








Quarter 1 2007/8 BVPI Report

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Report Type: PI Report

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PI Status		Direction of travel compared with Quarter 1 2006/7	
	This PI is significantly below target.		The value of this PI has improved
	This PI is slightly below target.		The value of this PI has worsened.
	This PI is on target.		The value of this PI has remained the same
	This PI is a data-only PI.		





On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/8
					Value	Value	Target	Note	

Categories: **1)Delivering Quality Services to Customers**
 BV Category: **Housing Benefit and Council Tax Benefit**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/8
					Value	Value	Target	Note	
		Low	BV78a	Speed of processing - new HB/CTB claims (days)	37.7	29.6	33.7	Performance this quarter has substantially exceeded target. Revised working practices have been implemented to ensure this trend continues	29.0
		Low	BV78b	Speed of processing - changes of circumstances for HB/CTB claims (days)	18.6	17.7	19.0	Performance has exceeded target this quarter. It is expected that this level of performance should be maintained throughout the year however new performance challenges on changes in circumstances may impact on performance.	16.0
		High	BV79a	Accuracy of processing - HB/CTB claims (%)	99.20%	97.60%	99.50%	Accuracy continues to be monitored closely but is still affected by historical assessments which have entered the system prior to the contract being let to Capita. Additional checks by both Capita and the client are undertaken to try and identify historical incorrect assessments.	99.50 %

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/
					Value	Value	Target	Note	





Categories: **1)Delivering Quality Services to Customers**
 BV Category: **Planning**



On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/
					Value	Value	Target	Note	
		High	BV109b	Minor applications determined in 8 weeks (%)	76.00%	90.70%	78.00%	There has been a 14% difference when compared with the same period in the previous year. We are currently on track to achieve the end of year target of 78%	78.00 %
		High	BV109c	Planning Applications: 'Other' applications (%)	96.00%	94.06%	80.00%	Although there is a slight drop in performance when compared with the same period in the previous year. We are currently on track to achieve the end of year target of 80%	80.00 %

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/
					Value	Value	Target	Note	



Categories: **2)Delivering Regeneration across the Borough**

BV Category: **Housing**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/
					Value	Value	Target	Note	
		Low	BV183b	Length of stay in temporary accommodation (Hostel) (weeks)	.00	3.57	.75	This target has been exceeded for the year in the first quarter and this has been down to 1 family having to be re-housed in Hostel Accommodation whilst an appeal was being carried out by Green Vale Homes and subsequently the Council for the second review. This annual target of 3 is still achievable if families or lone parents are placed in Hostel accommodation in the remaining 3 Quarters however the length of stay for each family will have to be less than a week because of the way the indicator is calculated. This figure was made up of 1 household staying in Hostel accommodation in Q1 for 25 nights which equates to 3.57 weeks.	3.00
		High	BV213	Housing Advice service: preventing homelessness (preventions per 1000 households)	.29	1.21	.25	In the 1st Quarter there were 34 preventions and divided by 28 this gives 1.21. Consequently the target for the year has been achieved in Q1, this is because last year there were issues with data inputting and a lot of preventions were not included, but for 2007/08 the methodology is correct and this should help reflect better	1





On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08		Note	Annual Target 2007/
					Value	Value	Target		
		High	BV64	No of private sector vacant dwellings that are returned into occupation or demolished (number)	6	10	10	<p>performance. However as a result of this we may need to alter future targets to reflect the number of preventions doing. This will need assessing at the end of the 2007/08 performance year.</p> <p>At end of quarter 1 10 properties had been returned to occupation due to action or involvement by the Council. This places us directly on target for the year end projected outturn of 40 properties. Given the number of empty properties currently being targeted and work being done with other sections of the Council we are optimistic that this trend will continue.</p>	40

Categories: **2)Delivering Regeneration across the Borough**
 BV Category: **Planning**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08		Note	Annual Target 2007/
					Value	Value	Target		
		High	BV109a	Major applications determined in 13 weeks (%)	100.00%	71.43%	60.00%	Although there is a drop in performance of this indicator, we are currently on track to achieve the end of year target of 60%	60.00 %







On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Note	Annual Target 2007/
					Value	Value	Target		







Categories: **3) Keeping our Borough clean and green**
 BV Category: **Environment & Environmental Health**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Note	Annual Target 2007/
					Value	Value	Target		
		High	BV218a	Abandoned vehicles - % investigated within 24 hrs (%)	100.00 %	100.00 %	98.00 %	Number of abandoned vehicles continues on a downward trend. All vehicles reports are responded to within 24 hours.	98.00 %
		High	BV218b	Abandoned Vehicles - % removed within 24 hours of required time (%)	100.00 %	100.00 %	98.00 %	Numbers of reports of abandoned vehicles continue to fall. Number of vehicles removed continues to fall. All vehicles removed within 24 hours of legal entitlement.	98.00 %

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/
					Value	Value	Target	

Categories: **3) Keeping our Borough clean and green**
 BV Category: **Waste Management & Cleanliness**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/	
					Value	Value	Target		Note
		Low	BV199a	Local street and environmental cleanliness - Litter and Detritus (%)	19.0% (July)	11.0% (July)	12.0%	The Figure is much improved on last year's figure for same period and is 6% above target; this is largely due to analysis of data and targeting of resources into failure areas to improve the service and reduce littered areas and so improve the local environmental quality. Detritus in this period was 10% and litter 12% giving an overall figure of 11%. Failure areas continue to be monitored on a regular basis in an effort to target resources more effectively.	12.0%
		Low	BV199b	Local Street and Environmental Cleanliness – Graffiti (%)	1% (July)	1% (July)	1%	Graffiti is a very minor problem and was minimal on the transects observed. Graffiti policy ensures racist, offensive and obscene graffiti is removed or obliterated within 48 hours (working week) Crime reduction partnership also plays a part in helping reduce incidents of graffiti.	1%
		Low	BV199c	Local Street and Environmental Cleanliness - Fly-	2% (July)	0% (July)	1%	The introduction of the manual litter pickers / revised sweeping routes has seen an improvement in the cleanliness of our streets. The existence of the NEAT	1%

On Target ?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/
					Value	Value	Target	Note	
		High	BV82a(i)	posting levels (%) % of Household Waste Recycled (%)	19.49 %	22.69 %	24.50 %	teams has enabled the reporting and removal of litter, fly tipping, graffiti and fly posting, a much simpler process for residents of Rossendale. The combination of the above has seen an improvement to this indicator. These figures are awaiting confirmation of tonnages from LCC and other sources. Compared to Q1 06/07 we have increased recycling by approximately 3.2%. This will be mainly down to increased focus in media regarding recycling.	24.50 %
		High	BV82b(i)	% of Household Waste Composted (%)	7.29%	11.42 %	6.20%	These figures are awaiting confirmation of tonnages from LCC and other sources. Compared to Q1 06/07 we have increased dry recycling by approximately 4.13%. This will be mainly down to increased focus in media regarding recycling in conjunction with the promotion of our organic waste services (brown bins and biodegradable bags). Also the increased number of new built properties will have had a positive impact on these figures compared with same quarter last year. This figure has increased from 5.34% in the previous quarter to 11.4% this quarter due to seasonal trends.	6.20%
		Low	BV84b	Household Waste Collection (% change in kilograms per head)	-3.87%	-.89%	.00%	These figures are awaiting confirmation of tonnages from LCC and other sources. The slight reduction for June 06/07 could be linked to the increase collection in organic matter which is now collected separately (with the successful promotion of brown bins and biodegradable bags) and therefore diverted from these figures.	.00%

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/
					Value	Value	Target	

Categories: **4) Promoting Rossendale as a cracking place to live and visit**
 BV Category: **Cultural & Related Services**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08		Annual Target 2007/	
					Value	Value	Target		Note
		High	BV170a	Visits to and Use of museums & galleries - All Visits (total per 1000 population)	46	47	44	For April/May/June due to exceptionally wet weather the number of visits has been affected although the 1.31 value increase from last year Q1 results means that we are on target to hit the end of year out turn.	175
		High	BV170b	Visits to and use of Museums & galleries - Visits in Person (total per 1000 population)	46	47	44	Compared with last year's figure for Q1 is up by 1.26 in value. The poor weather, generally, has deterred visitors.	174
		High	BV170c	Visits to and Use of Museums - School Groups (total per 1000 population)	0	247	186	The schools target has been exceeded - not only have the Haworth Art Gallery project visits been sustained, there have been additional general visits from other schools, involving substantial numbers.	743



On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/
					Value	Value	Target	Note	

Categories: **5) Improving health and well being across the Borough**
 BV Category: **Community Safety & Well Being**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08			Annual Target 2007/
					Value	Value	Target	Note	
		Low	BV126	Domestic burglaries per 1,000 households	2.5	2.0	2.6	Burglary figures are down 19.7% on the same period last year equating to 15 less crimes. We are well within target for the year.	10.2
		Low	BV127a	Violent Crime per 1,000 Population	3.9	3.6	4.5	There has been a steady increase in reported incidents in the first quarter. However, year to date is showing an 8.5% reduction on the same period last year.	18.0
		Low	BV127b	Robberies per 1,000 Population	.1	.08	.13	Robberies are showing a 16.7% reduction in the quarter compared to the same period last year, which is an impressive start.	.5
		Low	BV128	Vehicle crimes per 1,000 population	2.7	2.4	3.5	This is another area where we are showing a significant reduction in reported incidents compared to the same period last year, this being 12.2% and we are well within our annual target.	13.9




On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/
					Value	Value	Target	

Categories: **5) Improving health and well being across the Borough**
 BV Category: **Corporate Health**




On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/	
					Value	Value	Target		Note
		High	BV156	Buildings Accessible to People with a Disability (%)	79.00 %	92.00 %	98.00 %	<p>Access Audits were carried out in August 2005 on all public buildings; the works identified in these audits were placed into 4 categories. Categories 1 and 2 were carried out in the DDA contract in the summer 2006. It was agreed the categories 3 and 4 which were minor observations and desirable rather than necessary would be carried out in future refurbishments, small works, and day to day repairs.</p> <p>Access Audits were carried out on the public w/c in June 2006, these were not included on the original public building access audits. The budget price to make these w/c compliant is £215,000</p> <p>Rawtenstall market was also not included on the initial audit; this was carried out in October 2006. The budget price to make the market comply is £20,000 / £25,000 depending on compliance. This work will be carried out</p>	98.00 %

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/
					Value	Value	Target	Note	
								<p>within the repairs and maintenance contract 2007/08.</p> <p>Stubbylee Hall is now not a public building therefore the legislation does not apply.</p> <p>The 92 % level will stay until the above are addressed.</p>	

Categories: **6) A Well Managed Council**
 BV Category: **Corporate Health**

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/
					Value	Value	Target	Note	
		Low	BV12	Working Days Lost Due to Sickness Absence (days)	2.03	1.83	2.00	Continuous management of the robust sickness absence procedure.	8.00
	The way this indicator is collected has changed so not comparable	High	BV10	Percentage of Non-domestic Rates Collected (%)	105.65 %	30.64 %	31.70 %	Although collection hasn't met its target of 31.70% a collection of over 30% in the first three months of the financial year ensures that collection is on target for the year. Many ratepayers had paid in full by June 06 due to late applications of Small Business Rate Relief backdated to 1st April 2005 which resulted in zero balances to pay in 06/07.	98.80 %

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/
					Value	Value	Target	
	able							

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07 Q1 2007/08			Annual Target 2007/	
					Value	Value	Target		Note
		High	BV8	% of invoices paid on time (%)	66.00 %	94.74 %	95.00 %	The first quarter for 2007/08 is almost on target, April was above target. An email will be issued to all Managers to request that the pressure to pay invoices is maintained during the summer holidays as even the smallest lapse can have consequences. July performance was 98.5%, a very good result during the summer months when performance traditionally dips.	95.00 %
	The way this indicator is collected has changed so not comparable	High	BV9	% of Council Tax collected (%)	95.81 %	29.36 %	28.74 %	Council Tax collection of 29.36% is an improvement on collection for 2006/07 of 0.62%. 300 extra summonses have been issued for non payment due to the extra Liability Hearing courts that have been added in 07/08. The recovery schedule is treated as a priority with all arrangements regularly reviewed. Council Tax now has the facility to trace Council Tax payers who have moved without notification of a forwarding address via a system called Experian. This facility will also assist in the collection of Council Tax arrears. The increase from 50% to 100% for empty properties is proving challenging as many accounts are subject to recovery action however the robust recovery cycle should ensure collection is at a	97.00 %

On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/
					Value	Value	Target	Note	
								maximum.	

Categories: **6) A Well Managed Council**
 BV Category: **Housing Benefit and Council Tax Benefit**


On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/
					Value	Value	Target	Note	
		N/A	BV76b	Housing Benefits Security number of fraud investigators employed (total per 1000 cases)	.27	.33	.33	This target has been achieved and work continues to pro-actively identify fraud to minimise losses to the Council.	.33
		N/A	BV76c	Housing Benefits Security number of fraud investigations (total per 1000 claimants)	7.74	7.90	7.50	This target has been exceeded slightly for the first quarter. Performance in this area is expected to be maintained.	30.00
		N/A	BV76d	Housing Benefits Security number of prosecutions & sanctions (total per 1000 claimants)	1.94	.50	1.75	This target has not been achieved this quarter. A change in procedures by the DWP means that the Council will have to prosecute their own cases if no DWP benefits are involved and discussions are currently taking place to facilitate this. The unit is only able to undertake minor work in this area until this is resolved.	7.00



On Target?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/
					Value	Value	Target	Note	
		High	BV79b(i)	% of Recoverable Overpayments (HB) Recovered (HB) that are recovered during period (%)	87.81 %	89.99 %	75.00 %	This is the best quarter return to date and is very encouraging. The focus on the prevention of overpayments, with the dedicated resources in collecting the outstanding debt, has resulted in the latest out turn, which is a sound basis for the future.	75.00 %
		High	BV79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding (%)	11.46 %	20.65 %	12.00 %	An encouraging performance as the outstanding debt has reduced due to the robust procedures implemented in recovery. This performance is positive, however, we are continually striving to improve this even further.	57.00 %
		Low	BV79b(iii)	% of Overpayments written off (%)	4.18%	1.22%	2.00%	The percentage written off is being kept to a minimum following the data cleansing exercise last year. All ongoing unrecoverable overpayments, and cases where all recovery processes have been exhausted, are being closely monitored and promptly written off to avoid an accumulation during the year. Debts over £2000.00 will be submitted to members in quarter 4, so the percentage written off will increase, but we expect this to be within target.	8.00%



Categories: **Lancashire Area Agreement (LAA) Measures**

On Target?	Trend (comp)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08	Annual Target 2007/
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On Target ?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07	Q1 2007/08		Note	Annual Target 2007/
					Value	Value	Target		
	ared against Q1 2006/7)				Value	Value	Target	Note	
		High	LAA S8 (BVPI 225)	Checklist to access the overall provision and effectiveness of local authority services designed to help victims of domestic violence and to prevent further domestic violence (%)	27%	45%	45%	To improve the score of this checklist, work is ongoing with the DV Theme Group to finalise the new directory. The group will also be starting work on the draft strategy over the next few months.	45%
		Low	LAA S21 (BVPI 199a)	% of sites surveyed which are graded B or below for litter and detritus (%)	19%	11%	12%	The improvement of this indicator is largely due to analysis of data and targeting of resources into failure areas to improve the service and reduce littered areas and so improve the local environmental quality. Detritus in this period was 10% and litter 12% giving an overall figure of 11%. Failure areas continue to be monitored on a regular basis in an effort to target resources more effectively	12%
		Low	LAA S22a (BVPI 199b)	% of sites surveyed that are graded B for graffiti (%)	1%	1%	1%	Graffiti is a very minor problem and was minimal on the transects observed. Graffiti policy ensures racist, offensive and obscene graffiti is removed or obliterated within 48 hours (working week) Crime reduction partnership also plays a part in helping reduce incidents of graffiti.	2%
		Low	LAA S22b (BV 199c)	% of sites surveyed that are graded B for fly-posting(%)	2%	0%	1%	The introduction of the manual litter pickers / revised sweeping routes has seen an improvement in the cleanliness of our streets. The	2%

On Target ?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/	
					Value	Value	Target	Note		
									existence of the NEAT teams has enabled the reporting and removal of litter, fly tipping, graffiti and fly posting, a much simpler process for residents of Rossendale. The combination of the above has seen an improvement to this indicator.	
N/A	N/A	Low	LAA S22c (BVPI 199d)	Fly-tipping survey score (change in number of enforcements)	2006/7 outturn was- 3.	This is the first time year a survey score was given			There has been the same number of incidents but with more enforcement activity and actions this has led to a DEFRA rating at 3 or good. To achieve a higher grading (2) Effective there has to be a smaller number of incidents with more enforcement activity; this is proving difficult with new legislation being introduced to reduce side waste and increase recycling, this has been recognised by DEFRA who are currently looking at this BVPI in an effort to make it more effective. The measures to achieve next years target will be a campaign from October to reduce side waste and increase recycling.	2%
	N/A	High	LAA H13	% of social housing that meets decent homes standard (%)	No data available	12.5%	7.76%		The target for 2007/08 is 31.07% of all social housing to be non-decent and the outturn last year was 56.17% based on a target of 46.62%. To achieve the targets set this year, 1173 social rented dwellings will have to be brought up to the decent homes standard based on last years percentages. Currently our main RSL which is Green Vale Homes achieved an outturn of 472 homes improved, and they are the largest RSL in Rossendale since stock transfer. With this information we are hopeful that the performance of Green Vale Homes and our other RSL Partners this year will help achieve the target of 31.07%.	31.07%
N/A	N/A	High	LAA H14	% of private housing	No data available				The outturn for this Indicator has still not been	

On Target ?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/08
					Value	Value	Target	Note	
N/A	N/A	High	LAA H15	that meets decent homes standard. (%)					
				% of vulnerable households in the private sector that are in a decent condition (%)			No data available		
		High	LAA H16 (BVPI 213)	Number of households who consider themselves homeless, who approached the local authority's Housing Advice Service and for whom housing advice casework intervention resolve their situation (total per 1000 population)	0.29	1.21	0.25	In the 1st Quarter there were 34 preventions and divided by 28 this gives 1.21. Consequently the target for the year has been achieved in Q1, this is because last year there were issues with data inputting and a lot of preventions were not included, but for 2007/08 the methodology is correct and this should help reflect better performance. However as a result of this we may need to alter future targets to reflect the number of preventions doing. This will need assessing at the end of the 2007/08 performance year.	1
N/A	N/A	High	LAA H17	Average SAP rating of all housing stock (number)			No data available	The target for 2007/08 is to have an average SAP rating of 54, however because this indicator relies on Stock Condition Survey Data, the Council can not give an updated position other than the Baseline from September 2004 of 52. This Indicator along with LAA H14 and H15 is still being negotiated with GONW as to a solution on the data collection problem.	54

On Target ?	Trend (compared against Q1 2006/7)	Good Performance	BVPI Code	Description	Q1 2006/07		Q1 2007/08		Annual Target 2007/08
					Value	Value	Target	Note	
N/A	N/A	High	LAA H18	Carbon savings in Lancashire (expressed as tonnes of carbon), due to the installation of domestic insulation measures and small scale renewables, based on HECA returns. (tonnes)	No data available			The target for 2007/08 is to save 2391.81 tonnes of CO2 through the energy efficiency work in the Private Housing Sector through Warm Front Grants and the Social Rented Sector through their planned maintenance programmes. Based on last year's outturn of 3992 we are confident that the target for this year will be achieved.	2391.81
	N/A	High	LAA H19	Number of homes being adapted for life changes (number)	No data available	19	22	The annual target for this LAA indicator is 90 which equates to over 22 Disabled Facilities Grants (DFG's) a quarter. Q1 outturn for 2007/08 is 19 DFG's and although this is slightly below target for the Quarter, the Private Sector Renewal team are confident that the overall annual target can be achieved.	90
	N/A	High	LAA H20 (element of BVPI 64)	The number of private sector vacant dwellings brought back into use (number)	No data available	10	10	The annual target for LAA H20 is 40 empty dwellings to be returned into use and this equates to 10 dwellings a quarter. The outturn for Q1 in 2007/08 is 10 and so the annual target of 40 is on schedule to be achieved.	40