006) eleven or 26% of the Council's Best Value Indicators are not currently demonstrating a high enough level of performance to achieve their end of year targets. Of particular concern are the four Key Success Indicators that are under-performing as hi-lighted within the report. A further 3 indicators are marginally under the level of target performance and these indicators will be kept under review.

9.2 It is essential that the Council takes timely, corrective action to improve in areas of under-performance and continues to monitor the progress of these indicators. Monitoring progress will enable corrective actions to be taken in the following quarter to improve where targets have not achieved.

9.3 It is important to recognise that this report has deliberately focused on areas of under-performance to facilitate a stronger focus on taking corrective action. However, the majority of the Council's Best Value Performance Indicators, 28 or 67%, are achieving or exceeding their targeted levels of performance.

9.4 Rossendale B.C normally compares quartile positions against other Districts, however for 2005/6 we have also compared against all English Councils.

	District Council		All England	
Top Quartile	14	19%	16	22%
2 nd Quartile	12	16%	15	21%
3 rd Quartile	22	30%	20	27%
Bottom Quartile	25	34%	22	30%
Total	73		73	

9.5 Comparing District Councils quartile positions 2004/5 with 2005/6

	2004/5		2005/6		Variance
Top Quartile	13	21%	14	19%	-2%
2 nd Quartile	10	16%	12	16%	+1%
3 rd Quartile	14	23%	22	30%	+8%
Bottom Quartile	25	40%	25	34%	-7%
Total	62		73		

9.6 Following the transfer of the Housing Stock, we will no longer be required to report on these at the end of 2005/6, and, as a result we will lose several bottom quartile indicators, but this will be off-set by also losing some of the higher performing housing indicators. However, the newly introduced indicators against 'Homelessness' will remain.

9.7 On the whole, the newly introduced indicators in 2005/6 are achieving 'above average' positions and it is the indicators in areas that we are already aware of

in the lower positions, around 'Corporate Health' and 'Housing Benefit & Council Tax' that continue to achieve below average. The Council is aware of these and continues to plan to improve its performance in these areas.

10. DATA QUALITY

10.1 For quarter 3 all relevant information was submitted on time.

11 REPORT FORMAT, CONTENT & STRUCTURE

11.1 Considerable changes have taken place within the last 12 months in the way in which performance is both reported & illustrated to Members. Members are asked to comment on whether they find the style of reporting 'user friendly' and facilitate Members in identifying and understanding performance issues and whether they have any suggestions for further improvement.

12 RECOMMENDATION(S)

12.1 That O&S Committee considers the levels of performance detailed in this report.

12.2 That Members comment or make suggestions on the reporting style for Performance Management

12.3 That the O&S continues to monitor performance of those indicators that are under-achieving targeted levels of performance and may wish to request further information upon this from the relevant Head of Service.

13. CONSULTATION CARRIED OUT

Contact Officer	
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Background Papers	
Document	Place of Inspection
Covalent Performance Management System	Covalent system or ask Leanne Dixon – leannedixon@rossendalebc.gov.uk










Q3 2006/7 BVPI Report

Report Author: Leanne Admin_Dixon

Report Type: PI Report

Generated on: 05 February 2007

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.

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	

Portfolio Owners: **Challinor, Cllr William**
 HoS: **Sharples, Jon**
 Data Collection Officer: **Shaw, Duncan**
 BV Category: **Housing**

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			High	BV64	No of private sector vacant dwellings that are returned into occupation or demolished	16	27	27	26	After being slightly under target in the previous 2 quarters we are now on target to hit our year end outturn. Given the high number of empty homes we are pursuing and the work being carried in other Council Sections involving empty homes I am confident we will hit our predicted target outturn at year end. Please note This figure is a cumulative one collected monthly, the quarter end cumulative figure is the same as the last month in the quarter.	35

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	

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

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			High	BV109a	Major applications determined in 13 weeks	57.14% 	.00%	66.67%	60.00%	6 Out of 9 Applications Determined in Time. Two applications were historic applications that had their Section 106 Agreements Finalised.	60.00%
			High	BV109b	Minor applications determined in 8 weeks	74.61% 	94.73%	76.36%	65.00%	This Quarter has seen the introduction of a new member of staff which has improved capacity. Very good indication that we will achieve the target for the year.	65.00%
			High	BV109c	Planning Applications: 'Other' applications	90.09% 	95.65%	95.00%	80.00%	The introduction of a new member of staff has helped improve performance, this return gives a very positive indication that the target will be met for this year and the final performance figure be in the top Quartile for the Country.	80.00%

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	

Portfolio Owners: **Challinor, Cllr William**
 HoS: **Sharples, Jon**
 Data Collection Officer: **Bracewell, Julie**
 BV Category: **Housing**

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			Low	BV183a	Length of stay in temporary accommodation (B&B)	.00 	.00	.00	1.50	The continued drive towards the Homelessness Prevention Agenda & Partnership working in the Borough has meant that use of temporary accommodation is being used as a last resort, because more move on accommodation is being sought and customers are being relocated without the need to use temporary accommodation.	2.00
			Low	BV183b	Length of stay in temporary accommodation (Hostel)	.00 	.00	.00	3.00	The use of temporary accommodation is the last resort, and increased prevention work has ensured that this form of accommodation has not had to be used, because customers have been re-housed through other means.	4.00

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006
						Value	Value	Value	Target	

Portfolio Owners: **Driver, Cllr Judith**
 HoS: **Todd, Carole**
 Data Collection Officer: **Samantha Wardley/Christine Chadderton/Dave Whiteman**
 BV Category: **Waste Management & Cleanliness**

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	Target		Note
			High	BV82a (i)	% of Household Waste Recycled	19.84% 	21.58%	20.67%	21.50%	figures still to be confirmed from LCC however early indications show that we are still slightly below target for the year, however this quarter has seen and increase due to Christmas.	21.50%
			High	BV 82a (ii)	Tonnes of Household Waste Recycled	2445.48 	400.47	3762.00	4006.10	figures still to be confirmed from LCC however early indications show that we are slightly below target for the year, however this quarter has seen and increase due to Christmas.	5341.46
			High	BV82b (i)	% of Household Waste Composted	8.01% 	5.10%	7.59%	6.00%	figures still to be confirmed from LCC however early indications show that we are still slightly below target for the year, however this quarter has seen and increase due to Christmas.	6.00%
			High	BV82b (ii)	Tonnes of household waste composted	988.00 	94.62	1492.64	1118.01	The increase in the composting is in the main due to the tonnage of leaves we have collected and recycled	1490.68
			Low	BV84a	Household waste collected per head,	187.1 	26.7	279.0	283.5	Continuing to exceed target, kilos of waste per head continuously dropping	378.0

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006
						Value	Value	Value	Target>Note	

			Low	BV84b	Household Waste Collection (% change in kilograms per head)	-2.98%	10.36%	-1.01%	-0.05%	due to waste being recycled. Amount of waste collected has dropped since last year. Continuing to exceed target, kilos of waste per head continuously dropping due to waste being recycled. Amount of waster collected has dropped since last year.	-0.05%
			High	BV91a	Kerbside Collection of Recyclables (one recyclable)	95.00%	95.00%	95.00%	95.00%	95% of the valley has a least 1 item via kerbside collection. Only farm properties don't recycle.	95.00%
			High	BV91b	Kerbside collection of recyclables (two recyclables)	95.00%	95.00%	95.00%	95.00%	95% of the valley has a least 1 item via kerbside collection. Only farm properties don't recycle.	95.00%
			Low	BV199a – KSI	Local Street & Environmental Cleanliness – Litter & Detritus	July – Not 19.0% Collecte d		Nov – 6.0%	17.0%	The introduction of town centre caretakers has proved to be very successful and has resulted in a considerable increase in cleanliness across the Borough.	20.0%
			Low	BV 199b	Local Street & Environmental Cleanliness – Graffiti	July – Not 1% Collecte d		Nov – 0%	2%	The introduction of town centre caretakers has proved to be very successful and has resulted in a considerable increase in cleanliness across the Borough.	2%
			Low	BV 199c	Local Street & Environmental Cleanliness – Fly-Posting	July – Not 2% Collecte d		Nov – 0%	2.0%	The introduction of town centre caretakers has proved to be very successful and has resulted in a considerable increase in cleanliness across the Borough.	2.0%

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006
						Value	Value	Value	TargetNote	

Portfolio Owners: **Driver, Cllr Judith**
Administered By: **Todd, Carole**
Assigned To: **Ellins, Trish**
BV Category: **Community Safety & Well Being**

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	TargetNote		
			Low	BV126	Domestic burglaries per 1,000 households	5.0 	.8	7.3	7.6	Burglary is down 9.2% year to date compared to the same period last year which equates to 23 less victims.	10.2
			Low	BV127a	Violent Crime per 1,000 Population	7.9 	1.1	11.5	13.5	Violent crime figures have seen a steady reduction throughout the year with a 16.6% reduction compared to the same period last year.	18.0
			Low	BV127b	Robberies per 1,000 Population	.2 	.0	.3	.4	Significant reductions on robbery with figures down 30% on the same period last year	.5
			Low	BV128	Vehicle crimes per 1,000 population	5.2 	1.2	8.4	10.4	Year to date vehicle crime across the Borough is showing a 3.7% reduction compared to the same period last year. However, there has been an increase in the last two months and targeted work will be planned into the next few months to ensure we remain on target.	13.9
			N/A	BV174	Racial Incidents Recorded	.00 	.00	.00	3.75	No Reported incidents	5.00

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	




			High	BV175	-Resulting in further action	100.00%	100.00%	100.00%	90.00%	No reported incidents, therefore none to follow up on.	90.00%
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Portfolio Owners: **Driver, Cllr Judith**
 HoS: **Todd, Carole**
 Data Collection Officer: **Whiteman, Dave**
 BV Category: **Environment & Environmental Health**

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			High	BV218a	Abandoned vehicles - % investigated within 24 hrs	100.00%	100.00%	100.00%	95.00%	Number of Abandoned vehicles low due to fast track removal system and the new legislation C.N.E.A.	95.00%
			High	BV218b	Abandoned Vehicles - % removed within 24 hours of required time	100.00%	100.00%	100.00%	95.00%	Number of Abandoned vehicles low due to fast track removal system and the new legislation C.N.E.A.	95.00%

















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

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			High	BV10 – KSI	Percentage of Non-domestic Rates	106.49%	92.23%	92.23%	99.00%	The decrease in collection is due to a major retailer not yet paying	99.00%






On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	Target		Note
					Collected					instalments on their new superstore. An agreement has been reached whereby they will pay £331k on 20th January and pay the outstanding balance in February. Another large company have yet to pay for their new Rawtenstall store. This company have been summonsed for non payment. These two accounts represent just under half the total outstanding debt and will be tracked until payment is received. Summons for non payment totalling £179088.64 have been issued on 8th January 07 with a court date of 29 January 07.	
			High	BV9 – KSI	% of Council Tax collected	94.12%	93.86%	93.86%	98.00%	In Dec 05 the actual % of Council Tax collected was 84.58%. As at Dec 06 the % collected is 84.48% We are therefore only 0.1% behind last year's collection at this time. Reminders for non payment were issued in Dec whereas historically they were not issued until January. Resources in the final three months of the financial year will be targeted at current year collection. Council Tax payers who were issued with reminders in November & Dec who have failed to pay will be issued with Summons w/c 8th January 06.	98.00%

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006
						Value	Value	Value	TargetNote	





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

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	TargetNote		
			High	BV76a	Housing Benefits Security number of claimants visited	125.57 	27.30	187.00	153.00	Ahead of target	204.00
			N/A	BV76b	Housing Benefits Security number of fraud investigators employed	.27 	.15	.15	.27	Additional resources are to be deployed in respect of this performance indicator to improve the situation.	.27
			High	BV76c	Housing Benefits Security number of fraud investigations	9.90 	2.05	23.23	13.80	To minimise any disruption to this performance indicator all administrative duties previously undertaken by fraud investigators have been reallocated to other staff within the Benefits Service. Additional resources will also be provided shortly in respect of this area.	28.00
			High	BV76d	Housing Benefits Security number of prosecutions & sanctions	3.83 	.63	5.05	5.18	Additional resources are to be deployed to improve the performance of this particular indicator.	6.90

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	Target		Note
			Low	BV78a – KSI	Speed of processing - new HB/CTB claims	37.8	39.0	36.9	32.0	The BVPI shows a decrease this quarter as new claims are being prioritised when new post is received. Work will continue over the next quarter to review current work practices to reduce this figure further.	32.0
			Low	BV78b	Speed of processing - changes of circumstances for HB/CTB claims	17.8	22.2	18.0	9.0	The changes in circumstances figure has increased this quarter. Comparisons are currently underway with other authorities to benchmark this whole area. It is anticipated that lessons can be learnt so that a reduction can be seen in the next quarter.	9.0
			High	BV79a	Accuracy of processing - HB/CTB claims	98.00%	Not Collected	98.13%	99.00%	Performance has improved this quarter. A regular checking procedure will be introduced in the next quarter to improve this figure.	99.00%
			High	BV79b (i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	86.79%	43.06%	79.88%	85.00%	The recovery rate is down to 43%, this is due to an increase in the total overpayment outstanding caused by a correction to system error that had paid Housing Benefits to Greenvale during 'no rent due weeks'. This reduction in collection rate will be recovered during the month January. Once corrected in January it is anticipated that there will be no adverse impact upon the yearly BVPI outturn.	85.00%
			High	BV79b	HB overpayments	19.01%	2.93%	23.33%	60.00%	This performance indicator is adversely	80.00%




On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	Target		Note
				(ii)	recovered as % of the total amount of HB overpayment debt outstanding					affected by a high level irrecoverable debt that requires write off. Once this debt is written off this performance indicator will improve. It is anticipated that this work will be completed in March 07.	
			Low	BV79b (iii)	Percentage of Recoverable Over payments Recovered (HB)	11.74% 	2.26%	14.13%	7.50%	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 Graham**
HoS: **Liz Murphy**
Data Collection Officer: **Glenys Holt**
BV Category: **Corporate Health**

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006	
						Value	Value	Value	Target		Note
			Low	BV12 – KSI	Working Days Lost Due to Sickness Absence	5.02 	6.07	6.07	7.50	The winter months did bring an outbreak of flu but despite this the BVPI is still on target. In January Members agreed that	10.00




On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006
						Value	Value	Value	Target>Note	
										employees who did have no sickness absence would have one days additional leave. Staff have been advised of this It is anticipated that the BVPI target will be met

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

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07		Annual 2006
						Value	Value	Value	Target>Note	
			High	BV156	Buildings Accessible to People with a Disability	93.00%	93.00%	93.00%	100.00%	DDA contract is now complete , with all priority 1and 2 works included . Priority 3 and 4 will be picked up on %future repairs and maintenance contracts

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	

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

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			High	BV8 – KSI	% of invoices paid on time	70.43%	95.33%	74.72%	92.50%	Dec performance has shown tremendous improvement on past months. The performance league table has been circulated and departments congratulated. From an annual point of view, however, the reduced volumes now compared to those in April and May when some HRA invoices were still being processed, will mean that it is physically impossible for the cumulative yearly results to match those of previous years, even if monthly results from now until March were at 100%.	92.50%

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	

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

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
			High	BV170a	Visits to and Use of museums & galleries - All Visits	101 	6	132	117	The cumulative outturn for quarter 3 is above target and we are making good progress towards achieving our annual target. There has been a 15% improvement over the same period last year.	156
			High	BV170b	Visits to and use of Museums & galleries - Visits in Person	101 	6	132	117	The cumulative outturn for quarter 3 is above target and we are making good progress towards achieving our annual target. There has been a 15% improvement over the same period last year.	155
			High	BV170c	Visits to and Use of Museums - School Groups	30 	53	168	135	A large number of school visits were made during the months of July, November and Dec 2006 which has resulted in a significant improvement to our overall cumulative outturn to date. We are making good progress towards achieving our annual target. This is due to the Museums successful partnership with Howard Art Gallery. However although our current outturn is 168, this is far less that what was	180

On Target?	Long Term Trend	Short Term Trend	Good Performance	BVPI Code	Description	Q2 2006/07	Dec 2006	Q3 2006/07			Annual 2006
						Value	Value	Value	Target	Note	
											achieved this time last year (Q3 05/06 = 248).

Performance Indicator Action Plan – 2006/7



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Service Area:	Finance				Lead Officer for P.I.	Janice Crawford								
Indicator name & number/s:	BV 8 - % of Invoices paid on time													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
66%	92.50%	67.82%	92.5%	71.78	92.5%						92.50 %			

1. Please give an objective assessment as to whether the end of year target will be met?

The poorest performance in the earlier months coincided with the larger volumes of invoices, as performance has crept upwards, including 94.99% in December, this will not be enough to outweigh the earlier months. We will not be able to reach the 2005/06 level, let alone the improvement expected for 2006/07 to reach 92.5% by the year-end.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

Poorest performance in early months was partly the results of LSVT pressures to close the HRA account when staff had already transferred to Greenvale Homes and partly the result of a learning curve in the operation of the new Financial Management System. The implementation of the electronic purchase ordering has been hampered by technical issues for which plans are in place now to rectify in February 2007. With the wider use of the electronic purchasing system will come centralised creditor payments which should greatly improve performance.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

Technical issues with the electronic procurement system should be rectified by 22 Feb 2007. This should allow wider use of the system and then centralised invoice entry – saving time for departments and contributing towards better BVPI results. A new employee has been recruited into the Exchequer Team in January to ensure that this data flow runs as smoothly as possible.

Some sections have taken the new purchase ordering system well and the volume and scope of orders is increasing weekly now.

In the interim all departments have been asked give the processing of invoices a much higher priority and to date stamp invoices when they are received into the organisation so that the BVPI8 'clock' only begins to tick from that received date. Street Scene & Liveability have now raised their performance to over 95% for the past two months using this approach.

4. Any action planned in next financial year that will improve performance?

2007/08 will then be the first year where we can really expect centralised invoice processing to result in significant improvement in performance. Once the above technical difficulties are corrected it is hoped that from April all orders will be electronic and all invoices will be directed centrally to the Exchequer Team by our creditors. The fantastic December results proved that it should then be possible to strive for the 95% 2nd quartile target.

Performance Indicator Action Plan – 2006/7



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Service Area:	Street Scene & Livability				Lead Officer for P.I.	Samantha Wardley								
Indicator name & number/s:	BV 82a (ii) – Tonnes of Household Waste Recycled													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
1227.17	1335.37	2445.48	2670.73	3762	4006.1							180		

1. Please give an objective assessment as to whether the end of year target will be met?

The recycling rate after Q3 in 2005/6 was 17.61% and has now increased to 21.88 in 2006/07. Anticipated seasonal trends similar to previous year will result in returns of approx 20.5% slightly below the annual target.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

Although % shows improvement from 3rd quarter 2006/7, seasonal trends indicate 1st & 2nd quarter returns as lowest throughout the year. Therefore if seasonal trends are taken into account we will be slightly below the annual target.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

Other initiatives which have been introduced to increase the rate of recycling include the pilot scheme to introduce grey bins for the collection of card and paper. Many residents regularly don't have enough room within their current containers and are unable to recycle all of their card and paper. The introduction of these grey bins will hopefully see an increase in the amount of paper and card recycled, which will increase our recycling rate.

4. Any action planned in next financial year that will improve performance?

N/A – with the initiatives which will be in place and seasonal trends taken into account – we will hopefully achieve this year's target. Introduction of increasing the grey bin pilot to other areas within Rossendale.

Performance Indicator Action Plan – 2006/7



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Service Area:	Housing Services Benefit & Council Tax Benefit				Lead Officer for P.I.	Anita Tittensor/Linda Steele								
Indicator name & number/s:	78a – Speed of processing – new HB/CTB claims													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
37.72	32.00	37.78	32.00	37.18	32.00				32					

1. Please give an objective assessment as to whether the end of year target will be met?

The cumulative performance from April to December is 37.18 days a .06 decrease in performance on the 2nd quarter.

This is excellent when you consider that the backroom processing was moved to Capita's Blackburn Business Centre on 30th October 2006. At this point a number of staff resigned and their posts were filled with Capita's Benefit staffs that were new to the Rossendale contract.

Capita will implement an Electronic Document Imaging system from 1st February 2007 which will enable closer monitoring of the outstanding new claims and ensure that new claims are prioritised.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

70% of Rossendale's processing staff resigned in the last quarter. The posts have been filled with experienced Benefit staff but are new to this contract. When staff are familiar with Rossendale's working practices and the implementation of the Document Management System will ensure that performance levels are increased.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

When staff are familiar with Rossendale's working practices and the implementation of the Document Management System will ensure that performance levels are increased.

4. Any action planned in next financial year that will improve performance?

When the Electronic Imaging System is settled discussions will commence with Rossendale to improve working practices and review all current policies.

Performance Indicator Action Plan – 2006/7



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Service Area:	Housing Services Benefit & Council Tax Benefit				Lead Officer for P.I.	Anita Tittensor/Linda Steele								
Indicator name & number/s:	78b– Speed of processing – changes of circumstances for HB/CTB claims													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
18.59	9.00	17.80	9.00	18.29	9.00				9					

1. Please give an objective assessment as to whether the end of year target will be met?

The changes in circumstances figure has increased in the last quarter mainly due to the fact that priority has been given to new claims. However, there is currently discussions on-going in Benefit benchmarking groups to attempt to confirm when a change in circumstance should be high-lighted for BVPI purposes. Whilst these discussions continue work is on-going to minimise this figure.

2. **Please explain the reasons why the indicator is not achieving the targeted level of performance:**

Please see comments in 1.

3. **Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:**

When the Document Management System goes live on 1st February 2007 all changes will be tracked to identify areas that can be improved. This will be reported in the next report.

4. **Any action planned in next financial year that will improve performance?**

Please see above comments.

Performance Indicator Action Plan – 2006/7



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Service Area:	Housing Services Benefit & Council Tax Benefit				Lead Officer for P.I.	Anita Tittensor								
Indicator name & number/s:	79b (i) – HB overpayments recovered as % of the total amount created during period													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2nd	3rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2nd	3rd	Bottom	N/A		
87.81%	85.00%	86.79%	85.00%	79.88	85.00%		85.00%	85%						

1. Please give an objective assessment as to whether the end of year target will be met?

The target set for this BVPI has performed slightly below the target for all 3 quarters. More resources have been applied to this area to improve the performance and hopefully attain the target.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

The overpayments created in a specific month can be increased due to the higher fraud detection, and as such, will have a detrimental affect on the collection rate.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

Increased resources are being applied to the overpayments team to improve the performance in the last quarter of the financial year.

4. Any action planned in next financial year that will improve performance?

Changes in policies and working practices next financial year should ensure continuous improvement in the area of Overpayments.

Performance Indicator Action Plan – 2006/7



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Service Area:	Housing Services Benefit & Council Tax Benefit				Lead Officer for P.I.	Anita Tittensor								
Indicator name & number/s:	79b (ii) – HB overpayments recovered as % of the total amount of HB overpayment outstanding													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2nd	3rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2nd	3rd	Bottom	N/A		
11.46%	20.00%	19.01%	40.00%	23.33	60.00%		80.00%	80%						

1. Please give an objective assessment as to whether the end of year target will be met?

The target set for this BVPI did not take into account all the variables regarding the current overpayments outstanding, and as such, it is not likely that the target will be attained.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

The overpayments outstanding have a significant amount of debt going back a number of years. This debt needs to be reviewed and a decision made whether it is recoverable or not. Out of this exercise we will be able to identify which debts require write off. Once completed, a more accurate collection rate can be measured.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

In addition to the write off exercise referred to above it is anticipated that an improved overpayments policy will be introduced next financial year.

4. Any action planned in next financial year that will improve performance?

Changes in policies and working practices should ensure continuous improvement in the area of Overpayments.

Performance Indicator Action Plan – 2006/7



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Service Area:	Housing Services Benefit & Council Tax Benefit				Lead Officer for P.I.	Anita Tittensor									
Indicator name & number/s:	79b (iii) - % of recoverable overpayments recovered (HB)														
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO	
PERFORMANCE DURING 2006/7															
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?							
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A			
4.18%	2.50%	11.74	5.00%	14.13%	7.5%		10.00%							10%	

1. Please give an objective assessment as to whether the end of year target will be met?

It is most unlikely that our target of no more than 10% will be met. The outstanding debts include ones that have been left for a number of years. An exercise to cleanse the data and write off irrecoverable debts has been commenced this financial year and should be completed by the end of March. Once this has been completed the ability to attain this BVPI will be improved.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

As stated in part 1 traditionally the periodic write off of irrecoverable debt has not been completed. This exercise has to be completed to make this BVPI attainable in future years.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

The cleansing of data and the write off of irrecoverable debt is expected to be completed by the end of March. Although this will mean that it is highly unlikely that our target for 06/07 will be met it means that we will have a clearer picture of outstanding overpayments and this target is more likely to be achievable from 07/08 onwards.

4. Any action planned in next financial year that will improve performance?

A fundamental change to the administration is anticipated during 2007/08 whereby the writing off of debts is undertaken on a regular basis. This change to the procedure should prevent a similar situation arising in the future.

Performance Indicator Action Plan – 2006/7



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Service Area:	Customer Services & e-Government				Lead Officer for P.I.	Anita Tittensor/Sharon Noble								
Indicator name & number/s:	BV10 - % of Non Domestic Rates Collected													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
105.65%	99.00%	106.49%	99.00%	92.23%	99.00%				99.00 %					

1. Please give an objective assessment as to whether the end of year target will be met?

It is doubtful that collection will reach 99%. It is expected that there will be improvement in 2006/2007 from 98.30% in 2005/2006 however, an increase of 0.70% in one year is very difficult to achieve once the 98% mark has been reached. The department has continued to show improvement but this has not been at the rate of 0.5% per year as set in the Corporate Improvement Plan.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

The target of 99% is very optimistic even for an excellent authority. The low % for quarter 3 has been distorted by a major retailer not yet paying instalments on their new superstore. An agreement has been reached whereby they will pay £331k on 20th January and pay the outstanding balance in February. Another large company have yet to pay for their new Rawtenstall store. This company have been summonsed for non payment. These two accounts represent just under half the total outstanding debt and will be tracked until payment is received.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

It is expected that collection will improve once payment is received as above.

4. Any action planned in next financial year that will improve performance?

A robust Recovery Schedule for 2007/2008 will ensure that cases are dealt with faster than previously. As the partnership moves forward collection will improve.

Performance Indicator Action Plan – 2006/7



The Council is committed to developing a ‘performance culture’ through embedding a Performance Management Framework that is robust, transparent and accountable. An important part of this process is taking timely, corrective action to improve performance against an indicator that is not achieving the target level of performance as set out within the relevant Business Plan.

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together e.g. 76 a,b,c & d) not achieving target levels of performance. The template should be attached against the indicator in Covalent and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Performance Reports produced for Management Team and Members.

Service Area:	Customer Services & e-Government				Lead Officer for P.I.	Anita Tittensor/Sharon Noble								
Indicator name & number/s:	BV 9 - % of Council Tax Collected													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
95.81%	98.00%	94.12%	98.00%	93.86%	98.00%				98.00 %					

1. Please give an objective assessment as to whether the end of year target will be met?

The target of 98% for BVPI purposes will not be achieved however the collection of Council Tax is only 0.01% lower than as at December 2005. It is expected that there will again be improvement in 2006/2007. The department has continued to show improvement over a four year period but this has not been at the rate of 0.5% per year as set in the Corporate Improvement Plan. 84.48% of Council Tax has actually been collected as opposed to 84.58% this time last year.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

The target of 98% is not achievable in 2006/2007. The collection rate for 2005/2006 was 96.40%. It would be very difficult to increase collection by 1.4% in one year given all the major changes to the service delivery of Council Tax.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

An extra court was held in October plus initiatives adopted during the year to target current year collection are beginning to pay dividends. With effect from 1 February EDMS has gone live which will streamline service provision allowing for improved use of resources and quality control.

All Council Tax calls are now taken from the call centre in Coventry. Also all handling of bills and reminders – folding and enveloping – is due to be outsourced. This will free up staff time to concentrate on improving collection. The appointment of an inspector will ensure that more empty properties will be reported on and more untraceable Council Tax payers will be found and recovered on.

4. Any action planned in next financial year that will improve performance?

The policy of charging 90% for second homes and full Council Tax for empty properties after a six month exemption will affect collection. There is the possibility that landlords will create phantom tenants in order to avoid paying full Council Tax.

A robust Recovery Schedule for 2007/2008 will ensure that cases are dealt with faster than previously. As the partnership moves forward collection will improve.

Performance Indicator Action Plan – 2006/7



The Council is committed to developing a 'performance culture' through embedding a Performance Management Framework that is robust, transparent and accountable. An important part of this process is taking timely, corrective action to improve performance against an indicator that is not achieving the target level of performance as set out within the relevant Business Plan.

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together e.g. 76 a,b,c & d) not achieving target levels of performance. The template should be attached against the indicator in Covalent and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Performance Reports produced for Management Team and Members.

Service Area:	Housing Services Benefit & Council Tax Benefit				Lead Officer for P.I.	Anita Tittensor/Linda Steele								
Indicator name & number/s:	76b –Number of investigators per 100 caseload													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
	0.27		0.27	0.15	0.27									

1. Please give an objective assessment as to whether the end of year target will be met?

A member of staff resigned in the last quarter of 2006. Recruitment for this post is proving difficult as the post holder must be PINS trained. The duties of the remaining staff have been reviewed and processes have been reallocated to ensure that the remainder of the targets are met.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

As mentioned previously recruitment has been difficult despite advertising in local newspapers and the nationwide Opportunities magazine.

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

The post has been advertised again omitting the essential requirement to be PINS trained. The successful candidate will be supported whilst studying. Different options are being pursued at the moment to minimise the disruption to this target, ranging from employing staff who are only partially trained to using resources from other Capita sites.

Full details will be available at the end of the next quarter.

4. Any action planned in next financial year that will improve performance?

As the successful post holder commences the next round of study which will be in April 2007 and studies in the modular format the performance will improve.

Performance Indicator Action Plan – 2006/7



The Council is committed to developing a 'performance culture' through embedding a Performance Management Framework that is robust, transparent and accountable. An important part of this process is taking timely, corrective action to improve performance against an indicator that is not achieving the target level of performance as set out within the relevant Business Plan.

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together e.g. 76 a,b,c & d) not achieving target levels of performance. The template should be attached against the indicator in Covalent and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Performance Reports produced for Management Team and Members.

Service Area:	Legal & Democratic				Lead Officer for P.I.	Lee Childs								
Indicator name & number/s:	BV 156 – Buildings Accessible to People with a Disability													
Target achieved in 2005/6?	Yes	No	Quartile position in 2005/6?	Top	2 nd	3 rd	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
PERFORMANCE DURING 2006/7														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A		
79%	100%	93%	100%	93%	100%			100%						

1. Please give an objective assessment as to whether the end of year target will be met?

The programme of works for public buildings where completed by the end June 2006. This will bring Rossendale Borough Council to 93% in line with the Disability Discrimination Act 1995.

2. Please explain the reasons why the indicator is not achieving the targeted level of performance:

Priority work where carried in the DDA contract Spring 2006, less priority works will be completed on future maintenance contracts and refits .

3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:

Public Conveniences do not comply with DDA; a review is currently being carried out on these

4. Any action planned in next financial year that will improve performance?

None

Key

Top Quartile
2nd Quartile
3rd Quartile
Bottom Quartile

SHORT DESCRIPTION		Good Performance	2004/5				2005/6					ALL ENGLAND QUARTILE POSITIONS
			2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	
CORPORATE HEALTH												
BV 2a	Equality Standard for Local Government	High				level 1	↑				level 2	
BV 2b	Duty to Promote Race Equality	High	48.96	✓	63.00	53	↑	57	✓	73	58*	3rd
BV 3	The percentage of citizens satisfied with the overall service provided	High				27.00	↑				60.80	
BV 4	The percentage of citizens satisfied with complaint handling	High				40.00	↓				30.00	
BV 8	Percentage of invoices paid on time	High	93.28	✗	97.00	84.10	↑	93.71	✗	97.30	84.14	bq
BV 9	Percentage of Council Tax collected	High	97.80	✗	98.50	96.10	↑	97.84	✗	98.53	96.37	bq
BV 10	Percentage of non-domestic rates collected	High	98.63	✗	99.20	97.50	↑	98.69	✗	99.30	98.29	3rd
BV 11a	Top 5% earners: women	High	22.80	✓	28.93	34.93	↑	25.15	✓	31.25	62.50	tq
BV 11b	Top 5% earners: minority ethnic communities	High	1.38	✓	1.98	4.99*	↓	1.88	✗	3.37	0*	3rd
BV 11c	Top 5% earners: with a disability	High					New 2005/6	3.28	✓	5.91	7.84	tq
BV 12	Working days lost due to sickness absence	Low	9.78	✗	8.48	12.62	↓	9.64	✗	8.29	13.53	bq
BV 14	Percentage of early retirements	Low	0.75	✗	0.00	1.68	↓	0.61	✗	0.00	3.69	bq

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	ALL ENGLAND QUARTILE POSITIONS
BV 15	Percentage of ill health retirements	Low	0.33	✗	0.00	0.48	↓	0.29	✗	0.00	1.34	bq
BV 16a	Percentage of employees with a disability	High	3.40	✓	4.10	4.73	↑	3.69	✓	4.37	4.76	1st
BV 16b	Percentage of economically active disabled community population	N/A				17.90	Contextual				17.90	
BV 17a	Percentage of black and ethnic minority employees	High	2.1	✗	2.5	1.3	↑	2.1	✗	2.7	1.7	3rd
BV 17b	Percentage of economically active minority ethnic community population	N/A				3.8	Contextual				3.8	
BV 156	Buildings accessible to people with a disability	High	60.40	✓	81.80	79.00	↔	67.96	✓	87.50	79.00	polarity removed
BV 157	E-government: e-enabled interactions	High	73.02	✗	84.69	47.00	↑	96.96	✓	100.00	100.00	1st
HOUSING												
BV 63	Energy Efficiency - Average SAP Rating	High	64	✓	67	67	↔	66	✓	69	67	2nd
BV 64	Number of private sector dwellings returned into occupation	High	19.83	✓	25.00	27.00	↑	28	✓	38	30.00	2nd
BV 66a	Rent collection and arrears recovery: rent collected	High	97.68	✓	98.74	97.97	↑	97.32	✓	98.84	98.04	2nd
BV 66b	Rent collection and arrears recovery: 7 weeks arrears	Low					Amended 2005/6	6.01	✓	3.39	3.40	1st
BV 66c	Rent collection and arrears recovery: Notices Seeking Possession Served	Low					Amended 2005/6	26.32	✓	13.55	15.40	1st
BV 66d	Rent collection and arrears recovery: evictions	Low					Amended 2005/6	1	✓	0	1	3rd
BV 74a	Tenant Sat. - overall service provided*	High	80	✗	85	80		80.59	✗	85.00	79.80	2nd
BV 74b	Tenant Sat. - overall service B&EM*	High	74	✓	86	89		71.08	✓	85.75	89.40	1st
BV 74c	Tenant Sat. - overall service non B&EM*	High	81	✗	85	80		80.27	✗	85.00	79.70	2nd
BV 75a	Tenant Sat. - Particiaption Mgt. & Dec. Making*	High	65	✗	70	51		64.61	✗	70.00	51.40	bq

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUANTILES	ALL ENGLAND QUARTILE POSITIONS
BV 75b	Tenant Sat. - Opps Mgt. & Dec. Making B&EM*	High	65	✗	79	52		60.76	✗	75	52.10	3rd
BV 75c	Tenant Sat. - Opps Mgt. & Dec. Making non B&EM*	High	65	✗	70	51		64.31	✗	70.00	51.40	bq
BV 164	Commission for Racial Equality's code of practice in rented housing	N/A				No					No	
BV 184a	Non-decent Local Authority Dwellings (%)	Low	29	✗	17	60	↓	26	✗	12	71	bq
BV 184b	Non-decent Local Authority Dwellings – change	High	15.9	✗	25.2	-3.2	↓	22.8	✗	29.2	-5.9	bq
BV 212	Average time to re-let Local Authority housing	Low					New 2005/6	41	✓	27	22	1q
HOMELESSNESS												
BV 183a	Length of stay in temporary accommodation – B&B	Low	4	✓	1	0	↓	3.35	✗	1.35	7	bq
BV 183b	Length of stay in temporary accommodation – Hostel	Low	13	✓	0	5	↑	11.77	✓	0.00	1	2nd
BV 202	Number of Rough Sleepers	Low				3	↑	2	✓	0	0	1q
BV 203	Number of Families in Temporary Accommodation	Low	12.87	✓	-9.40	-50.00	↓	8.94	✗	-17.82	57.14	bq
BV 213	Housing Advice Service: Preventing Homelessness	High					New 2005/6	18	✗	5	0.08	bq
BV 214	Repeat Homelessness	Low					New 2005/6	3.13	✓	0.00	1.83	2nd
HOUSING BENEFIT & COUNCIL TAX BENEFIT												
BV 76a	Housing Benefit Security – Number of claimants visited per 1000 caseload	N/A	232.09		296.60	62.93					207.36	
BV 76b	Housing Benefit Security – Number of investigators per 1000 caseload	N/A				0.27	Contextual				0.25	
BV 76c	Housing Benefit Security – Number of investigations per 1000 caseload	N/A	46.56		59.53	30.42					28.18	
BV 76d	Housing Benefit Security – Number of prosecutions and sanctions per 1000 caseload	N/A	5.02		6.25	2.41					6.24	

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	ALL ENGLAND QUARTILE POSITIONS
BV 78a	Speed of processing new claim to HB/CTB	Low	35.6	✗	28.0	43.6	↑	33.5	✗	25.5	39.5	bq
BV 78b	Speed of processing changes of circumstances to HB/CTB	Low	10.5	✓	6.8	7.4	↓	13.9	✗	8.5	21.4	bq
BV 79a	Accuracy of HB/CTB claims	High	97.56	✓	99.00	98.00	↓	97.56	✗	99.00	96.8	3rd
BV 79b i	Overpayments recovered as % of all HB overpayments	High					Amended 2005/6	69.48	✗	79.46	64.88	3rd
BV 79b ii	Overpayments recovered as % of all HB overpayment debt outstanding at start & identified during year	High	44.71	✗	53.59	29.20	↑	35.10	✓	41.22	38.73	2nd
BV 79b iii	Overpayments written off as % of total HB overpayment	Low					Amended 2005/6				17.41	
WASTE & CLEANLINESS												
BV 82a i	Percentage household waste recycled	High	16.08	✓	19.33	16.48	↑	18.55	✗	21.72	17.71	2nd
BV 82a ii	Tonnage of household waste recycled	High					Amended 2005/6	7361.52	✗	9082.98	4399.81	bq
BV 82b i	Percentage of household waste composted	High	6.49	✗	10.55	5.40	↑	9.44	✗	14.67	6.04	3rd
BV 82b ii	Tonnage of Household waste composted	High					Amended 2005/6	3945.75	✗	6048.83	1500.54	bq
BV 84a	Household Waste Collection: kilograms	Low	412.3	✓	380.4	377.1	↑	410.3	✓	381.0	377.0	tq
BV 84b	Household Waste Collection: % change	Low					Amended 2005/6	-0.11	✗	-3.22	-0.01	3rd
BV 86	Cost of household waste collection per household	Low	43.09	✓	35.66	39.99	↑	47.74	✓	40.28	34.17	tq
BV 91a	Kerbside Collection of Recyclables: one recyclable	High	92.2	✓	100.0	95.0	↔	94.8	✓	100.0	95.0	3rd
BV 91 b	Kerbside Collection of Recyclables: two recyclables	High					Amended 2005/6	92.0	✓	100.0	95.0	3rd
BV 199a	Local street and environmental cleanliness -Litter	Low	16.3	✗	10.0	20.0	↑	13.7	✗	8.0	18.0	3rd

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	ALL ENGLAND QUARTILE POSITIONS
BV 199b	Local street and environmental cleanliness - Graffiti	Low					New 2005/6	3	✓	0	2	2nd
BV 199c	Local street and environmental cleanliness - Fly-post	Low					New 2005/6	1	✓	0	1	2nd
BV 199d	Local street and environmental cleanliness - Fly-tipping	Low					New 2005/6				454	
ENVIRONMENT & ENVIRONMENTAL HEALTH												
BV 166a	Environmental health checklist of best practice	High	82.1	✗	93.4	36.2	↑	87.2	✓	98.7	88.8	3rd
BV 216a	Remediation of Contaminated Land	N/A					New 2005/6	1113	✓	1198	450	polarity removed
BV 216b	Information on Contaminated Land	Low					New 2005/6	9	✓	8	3	2nd
BV 217	Pollution Control Improvements	High					New 2005/6	86	✗	100	60	bq
BV 218a	Abandoned vehicles - Investigation	High					New 2005/6	80.09	✓	96.12	98.75	tq
BV 218b	Abandoned Vehicles - Removal	High					New 2005/6	70.67	✓	93.95	100.00	tq
PLANNING												
BV 106	New homes on previously developed land	High	69.25	✓	90.08	73.02	↑	72.69	✓	89.36	89.02	2nd
BV 109a	Planning applications: Major applications	High	59.05	✗	71.25	33.00	↑	65.51	✗	74.75	34.78	bq
BV 109b	Planning applications: Minor applications	High	67.56	✓	75.28	79.00	↓	73.73	✓	80.39	73.76	3rd
BV 109c	Planning applications: 'Other' applications	High	82.79	✓	88.01	93.00	↓	86.71	✓	91.61	92.27	tq
BV 179	Standard Searches within 10 Days	High	94.89	✓	100.00	100.00	↔	94.47	✓	100.00	100.00	tq
BV 200a	Plan Making – Development Plan	N/A				No	Amended 2005/6				Yes	
BV 200b	Plan Making - Milestones	N/A				Yes	Amended 2005/6				No	

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	ALL ENGLAND QUARTILE POSITIONS
BV 200c	Plan Making – Monitoring Report	N/A					Amended 2005/6				Yes	
BV 204	Planning Appeals	N/A	30.1		24.0	35.0					43.5	bq
BV 205	'Quality of Planning Services' Checklist	High	77.5	×	88.9	27.8	↑	88.6	×	94.4	44.4	bq
CULTURE & RELATED SERVICES												
BV 170a	Visits to/usage of museums per 1000 population	High	723	×	810	76	↑	636	×	861	150	3rd
BV 170b	Visits to museums in person per 1000 population	High	369	×	463	74	↑	365	×	460	149	3rd
BV 170c	Visits to museums & galleries by pupils in organised groups	High	2927	×	3181	93	↑	3039	×	3302	491	bq
BV 219a	Conservation Areas – Number	N/A					New 2005/6				8	
BV 219b	Conservation Areas – Character Appraisals	High					New 2005/6	19.87	×	26	0.00	bq
BV 219c	Conservation Areas – Management Plans	High					New 2005/6	8.04	×	5.5	0*	2nd
COMMUNITY SAFETY & WELL-BEING												
BV 126	Domestic burglaries per 1000 household	Low					Amended 2005/6	8.2	×	5.7	10.18	3rd
BV 127a	Violent Crime per 1000 population	Low					Amended 2005/6	15.6	×	11.1	17.45	3rd
BV 127b	Robberies per 1000 population	Low					Amended 2005/6	0.6	✓	0.2	0.41	2nd
BV 128	Vehicle crimes per 1000 population	Low					Amended 2005/6	9.2	×	6.4	11.85	3rd
BV 174	Racial incidents per 100,000 population	N/A				4.55	Contextual				3.03	
BV 175	Racial incidents with further action	High	89.80	×	100.00	33.00	↑	93.29	✓	100.00	100*	1st
BV 225	Actions against Domestic Violence	High					Amended 2005/6				27.3	

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 -2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUANTILES	ALL ENGLAND QUANTILE POSITIONS
BV 226a	Advice and Guidance Services: Total Expenditure	N/A					Amended 2005/6				119710	
BV 226b	Advice and Guidance Services: CLS Quality Mark	High					Amended 2005/6				58.27	
BV 226c	Advice and Guidance Services: Direct Provision	N/A					Amended 2005/6				3342	

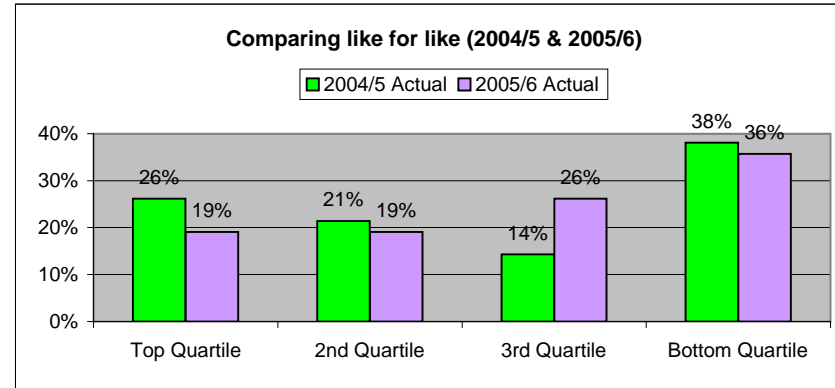
Quartiles (Median)

Comparing Against Districts

	2004/5 Actual	%	2005/6 Predicted	%	2005/6 Actual	%
Top Quartile	11	24%	10	22%	14	19%
2nd Quartile	10	22%	12	26%	12	16%
3rd Quartile	7	15%	9	20%	22	30%
Bottom Quartile	18	39%	15	33%	25	34%
Total Collected	46		46		73	

Comparing like for like (excluding 2005/6 Amended BVPI's)

	2004/5 Actual	%	2005/6 Actual	%
Top Quartile	11	26%	8	19%
2nd Quartile	9	21%	8	19%
3rd Quartile	6	14%	11	26%
Bottom Quartile	16	38%	15	36%
Total Collected	42		42	



Comparing Against All England

	2005/6 Actual	%
Top Quartile	16	22%
2nd Quartile	15	21%
3rd Quartile	20	27%
Bottom Quartile	22	30%
Total Collected	73	

Quartiles - Future Targets assigned 2005/6 Quartile Positions

Key

	Top Quartile
	2nd Quartile
	3rd Quartile
	Bottom Quartile

* No definite quartile so highest position given

** Based on 2005/6 AC Quartile Data

SHORT DESCRIPTION		Good Performance	2004/5		2005/6			RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
			2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	RBC 2005/6 TARGET**			
CORPORATE HEALTH										
BV 2a - KSI	Equality Standard for Local Government	High		level 1		level 2	level 2	level 2	level 3	level 4
BV 2b	Duty to Promote Race Equality	High	63.00	53	73	58	58	63	68	74
BV 3 - KSI	The percentage of citizens satisfied with the overall service provided			27.00		60.80	30.00	50.00	60.00	70.00
BV 4 - KSI	The percentage of citizens satisfied with complaint handling			40.00		30.00	50.00	60.00	65.00	70.00
BV 8 - KSI	Percentage of invoices paid on time	High	97.00	84.10	97.30	84.14	90.00	92.50	100.00	100.00
BV 9 - KSI	Percentage of Council Tax collected	High	98.50	96.10	98.53	96.37	97.50	98.00	98.50	99.00
BV 10 - KSI	Percentage of non-domestic rates collected	High	99.20	97.50	99.30	98.29	98.50	99.00	99.25	99.50
BV 11a - KSI	Top 5% earners: women	High	28.93	34.93	31.25	62.50	35.00	50.00	50.00	50.00
BV 11b	Top 5% earners: minority ethnic communities	High	1.98	4.99*	3.37	0*	5.00	0.5*	0.75*	1*
BV 11c	Top 5% earners: with a disability	High			5.91	7.84	1.00	5.50	6.00	7.00

SHORT DESCRIPTION		Good Performance	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUANTILES	RBC 2005/6 TARGET**	RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
BV 12-KSI	Working days lost due to sickness absence	Low	8.48	12.62	8.29	13.53	6.80	10.00	9.50	8.50
BV 14	Percentage of early retirements	Low	0.00	1.68	0.00	3.69	1.00	3.00	2.00	1.00
BV 15	Percentage of ill health retirements	Low	0.00	0.48	0.00	1.34	0.16	0.14	0.14	0.14
BV 16a	Percentage of employees with a disability	High	4.10	4.73	4.37	4.76	5.00	5.50	6.00	6.50
BV 16b	Percentage of economically active disabled community population	N/A		17.90		17.90	17.90	17.90	17.90	17.90
BV 17a	Percentage of black and ethnic minority employees	High	2.5	1.3	2.7	1.7	3.0	1.7	2.0	2.3
BV 17b	Percentage of economically active minority ethnic community population	N/A		3.8		3.8	3.8	3.8	3.8	3.8
BV 156	Buildings accessible to people with a disability	High	81.80	79.00	87.50	79.00	100.00	100.00	100.00	100.00
BV 157	E-government: e-enabled interactions	High	84.69	47.00	100.00	100.00	100.00	Deleted		
HOUSING										
BV 63	Energy Efficiency - Average SAP Rating	High	67	67	69	67	68	Not being collected from 2006/7		
BV 64	Number of private sector dwellings returned into occupation	High	25.00	27.00	38	30.00	30.00	35.00	40.00	45.00
BV 66a - KSI	Rent collection and arrears recovery: rent collected	High	98.74	97.97	98.84	98.04	98.00	Not being collected from 2006/7		
BV 66b - KSI	Rent collection and arrears recovery: 7 weeks arrears	Low			3.39	3.40	4.50	Not being collected from 2006/7		
BV 66c	Rent collection and arrears recovery: Notices Seeking Possession Served	Low			13.55	15.40	40.00	Not being collected from 2006/7		
BV 66d	Rent collection and arrears recovery: evictions	Low			0	1	0.58	Not being collected from 2006/7		
BV 74a	Tenant Sat. - overall service provided*	High	85	80	85.00	79.80	82.00	Not being collected from 2006/7		

SHORT DESCRIPTION		Good Performance	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUANTILES	RBC 2005/6 TARGET**	RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
BV 74b	Tenant Sat. - overall service B&EM*	High	86	89	85.75	89.40	89.40	<i>Not being collected from 2006/7</i>		
BV 74c	Tenant Sat. - overall service non B&EM*	High	85	80	85.00	79.70	82.00	<i>Not being collected from 2006/7</i>		
BV 75a	Tenant Sat. - Particiaption Mgt. & Dec. Making*	High	70	51	70.00	51.40	61.00	<i>Not being collected from 2006/7</i>		
BV 75b	Tenant Sat. - Opps Mgt. & Dec. Making B&EM*	High	79	52	75	52.10	61.00	<i>Not being collected from 2006/7</i>		
BV 75c	Tenant Sat. - Opps Mgt. & Dec. Making non B&EM*	High	70	51	70.00	51.40	61.00	<i>Not being collected from 2006/7</i>		
BV 164	Commission for Racial Equality's code of practice in rented housing	N/A		No		No	Yes	<i>Not being collected from 2006/7</i>		
BV 184a - KSI	Non-decent Local Authority Dwellings (%)	Low	17	60	12	71	68	<i>Not being collected from 2006/7</i>		
BV 184b	Non-decent Local Authority Dwellings – change	High	25.2	-3.2	29.2	-5.9	-3.9	<i>Not being collected from 2006/7</i>		
BV 212	Average time to re-let Local Authority housing	Low			27	22	22	<i>Not being collected from 2006/7</i>		
HOMELESSNESS										
BV 183a	Length of stay in temporary accommodation – B&B	Low	1	0	1.35	5.68	3	2	0	0
BV 183b	Length of stay in temporary accommodation – Hostel	Low	0	5	0.00	1	2	4	3	2
BV 202	Number of Rough Sleepers	Low		3	0	0	3	3	3	2
BV 203	Number of Families in Temporary Accommodation	Low	-9.40	-50.00	-17.82	57.14	0.00	-9.40	-9.40	-9.40
BV 213	Housing Advice Service: Preventing Homelessness	High			5	0.08	0.08	1	1	1.5
BV 214	Repeat Homelessness	Low			0.00	1.83	1.83	3.00	2.00	1.00
HOUSING BENEFIT & COUNCIL TAX BENEFIT										

SHORT DESCRIPTION		Good Performance	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	RBC 2005/6 TARGET**	RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
BV 76a	Housing Benefit Security – Number of claimants visited per 1000 caseload	N/A	296.60	62.93		207.36	203.00	204.00	204.00	204.00
BV 76b	Housing Benefit Security – Number of investigators per 1000 caseload	N/A		0.27		0.25	0.25	0.27	0.27	0.27
BV 76c	Housing Benefit Security – Number of investigations per 1000 caseload	N/A	59.53	30.42		28.18	28.00	28.00	30.00	33.00
BV 76d	Housing Benefit Security – Number of prosecutions and sanctions per 1000 caseload	N/A	6.25	2.41		6.24	2.60	6.90	7.40	8.00
BV 78a - KSI	Speed of processing new claim to HB/CTB	Low	28.0	43.6	25.5	39.5	39.0	32.0	26.0	20.0
BV 78b	Speed of processing changes of circumstances to HB/CTB	Low	6.8	7.4	8.5	21.4	9.0	9.0	7.0	5.0
BV 79a	Accuracy of HB/CTB claims	High	99.00	98.00	99.00	96.80	99.00	99.00	100.00	100.00
BV 79b i	Overpayments recovered as % of all HB overpayments	High			79.46	64.88	100.00	85.00	95.00	100.00
BV 79b ii	Overpayments recovered as % of all HB overpayment debt outstanding at start & identified during year	High	53.59	29.20	41.22	38.73	33.00	80.00	90.00	95.00
BV 79b iii	Overpayments written off as % of total HB overpayment	Low				17.41	10.00	10.00	8.00	5.00
WASTE & CLEANLINESS										
BV 82a i - KSI	Percentage household waste recycled	High	19.33	16.48	21.72	17.71	17.50	21.50	24.50	26.50
BV 82a ii	Tonnage of household waste recycled	High			9082.98	4399.81	4348.48	5341.46	6086.95	6583.84
BV 82b i	Percentage of household waste composted	High	10.55	5.40	14.67	6.04	5.80	6.00	6.20	7.50
BV 82b ii	Tonnage of Household waste composted	High			6048.83	1500.54	1440.00	1490.68	1540.37	1863.35
BV 84a	Household Waste Collection: kilograms	Low	380.4	377.1	381.0	377.0	378.0	378.0	378.0	378.0

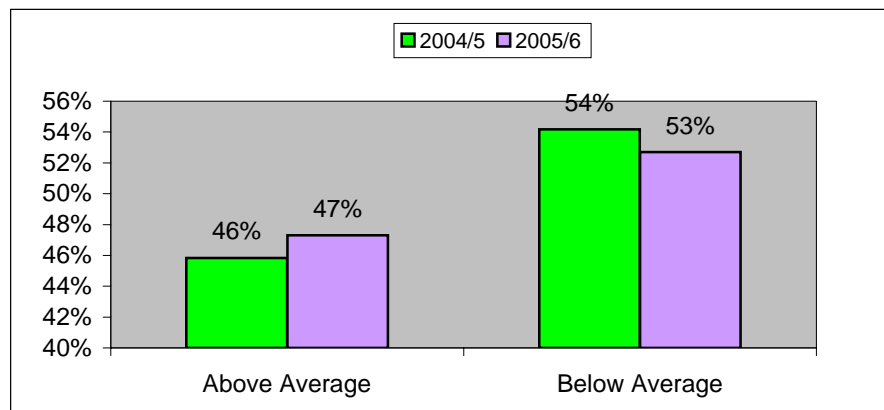
SHORT DESCRIPTION		Good Performance	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	RBC 2005/6 TARGET**	RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
BV 84b	Household Waste Collection: % change	Low			-3.22	-0.01	-0.05	-0.05	-0.05	-0.05
BV 86 - KSI	Cost of household waste collection per household	Low	35.66	39.99	40.28	34.17	41.52	50.00	50.00	50.00
BV 91a	Kerbside Collection of Recyclables: one recyclable	High	100.0	95.0	100.0	95.0	95.0	95.0	95.0	95.0
BV 91 b	Kerbside Collection of Recyclables: two recyclables	High			100.0	95.0	95.0	95.0	95.0	95.0
BV 199a - KSI	Local street and environmental cleanliness -Litter	Low	10.0	20.0	8.0	18.0	20.0	17.0	16.0	14.0
BV 199b	Local street and environmental cleanliness - Graffiti	Low			0	2	3	2	1	1
BV 199c	Local street and environmental cleanliness - Fly-post	Low			0	1	3	2	1	1
BV 199d	Local street and environmental cleanliness - Fly-tipping	Low				454		2	1	1
ENVIRONMENT & ENVIRONMENTAL HEALTH										
BV 166a	Environmental health checklist of best practice	High	93.4	36.2	98.7	88.8	85.0	90.0	95.0	97.0
BV 216a	Remediation of Contaminated Land	High			1198	450	410	445	440	435
BV 216b	Information on Contaminated Land	Low			8	3	1	1	1	3
BV 217	Pollution Control Improvements	High			100	60	50	70	90	90
BV 218a	Abandoned vehicles - Investigation	High			96.12	98.75	90.00	95.00	98.00	98.00
BV 218b	Abandoned Vehicles - Removal	High			93.95	100.00	90.00	95.00	98.00	100.00
PLANNING										
BV 106	New homes on previously developed land	High	90.08	73.02	89.36	89.02	70.00	58.00	58.00	58.00

SHORT DESCRIPTION		Good Performance	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	RBC 2005/6 TARGET**	RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
BV 109a	Planning applications: Major applications	High	71.25	33.00	74.75	34.78	60.00	60.00	60.00	60.00
BV 109b	Planning applications: Minor applications	High	75.28	79.00	80.39	73.76	65.00	65.00	65.00	65.00
BV 109c	Planning applications: 'Other' applications	High	88.01	93.00	91.61	92.27	80.00	80.00	80.00	80.00
BV 179	Standard Searches within 10 Days	High	100.00	100.00	100.00	100.00	100.00	Deleted		
BV 200a	Plan Making – Development Plan	N/A		No		Yes		Yes	Yes	Yes
BV 200b	Plan Making - Milestones	N/A		Yes		No		Yes	Yes	Yes
BV 200c	Plan Making – Monitoring Report	N/A				Yes		Yes	Yes	Yes
BV 204	Planning Appeals	N/A	24.0	35.0		43.5	20.0	20.0	20.0	20.0
BV 205	'Quality of Planning Services' Checklist	High	88.9	27.8	94.4	44.4	40.0	70.0	100.0	100.0
CULTURE & RELATED SERVICES										
BV 170a	Visits to/usage of museums per 1000 population	High	810	76	861	150	140	156	164	170
BV 170b	Visits to museums in person per 1000 population	High	463	74	460	149	139	155	163	170
BV 170c	Visits to museums & galleries by pupils in organised groups	High	3181	93	3302	491	156	180	195	210
BV 219a	Conservation Areas – Number	N/A				8	8	8	8	8
BV 219b	Conservation Areas – Character Appraisals	High			26	0.00	100.00	25.00	75.00	100.00
BV 219c	Conservation Areas – Management Plans	High			5.5	0*	100.00	25.00	75.00	100.00
COMMUNITY SAFETY & WELL-BEING										

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BV 126	Domestic burglaries per 1000 household	Low	6.18	10.23	5.7	10.18	10.23	10.23	10.23	10.23
BV 127a	Violent Crime per 1000 population	Low	2.42	6.60	11.1	17.45	17.98	17.98	17.98	17.98
BV 127b	Robberies per 1000 population	Low	5.20	12.55	0.2	0.41	0.52	0.52	0.52	0.52
BV 128	Vehicle crimes per 1000 population	Low	6.84	13.88	6.4	11.85	13.88	13.88	13.88	13.88
BV 174	Racial incidents per 100,000 population	N/A		4.55		3.03	5.00	5.00	5.00	3.00
BV 175	Racial incidents with further action	High	100.00	33.00	100.00	100.00*	90.00	90.00	90.00	100*
BV 225	Actions against Domestic Violence	High				27.3	27.0	45.0	45.0	45.0
BV 226a	Advice and Guidance Services: Total Expenditure	N/A				119710	119710	119710	119710	119710
BV 226b	Advice and Guidance Services: CLS Quality Mark	High				58.27	58.00	50.00	50.00	50.00
BV 226c	Advice and Guidance Services: Direct Provision	N/A				3342	3342	23000	23000	23000

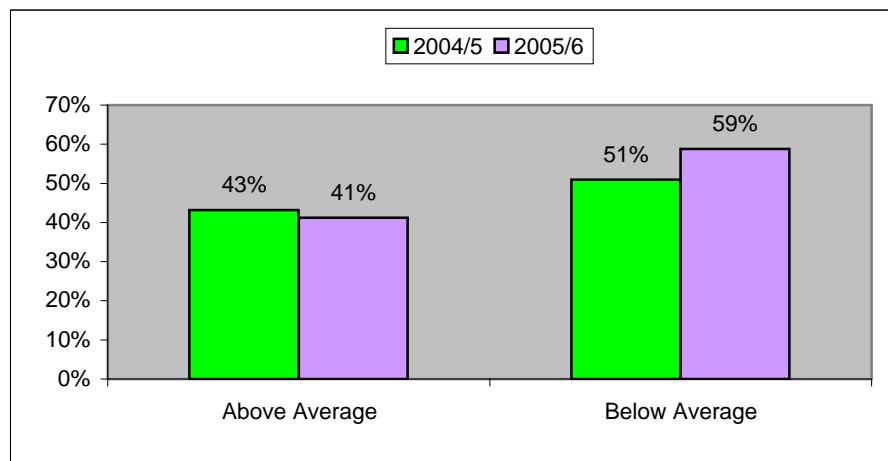
District Council Average (Mean)

		2004/5		2005/6	
Above Average	✓	22	46%	35	47%
Below Average	✗	26	54%	39	53%
Total		48		74	



Comparing like for like

		2004/5		2005/6	
Above Average	✓	22	43%	21	41%
Below Average	✗	26	51%	30	59%
Total		51		51	



Average - By Service Area

	2004/5
	2005/6

	2004/5					2005/6				
	Below Average	%	Above Average	%	Total	Below Average	%	Above Average	%	Total
Street Scene & Livability	4	50%	4	50%	8	10	43%	13	57%	23
Human Resources	4	50%	4	50%	8	5	56%	4	44%	9
Economic Regeneration and Strategic Housing	7	50%	7	50%	14	10	48%	11	52%	21
Spatial Development	2	29%	5	71%	7	4	44%	5	56%	9
Finance	1	100%	0	0%	1	1	100%	0	0%	1
Community & Partnerships	3	100%	0	0%	3	3	100%	0	0%	3
Customer Services & e-Gov	5	71%	2	29%	7	6	75%	2	25%	8
Total	26		22		48	39		35		74