

Appendix I - 06/07 BVPI Performance

Code	Short Name	PI Category	2004/5	2005/6	2006/7	06/07 target	Movement from 05/06	Status
BV002a	Equality Standard for Local Government	7 - Organisational Improvement	Level 1	Level 1	Level 1	Level 2		
BV002b	Duty to Promote Race Equality	7 - Organisational Improvement	53%	58%	58%	85%		
BV003	Overall satisfaction with the authority	7 - Organisational Improvement	N/a	N/a	59%	62%		
BV004	Satisfaction with complaint handling	6-1st Class Public Services	N/a	N/a	36%	50%		
BV008	% of invoices paid on time	7 - Organisational Improvement	96.20%	93.78%	86.61%	100.00%		
BV009	% of Council Tax collected	6-1st Class Public Services	98.30%	98.34%	98.33%	98.50%		
BV010	Percentage of Non-domestic Rates Collected	6-1st Class Public Services	98.30%	98.71%	98.27%	98.40%		
BV011a	Top 5% of Earners: Women	7 - Organisational Improvement	25.00%	28.00%	29.44%	30.00%		
BV011b	Top 5% of Earners: Ethnic Minorities	7 - Organisational Improvement	0.00%	0.00%	0.00%	0.50%		
BV011c	Top 5% of Earners: with a disability	7 - Organisational Improvement	N/a	2.73%	2.70%	2.70%		
BV012	Working Days Lost Due to Sickness Absence	7 - Organisational Improvement	7.88 days	8.99 days	8.59 days	8.00 days		
BV014	Percentage of Early Retirements	7 - Organisational Improvement	0.52%	0.51%	0.00%	0.50%		
BV015	Percentage of Ill-health Retirements	7 - Organisational Improvement	0.44%	0.34%	0.07%	0.30%		
BV016a	Percentage of Employees with a Disability	7 - Organisational Improvement	1.42%	1.21%	1.47%	1.30%		
BV016b	Percentage of Economically Active People who have a Disability	7 - Organisational Improvement	10.88%	10.88%	10.88%	no target required	no target required	no target required
BV017a	Ethnic Minority representation in the workforce - employees	7 - Organisational Improvement	1.00%	1.10%	1.30%	1.10%		
BV017b	Ethnic Minority representation in the workforce - local population	7 - Organisational Improvement	1.44%	1.44%	1.44%	no target required	no target required	no target required
BV063	Energy Efficiency of Housing Stock	4-Caring for the Environment	57	64	67	63		
BV064	No of private sector vacant dwellings that are returned into occupation or demolished	1-Affordable Housing	33	25	19	25		
BV066a	Rent Collection and Arrears Recovery	1-Affordable Housing	N/a	99.57%	99.69%	99.20%		
BV066b	Rent collection and arrears recovery	1-Affordable Housing	N/a	1.29%	0.95%	1.25%		
BV066c	Rent Collection and Arrears Recovery: Notices Seeking Possession	1-Affordable Housing	N/a	50.00%	86.64%	50.00%		
BV066d	Rent Collection and Arrears Recovery: evictions	1-Affordable Housing	N/a	0.15%	0.05%	0.10%		
BV074a	Tenant satisfaction with landlord (all)	1-Affordable Housing	N/a	N/a	91%	91%		
BV074b	Tenant satisfaction with landlord (ethnic minorities)	1-Affordable Housing	N/a	N/a	83%	91%		

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BV074c	Tenant satisfaction with landlord (non-ethnic minorities)	1-Affordable Housing	N/a	N/a	91%	91%		
BV075a	Tenant satisfaction with participation (all)	1-Affordable Housing	N/a	N/a	79%	85%		
BV075b	Tenant satisfaction with participation (ethnic minorities)	1-Affordable Housing	N/a	N/a	54%	85%		
BV075c	Tenant satisfaction with participation (non-ethnic minorities)	1-Affordable Housing	N/a	N/a	54%	85%		
BV076a	Housing Benefits Security number of claimants visited per 1000 caseload	6-1st Class Public Services	315.82	405.89	328.6	321		
BV076b	Housing Benefits Security number of fraud investigators employed per 1000 caseload	6-1st Class Public Services	0.58	0.47	0.4	0.4		
BV076c	Housing Benefits Security number of fraud investigations per 1000 caseload	6-1st Class Public Services	55.1	54.26	52.18	50		
BV076d	Housing Benefits Security number of prosecutions & sanctions per 1000 caseload	6-1st Class Public Services	4.5	5.99	5.53	5.2		
BV078a	Speed of processing - new HB/CTB claims	6-1st Class Public Services	42.00 days	35.89 days	29.0 days	36.0 days		
BV078b	Speed of processing - changes of circumstances for HB/CTB claims	6-1st Class Public Services	7.00 days	18.66 days	11.1 days	17.0 days		
BV079a	Accuracy of processing HB/CTB claims	6-1st Class Public Services	97.00%	98.40%	99.00%	98.00%		
BV079b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	6-1st Class Public Services	29.90%	74.24%	75.21%	75.00%		
BV079b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	6-1st Class Public Services	N/a	29.31%	29.82%	30.00%		
BV079b(iii)	Percentage of Recoverable Overpayments Recovered (HB)	6-1st Class Public Services	N/a	10.50%	13.65%	10.50%		
BV080a	Satisfaction with ways to contact the Benefits Office	6-1st Class Public Services	N/a	N/a	80%	82%		
BV080b	Satisfaction with visit to Benefits Office	6-1st Class Public Services	N/a	N/a	87%	84%		
BV080c	Satisfaction with telephone service provided by Benefits Office	6-1st Class Public Services	N/a	N/a	79%	76%		
BV080d	Satisfaction with staff at the Benefits Office	6-1st Class Public Services	N/a	N/a	85%	85%		
BV080e	Satisfaction with Benefits Claim Form	6-1st Class Public Services	N/a	N/a	65%	71%		
BV080f	Satisfaction with time taken to hear whether Benefits Claim was successful	6-1st Class Public Services	N/a	N/a	72%	74%		
BV080g	Overall satisfaction with the Benefits Service	6-1st Class Public Services	N/a	N/a	81%	80%		
BV082a(i)	% of Household Waste Recycled	4-Caring for the Environment	15.06%	17.08%	17.74%	17.08%		
BV082a(ii)	Tonnes of Household Waste Recycled	4-Caring for the Environment	N/a	10,010.51	10,586.61	10,010.51		

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BV082b(i)	% of Household Waste Composted	4-Caring for the Environment	0.57%	4.84%	5.46%	4.84%		
BV082b(ii)	Tonnes of household waste composted	4-Caring for the Environment	N/a	2835.49	3,256.93	2,755.00		
BV084a	Household waste collected per head, in kilos	4-Caring for the Environment	369kg	363.5kg	364.6kg	360.0kg		
BV084b	Household Waste Collection (% change in kilograms per head)	4-Caring for the Environment	N/a	-3.92%	-0.76%	0.00%		
BV086	Cost of household waste collection	4-Caring for the Environment	£46.51	£53.68	awaiting data	£54.74	awaiting data	awaiting data
BV089	Satisfaction with cleanliness of the streets	4-Caring for the Environment	N/a	N/a	81%	74%		
BV090a	Satisfaction with household waste collection	4-Caring for the Environment	N/a	N/a	87%	89%		
BV090b	Satisfaction with recycling	4-Caring for the Environment	N/a	N/a	54%	59%		
BV091a	Kerbside Collection of Recyclables (one recyclable)	4-Caring for the Environment	78.40%	85.12%	78.17%	85.00%		
BV091b	Kerbside collection of recyclables (two recyclables)	4-Caring for the Environment	N/a	84.61%	77.61%	84.00%		
BV106	New homes built on previously developed land	4-Caring for the Environment	87.00%	66.00%	76.51%	60.00%		
BV109a	Major applications determined in 13 weeks	6-1st Class Public Services	42.30%	72.70%	90.48%	60.00%		
BV109b	Minor applications determined in 8 weeks	6-1st Class Public Services	67.70%	72.90%	90.58%	65.00%		
BV109c	Planning Applications: 'Other' applications determined within 8 weeks	6-1st Class Public Services	77.60%	85.00%	93.95%	80%		
BV111	Satisfaction with the Planning Service	6-1st Class Public Services	N/a	N/a	63%	75%		
BV119a	Satisfaction with sports/leisure facilities	6-1st Class Public Services	N/a	N/a	69%	60%		
BV119c	Satisfaction with museums and galleries	6-1st Class Public Services	N/a	N/a	59%	55%		
BV119d	Satisfaction with theatres and concert halls	6-1st Class Public Services	N/a	N/a	63%	65%		
BV119e	Satisfaction with parks and open spaces	6-1st Class Public Services	N/a	N/a	90%	86%		
BV126	Domestic burglaries per 1,000 households	3-Keeping our District Safe	8.4	5.1	5.4	7.6		
BV127a	Violent Crime per 1,000 Population	3-Keeping our District Safe	N/a	13.39	11.07	11.4		
BV127b	Robberies per 1,000 Population	3-Keeping our District Safe	N/a	0.19	0.19	0.3		
BV128	Vehicle crimes per 1,000 population	3-Keeping our District Safe	5.1	5.44	4.32	4.3		
BV156	Buildings Accessible to People with a Disability	6-1st Class Public Services	64.44%	68.88%	71.11%	71.11%		
BV164	Equal Access to Social Housing	1-Affordable Housing	Yes	Yes	Yes	Yes		
BV170a	Visits to and Use of museums & galleries - All Visits, per 1000 population	6-1st Class Public Services	465	900	874	495		
BV170b	Visits to and use of Museums & galleries - Visits in Person, per 1000 population	6-1st Class Public Services	388	712	905	415		
BV170c	Visits to and Use of Museums - School Groups	6-1st Class Public Services	2758	4311	4734	2800		

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BV174	Racial Incidents Recorded	3-Keeping our District Safe	0	0.64	0.64	0.64		
BV175	Racial incidents resulting in further action	3-Keeping our District Safe	0.00%	100%	100%	100%		
BV183a	Length of stay in temporary accommodation (B&B)	1-Affordable Housing	3 weeks	2.49 weeks	2.53 weeks	2.00 weeks		
BV183b	Length of stay in temporary accommodation (Hostel)	1-Affordable Housing	23 weeks	35 weeks	16.42 weeks	22.00 weeks		
BV184a	Non-decent local authority dwellings (%)	1-Affordable Housing	31.00%	35.00%	29.00%	28.00%		
BV184b	Non-decent local authority dwellings (change)	1-Affordable Housing	-14.00%	17.00%	24.10%	24.00%		
BV199a	Local street and environmental cleanliness - Litter and Detritus	4-Caring for the Environment	15.00%	16.50%	5.50%	18.00%		
BV199b	Local Street and Environmental Cleanliness - Graffiti	4-Caring for the Environment	N/a	0%	0%	0%		
BV199c	Local Street and Environmental Cleanliness - Fly-posting levels	4-Caring for the Environment	N/a	0%	0%	0%		
BV199d	Local Street and Environmental Cleanliness - Fly-tipping	4-Caring for the Environment	N/a	2	4	1		
BV200a	Plan-making: Local Development Scheme submitted?	4-Caring for the Environment	Yes	Yes	Yes	Yes		
BV200b	Plan-making: Milestones Met?	4-Caring for the Environment	N/a	Yes	Yes	Yes		
BV200c	Plan-making: Monitoring Report	4-Caring for the Environment	N/a	Yes	Yes	Yes		
BV202	Number of people sleeping rough	1-Affordable Housing	0	0	5	5		
BV203	Change in number of families in temporary accommodation	1-Affordable Housing	-4.11%	1.88%	-16.32%	-15.00%		
BV204	Planning appeals allowed	4-Caring for the Environment	46.60%	33.02%	33.30%	40%		
BV205	Quality of Planning Service checklist	4-Caring for the Environment	77.80%	100%	100%	100%		
BV212	Average time taken to re-let local authority housing	1-Affordable Housing	N/a	14 days	11 days	13 days		
BV213	Preventing Homelessness - number of households where homelessness prevented	1-Affordable Housing	N/a	10	1	1		
BV214	Housing Advice Service - % of repeat homelessness within 2 years	1-Affordable Housing	N/a	12%	7.86%	12%		
BV216a	Identifying Contaminated Land	4-Caring for the Environment	N/a	4280	4276	4280	n/a	n/a
BV216b	Information on contaminated land	4-Caring for the Environment	N/a	0%	0%	0%		
BV217	Pollution Control Improvements Completed On-time	4-Caring for the Environment	N/a	33%	82%	75%		
BV218a	Abandoned vehicles - % investigated within 24 hrs	4-Caring for the Environment	N/a	100%	98.54%	100%		

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BV218b	Abandoned Vehicles - % removed within 24 hours of required time	4-Caring for the Environment	N/a	76.00%	74.42%	76.00%		
BV219a	Preserving the Special Character of Conservation Areas	4-Caring for the Environment	N/a	52	52	52		
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	4-Caring for the Environment	N/a	0.00%	3.85%	25%		
BV219c	Preserving the Special Character of Conservation Areas: Management Proposals	4-Caring for the Environment	N/a	100%	100%	100%		
BV225	Actions Against Domestic Violence	3-Keeping our District Safe	N/a	54.5%	81.8%	70.0%		
BV226a	Advice & Guidance Services - total	6-1st Class Public Services	N/a	£97,150.00	£161,643.00	£100,010.00	n/a	n/a
BV226b	Advice & Guidance Services - CLS Quality Mark	6-1st Class Public Services	N/a	14.87%	62.60%	15.07%		
BV226c	Advice & Guidance Services: direct provision	6-1st Class Public Services	N/a	£556,300.00	£563,483	£663,493		

