



Council Meeting - 18th June
2007

Agenda Item 5

Braintree

District Council

Corporate Performance Plan

2007-2008

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MEASURING THE COUNCIL'S PERFORMANCE

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GLOSSARY

The following acronyms are used in this Document.

AI	=	Activity Indicator
BQ	=	Bottom Quartile
BVPI	=	Best Value Performance Indicator
CPA	=	Comprehensive Performance Assessment
DOT	=	Direction of Travel
DWP	=	Department for Work and Pensions
LPI	=	Local Performance Indicator
MQ	=	Median Quartile
TQ	=	Top Quartile

QUERIES

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EXECUTIVE SUMMARY

OVERALL PERFORMANCE SUMMARY 2006 / 2007

The following pages set out Braintree District Council's overall performance during 2006/2007. They focus on:

- Target achievement for the year
- Improvement compared with 2005/06 and
- Where we are compared with other Councils nationally

TOTAL BEST VALUE AND LOCAL PERFORMANCE INDICATORS

Number of Performance Indicators collected	Number applicable for this calculation	Number and % where we were on target	Number and % where we were within 5% or more of the target	Number and % where we were 6% or more off target
156	131	90 (68%)	10 (7.5%)	31 (23.5%)
	Number applicable for this calculation	Number where we have improved on last years performance	Number where we have performed the same as last year	Number where our performance is down on last year
	143	87 (61%)	22 (15%)	34 (24%)

BEST VALUE PERFORMANCE INDICATORS

Number of Best Value Performance Indicators collected	Number applicable for this calculation	Number and % where we were on target	Number and % where we were within 5% or more of the target	Number and % where we were 6% or more off target
129	110	74 (67.5%)	8 (7%)	28 (25.5%)
	Number applicable for this calculation	Number where we have improved on last years performance	Number where we have performed the same as last year	Number where our performance is down on last year
	123	72 (58.5%)	22 (18%)	29 (23.5%)

LOCAL PERFORMANCE INDICATORS

Number of Local Performance Indicators collected	Number applicable for this calculation	Number and % where we were on target	Number and % where we were within 5% or more of the target	Number and % where we were 6% or more off target
27	21	16 (76%)	2 (9.5%)	3 (14.5%)
	Number applicable for this calculation	Number where we have improved on last years performance	Number where we have performed the same as last year	Number where our performance is down on last year
	20	15 (75%)	0	5 (25%)

NATIONAL QUARTILE POSITIONS

Of the 129 national Best Value Performance Indicators, there are 99 where we are measured against other authorities nationally and placed into national quartiles. Our status for 2006 / 2007 (using the Audit Commission categories) is as follows:

Category of BVPI	No. in Top Quartile	Number in Second Quartile	Number in Third Quartile	Number in bottom quartile	Not applicable	Total	Improved since last year	Same as last year	Deteriorated since last year
Corporate Health	5	8	3	4	4	24	8	8	4
Environment	14	9	4	4	5	36	15	11	4
Culture	1	4	1	0	5	11	4	2	0
Housing (Community Housing Services)	5	1	1	0	0	7	3	4	0
Housing (Management)	4	6	6	5	4	25	6	8	4
Housing Benefit and Council Tax Benefit	1	4	2	2	8	17	2	5	2
Safer and Stronger Communities	1	3	1	0	4	9	1	3	0
Total	31	35	18	15	30	129 (99 applicable)	39	41	14
	66 above the median in 2006/07 (67%)								

DETAILED SUMMARY

TOTAL NUMBER OF INDICATORS MONITORED DURING 2006/07	171
TOTAL NUMBER OF BEST VALUE PERFORMANCE INDICATORS	129
TOTAL NUMBER OF LOCAL PERFORMANCE INDICATORS	27
TOTAL NUMBER OF ACTIVITY INDICATORS	16
TOTAL NUMBER OF DIRECTION OF TRAVEL INDICATORS	46
TOTAL NUMBER OF RE-CATEGORISATION INDICATORS	29
NB some Direction of Travel Indicators are also Re-categorisation indicators	

Of the 156 **Best Value** and **Local** Performance Indicators which are set out in this Plan there are 144 which are applicable for reporting and performance comparison purposes for 2006 / 2007. The remainder are either new indicators in 2006/07 for which no comparison is available or Indicators where figures were not collected during 2006/07. The following summary is therefore based on the 144 indicators.

Of the 144 indicators - we were able to measure 131 in terms of **achievement against the target** set for the year and 143 in terms of **improvement (or not) compared with last year's performance**.

All Indicators

Achievement against set targets (131 measured)

- 90 (68%)** of the targets we set were either on or above target
- 10 (7.5%)** were within 5% achieved
- Therefore **100 (76%)** of the targets we set for 2006 / 2007 were either achieved or within 5% achieved
- 31 (23.5%)** were 6% or more off target

Performance improvement compared with last year (143 measured)

- 87 (61%)** of the indicators had improved compared with the previous year
- 22 (15%)** had remained the same as the previous year
- Therefore **109 (76%)** of the indicators had either improved or remained static compared with the previous year
- 34 (24%)** had failed to improve or remain static compared with the previous year

Best Value Performance Indicators

Achievement against set targets (110 measured)

- 74 (67.5%)** of the targets that we set were either on or above target
- 8 (7%)** were within 5% achieved
- Therefore **82 (75%)** of the targets we set for the BVPI's during 2006 / 2007 were either achieved or within 5% achieved
- 28 (25.5%)** were 6% or more off target

Performance improvement compared with last year (123 measured)

- 72 (58.5%)** of the indicators had improved compared with the previous year
- 22 (18%)** had remained the same as the previous year
- Therefore **94 (76%)** of the BVPI's had either improved or remained static compared with the previous year
- 29 (23.5%)** had failed to improve or remain static compared with the previous year

Local Performance Indicators

Achievement against set targets (21 measured)

- 16 (75%)** of the targets we set were either on or above target
- 2 (10%)** were within 5% achieved
- Therefore **18 (85.5%)** of the targets we set for our Local Performance Indicators during 2006 / 2007 were either achieved or within 5% achieved
- 3 (14.5%)** were 6% or more off target

Performance improvement compared with last year (20 collected)

- 15 (75%)** of the indicators had improved compared with the previous year
- 0 (0%)** had remained the same as the previous year
- (Therefore **15 (75%)** of the indicators had either improved or remained static compared with the previous year)
- 5 (25%)** had failed to improve or remain static compared with the previous year

Quartile Indicators

Of the 129 Indicators which are measured by the Audit Commission by reference to quartiles, 99 are measure for quartile purposes (see above). Of those 99, 94 can be used this year to compare performance with last year.

Of the 94 Indicators:

- 39 (42%) had risen to a higher quartile from last year.
- 41(44%) had remained in the same quartile as last year
- 14 (8%) had dropped to a lower quartile

It should be noted that there are some quartile indicators which are measured separately by the Audit Commission by reference to different measurements and definitions. Where this is the case, the indicators have not been included in the above calculation.

A summary of the positions with regard to the Re-categorisation and Direction of Travel is attached at Appendix 4. These show the level of improvement from 2005/06, the quartile status in 2006/07 and the projected quartile status for the 2007/08.

INTRODUCTION

This document is Braintree District Council's Corporate Performance Plan for the financial year 2007-2008.

It is one of the four corporate documents which set out our plans for the coming year and beyond. The other three documents are:

The Corporate Action Plan which details the projects which are going to be delivered in the District and which will contribute towards the achievement of the priorities which the Council has agreed for this year

The Corporate Improvement Plan which sets out the actions which are going to be put in place internally within the organisation to ensure we are operating as efficiently as possible and are putting in place ongoing improvements

The Medium Term Financial Strategy which sets out the financial implications of the objectives outlined in the Council's 'Direction and Ambition' outlines the Council's overall financial position and identifies a proposed financial strategy for the next three years.

An Introduction to the Corporate Performance Plan

This Performance Plan includes the following:

- Outturn (year-end) figures for our Best Value and Local Performance Indicators in 2006 / 2007
- Annual targets for the Best Value Performance Indicators for the period 2007 to 2010
- Details of our estimated performance position nationally in 2006/2007 by reference to the Audit Commissions quartile parameters together with trends over the past three years and our targeted positions in 2007/08

It should be noted that since the publication of the Corporate Action, Improvement and Performance Plan in June 2006, some of the figures reported in that document have been changed during audit processes carried out later in the year. The audited figures have been incorporated into this year's plan and therefore there are some differences between the figures reported in this document and those which were reported last year.

In addition, the quartile figures in last years plan were reported using the parameters from 2004/05. Updated parameters for 2005/06 have since been received and are included in this document and changes have been made to the quartile positions of some indicators where appropriate.

Local Authority Service Contracts

Braintree District Council confirms that it is adopting the Code of Practice on Workforce Matters in Local Authority Service Contracts in relation to the following contracts:

IT Partnership Agreement

- Dated 28th February 2002 between (1) Braintree District Council and (2) ITNET (novated to Serco on 31st March 2006)

Leisure Partnership Agreement

- Took effect from 1st September 2002 between (1) Braintree District Council and (2) DC Leisure

Performance information about each of these contracts is set out in **Appendix 1**.

Performance Indicators

In 2006/07 Braintree District Council measured its performance by reference to 157 different indicators. This year we are measuring 167 indicators. The figure has increased mainly because we are now measuring some indicators relative to the amount of deprivation in the District.

Types of Performance Indicators

There are three types of indicators:

1. **National (or 'Best Value') Performance Indicators ('BVPI's')**
These are specified by Central Government and are monitored on a national basis. There are 121 BVPI's in this Plan.

Of these, 46 are were monitored specifically by the Audit Commission in 2005/06 to identify our Direction of Travel (ie the extent to which we are improving year on year) and 30 (increasing from 29 in 05/06) are monitored by the Audit Commission to ascertain whether our CPA status as a 'good' authority needed to be re-categorised.

The other performance indicators are also used to measure performance and improvement when appropriate.

In view of the stock transfer which will be taking place in November 2007, the housing management performance indicators will be only be measured and reported for the period 1st April up until the date of transfer.

2. **Local Performance Indicators (LPI's)**

These are set by the District Council. They relate more specifically to the Braintree District and the Council's priorities. There are 31 Local Performance Indicators in this Plan.

3. **Activity Indicators (AI's)**

These do not have associated targets to be achieved but they record important information which shows how well a service is doing and/or provides a picture of what is happening as a result of our actions. There are 16 Activity Indicators in this Plan.

How they are categorised in this document

For auditing and reporting purposes, the Audit Commission places its PI's into seven different categories. These categories have changed since last year and are now as follows:

- Corporate health
- Environment
- Culture
- Housing (Community)
- Housing (Management)
- Housing benefit and Council Tax benefit
- Safer and stronger communities

In addition and for the purposes of this year's Performance Plan, we have put all indicators into one of three categories: High, Medium or Low. Definitions of these are as follows:

High Priority

Those which are one or more of the following:

- An indicator which is used by the Audit Commission to consider whether or not the authority should have its Comprehensive Performance Assessment rating (CPA) changed. Braintree DC is currently rated 'good' where the ratings are Excellent, Good, Fair and Poor. These are referred to as Re-categorisation Indicators in the Performance Plan.
- An indicator which is used by the Audit Commission as one of a number of tools to measure the Council's Direction of Travel (ie the extent to which we are improving compared with other authorities on a national basis. These are referred to as Direction of Travel indicators in the Performance Plan. It should be noted that an indicator can be both a Re-categorisation and a Direction of Travel indicator.
- An indicator which is neither of the above but which is considered by Management Board to be important enough to warrant monitoring and measurement on a regular basis throughout the year

All high priority indicators will be included in the Quarterly Reports to Management Board and each will have a related performance plan (see sample attached at **Appendix 2**).

A list of all high priority indicators for 2007/08 is attached at **Appendix 3**.

Medium Priority

Those indicators which are considered by Management Board to be of sufficient importance to warrant regular monitoring and measurement through regular one to ones with accountable managers but not on a quarterly basis to Management Board

Low Priority

Those indicators over which the Council has little or no control and/or which are measured on an annual basis only

Quartile Measurement

The Audit Commission uses a standard of 'quartiles' to measure local authorities and their improvement nationally. Quartile measurements only apply to 99 of the Best Value Performance Indicators and the parameters are different for each one.

Local Authorities can be classified as being in one of the following four quartiles:

- Top
- 2nd
- 3rd
- Bottom

Where quartile measurement applies to an Indicator details are shown in the performance tables in the main body of this Plan.








The quartile parameters against which we will be measured in 2006/2007 will not be published until late in 2007. Hence we have to use the parameters for 2005/2006 to make an assessment of our quartile status at the time this Plan is prepared and to use them as a guide for setting our targets for next year.

Performance Measurement

The following information is included in this Plan:

- Details of all Best Value Performance Indicators and Local Performance Indicators by category
- Details of our performance in 2006/2007 and the targets we set last year for our performance this year
- Whether the indicator is a high, medium or low priority
- The frequency with which the indicator gets formally reported
- Quarterly trends throughout 2006/07 where information was reported on that basis
- Targets in relation to each of the BVPI's up to 2010 where appropriate
- Quartile parameters, status and trend information covering the last two to three years where appropriate
- Details of our overall performance against our targets for this year – including percentage achievement or under-achievement and comparisons with last years performance
- The extent to which the target was achieved or not at the end of 2006 / 2007.

The following key applies:

-  = Performance is **on or above** the target for the year by year-end
-  = Performance is up to **5% off** the target set for the year
-  = Performance is **6% or more off** the target set for the year
-  = Improved performance compared with last year
-  = Performance is the same as last year
-  = Performance is down compared with last year
-  = Performance is at its optimum

Performance in 2006 / 2007

A Summary of our overall performance in 2006 / 2007 is attached at **Appendix 4**. This sets out:

- numbers and percentages of targets achieved for the year
- numbers and percentages where performance has improved since last year
- estimated quartile positions for 2006 / 2007 and
- information about where quartile positions have improved or not improved compared with last year

Corporate Planning and Performance Management

The Council’s Corporate Planning and Performance Management Framework is shown in Figure 1 below. This shows how the process flows – from strategic planning through the Community Strategy and the 4-year Corporate Plan to accountability for operational delivery through annual service plans and individual performance reviews. The format of the Business Plans will be reviewed during the early part of 2007.

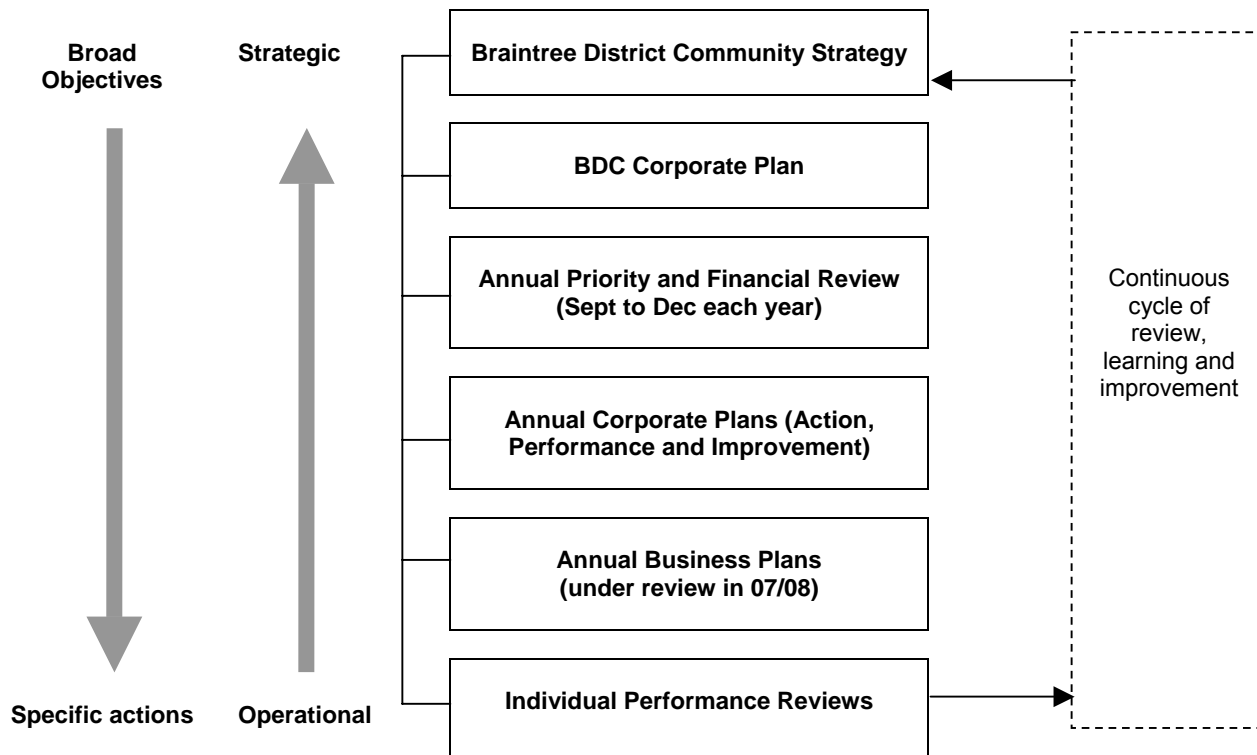


Figure 1

Quarterly reports to Management Board, Cabinet and the Audit Panel will include details of the high priority indicators and of those indicators which Management Board and Leadership Group have agreed need to be reported on a quarterly basis. They will also report other indicators on an exception basis – ie where the frequency of reporting is annually but where performance is showing cause for concern or remedial action is required.

The quarterly reports will be placed on the website and performance issues will be regularly communicated to all staff. Performance issues will form the basis of regular meetings between Directors, senior managers and service unit managers.

Performance issues and levels generally will be overseen by the Cabinet’s Efficiency and Performance Sub-Group which is chaired by the Leader of the Council.

Performance Tables

The following pages set out detailed information about each Performance Indicator. They are divided into seven sections which match the Audit Commission’s categorisations. Indicators shaded in black in the left hand column are high priority indicators in 2007 / 2008.

- Corporate health
- Environment
- Culture
- Housing (Community)
- Housing (Management)
- Housing benefit and Council Tax benefit
- Safer and stronger communities

Corporate Health Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH**

BV2a - The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability Responsible Manager: Charmaine Dean Cabinet Sponsors Councillor Beavis Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	2	2	Quarterly figures not collected				2	2	☺
	Frequency of reporting		2007 / 2008 Target figure		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		3		3		3		↔
This BVPI is not measured for national quartile purposes but it is measured against the number of authorities achieving the different levels (see below)									
Comment: <ul style="list-style-type: none"> % of Councils achieving each level in 2005/06 was as follows: Level 0 – 8%, Level 1 – 42%, Level 2 – 33%, Level 3 – 15%, Level 4 – 1%, Level 5 – 1% Level 5 Councils – Tower Hamlets, Lewisham, GLA, Wycombe, London Development Agency, Level 4 Councils – Croydon, Kensington and Chelsea, Maidstone, Transport for London, 									

BV2b - The quality of an Authority's Race Equality Scheme and the improvements resulting from its application Responsible Manager: Charmaine Dean Cabinet Sponsor Councillor Beavis Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	84%	84%	Quarterly figures not collected				84%	84%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		Top quartile 84%		Top		Top		↔
05/06 Quartile Parameters (all Councils)			National Quartile Status & Trend	2006/07	Top quartile (84%)		↔		
TQ = 79				2005/06	Top quartile (84%)				
MQ = 63				2004/05	Not compared				
BQ = 53									
Comment:									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV3 – The percentage of citizens satisfied with the overall service provided by the authority	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	58%	59%	Data not collected quarterly				>70%	55%**	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
Annually		*** Top quartile (>2006/07)		Top quartile (>2007/08)		Top quartile (>2008/09)		▼	
Type of Indicator: BVPI HIGH PRIORITY	05/06 Quartile Parameters		03/04 Quartile Parameters		National Quartile Status & Trend	2006/07	Bottom quartile (55%) *		▼
	tba		TQ = 65% MQ = 61% BQ = 57%			2005/06	3 rd quartile (59%)*		▲
						2003/04	3 rd quartile (58%)		▼
Comment:									
<ul style="list-style-type: none"> • 2000/01 - 2nd quartile (72%) • * based on 2003/04 quartile parameters – 05/06 parameters still to be announced • ** un-weighted score was 58% • *** using LAA tracker survey results • Satisfaction indicator quartiles for 05/06 are not yet known. Dates to be announced 									

BV4 - The percentage of complainants satisfied with the handling of their complaint by the authority	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	27%	36%*	Data not collected quarterly				45%	38% **	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
Annually		Top quartile >2007		Top quartile >2008		Top quartile >2009		▲	
Type of Indicator: BVPI MEDIUM PRIORITY	03/04 Quartile Parameters		00/01 Quartile Parameters		National Quartile Status & Trend	2006/07	Top quartile (38%) ***		▲
	TQ = 37% MQ = 33% BQ = 30%		TQ = 45% MQ = 41% BQ = 38%			2005/06	2 nd quartile (36%)***		▲
						2003/04	Bottom quartile (27%)		▼
Comment:									
<ul style="list-style-type: none"> • * un-audited survey • ** weighted score - un-weighted score was 44% • *** based on 2003/04 quartile parameters • 05/06 parameters not yet available • 2000/01 - Top (45%) 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV8 - Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms Responsible Manager: Trevor Wilson Cabinet Sponsor: Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)**				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	93.00 %	94.00 %	95.84	96.80	96.62	96.49	95.00%	96.44%	☺
	Frequency of Reporting		2007 / 2008 Original Target		2008 / 2009 Original Target		2009 / 2010 Target		Improvement trend from 05/06
	Monthly		Top quartile 97.00%		Top quartile 97.00%		Top quartile 97.00%		▲
	05/06 Quartile Parameters (all Councils) TQ = 96.71% MQ = 93.43% BQ = 89.24%			National Quartile Status & Trend	2006/07	2 nd quartile (96.44%)		▲	
			2005/06		2 nd quartile (94%)*		▲		
			2004/05		2 nd quartile (93%)		▲		
			2003/04		3 rd quartile (91%)		▲		
Comment: <ul style="list-style-type: none"> 2002/03 - 4th quartile (83%) * Figure reported in Corporate Action, Improvement and Performance Plan 2006/07 was 3rd quartile against all Districts. Direction of Travel Assessment measures this BVPI against all other Councils hence BDC moves up a quartile. 									

BV9 - The percentage of council tax collected by the Authority in the year Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	97.60%	98.00%	29.29%	58.11%	85.33%	98.47%	98.50%	98.47%	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Monthly		Top quartile 98.55%		98.60%		98.65%		▲
	05/06 Quartile Parameters (District Councils*) TQ = 98.40 MQ = 97.61 BQ = 96.39			National Quartile Status & Trend	2006/07	Top quartile (98.47%)		▲	
			2005/06		2 nd quartile (98.0%)		▲		
			2004/05		2 nd quartile (97.6%)		▼		
			2003/04		2 nd quartile (97.7%)		▲		
Comment: <ul style="list-style-type: none"> 2002/03 - 3rd quartile (97.6%) * Quartile parameter query. Positions and parameters set out above are taken from the Direction of Travel Assessment – January 2007 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV9 – Adjusted for deprivation The percentage of council tax collected by the Authority in the year adjusted for deprivation Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	99.4	99.8	Not applicable				N/A	100%	N/A
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		Top quartile		N/A		N/A		▲
05/06 Quartile Parameters (District Councils) TQ = 100 MQ = 99.9 BQ = 99.2			National Quartile Status & Trend	2006/07	Top quartile (100%)		▲		
				2005/06	2 nd quartile (99.8)*				
				2004/05	2 nd quartile (99.4)				
				2003/04	2 nd quartile (99.5)				
Comment:									
<ul style="list-style-type: none"> 2002/03 - 3rd quartile (97.6%) * Direction of Travel Assessment places us in 2nd quartile in 2005/06 although parameter figures would seem to indicate that we are in 3rd. 									

BV10 - The percentage of non-domestic rates due for the financial year which were received by the authority Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	97.70%	97.20%	30.11	59.59	86.28	99.07	98.00%	99.07%	😊
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Monthly		2 nd quartile 99.20%		Top quartile 99.30%		Top quartile 99.33%		▲
05/06 Quartile Parameters* (District Councils) TQ = 99.30% MQ = 99.00% BQ = 98.40%			04/05 Quartile Parameters TQ = 99.2% MQ = 98.81% BQ = 98.22%	National Quartile Status & Trend	2006/07	2 nd quartile (99.07%)		▲	
					2005/06	Bottom (97.20%)		▼	
					2004/05	Bottom (97.7%)		▲	
					2003/04	Bottom (97.4%)		▲	
Comment:									
<ul style="list-style-type: none"> 2002/03 - Bottom (96.1%) 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV11a - Percentage of top-paid 5% of local authority staff who are women Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	17.65%	22.22%	Data not collected quarterly				23.40%	28.50%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annual		Top quartile 33%		33%		33%		▲
05/06 Quartile Parameters (District Councils) TQ = 31.25 MQ = 25.00 BQ = 18.79		04/05 Quartile Parameters TQ = 28.93% MQ = 23.07% BQ = 16.10%		National Quartile Status & Trend		2006/07	2 nd quartile (28.50%)	▲	
						2005/06	3 rd quartile (22.22%)	▲	
						2004/05	3 rd quartile (17.65%)*		
						2003/04	Not measured		
Comment: <ul style="list-style-type: none"> * - based on 04/05 parameters 									

BV11a (ratioed) – The ratio of the percentage of the top 5% of earners (staff) who are women (BV11a) to the percentage of women in the population Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland TYPE OF INDICATOR: DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	35	44	Data not collected quarterly				Not set	56	N/A
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annual		N/A*		N/A		N/A		▲
05/06 Quartile Parameters (all Councils) TQ = 86 MQ = 64 BQ = 44		04/05 Quartile Parameters (all Councils) TQ = 81 MQ = 60 BQ = 40		National Quartile Status & Trend		2006/07	3 rd quartile (56)	↔	
						2005/06	3 rd quartile (44)	▲	
						2004/05	Bottom quartile (35)	↔	
						2003/04	3 rd quartile (35)		
Comment: <ul style="list-style-type: none"> * this PI is a calculation based on the outturn for BV11 above All figures up to 2005/06 are taken from the Direction of Travel Assessment 2005/06 (page 23) 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV11b - The percentage of the top 5% of Local Authority staff who are from an ethnic minority	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	2.95%	2.77%	Data not collected quarterly				2.13%	2.85%	😊
Responsible Manager: Helen Krischock	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
Cabinet Sponsor(s): Councillor Butland	Annually		2 nd quartile 3%		3%		3%		▲
Type of Indicator: BVPI LOW PRIORITY	05/06 Quartile Parameters (District Councils) TQ = 3.37% MQ = 0.00% BQ = 0.00%		04/05 Quartile Parameters TQ = 1.98% MQ = 0.00 BQ = 0.00		National Quartile Status & Trend	2006/07	2 nd quartile (2.85%) *		▲
						2005/06	Top quartile (2.77%)		▼
						2004/05	Top quartile (2.95%)		
						2003/04			
Comment:									
<ul style="list-style-type: none"> * based on 2005/06 District quartile parameters. Although the % has increased our quartile position has deteriorated. 									

BV11b – (ratioed) The ratio of the top 5% of earners (staff) from BME communities (BV11b) to the percentage of working age population from BME communities (BV17b)	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	100	100	Not applicable				N/A	100	N/A
Responsible Manager: Helen Krischock	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
Cabinet Sponsor(s): Councillor Butland	Annually		Top		N/A		N/A		↔
TYPE OF INDICATOR: DIRECTION OF TRAVEL MEDIUM PRIORITY	05/06 Quartile Parameters (All Councils) TQ = 84 MQ = 32 BQ = 0		04/05 Quartile Parameters (All Councils) TQ = 0 MQ = 15 BQ = 70		National Quartile Status & Trend	2006/07	Top quartile (100)		↔
						2005/06	Top quartile (100)		↔
						2004/05	Top quartile (100)		↔
						2003/04	Top quartile (100)		
Comment:									
<ul style="list-style-type: none"> * this PI is a calculation based on the outturn for BV11b above All figures up to 2005/06 are taken from the Direction of Travel Assessment 2005/06 (page 23) 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV11c - Percentage of the top paid 5% of staff who have a disability Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'tcpatd actual*	06/07 actual	% within target for 06/07
	Not a BVPI in 04/05	0.00%	Data reported annually				2.00%	0.00%	☹
	Frequency of reporting		2007 / 2008 Anticipated Actual	2008 / 2009 Anticipated Actual		2009 / 2010 Anticipated Actual		Improvement trend from 05/06	
	Annually		2.00%	2.00%		2.00%		▼	
	2005/06 Quartile Parameters (District Councils) TQ = 5.91 MQ = 2.09 BQ = 0.00			National Quartile Status & Trend	2006/07	Bottom quartile (0.00%)		↔	
			2005/06		Bottom quartile (0.00%)				
			2004/05		Not measured				
			2003/04		Not measured				
Comment: <ul style="list-style-type: none"> Not measured for quartile purposes in 04/05 * Management Board have agreed that the figures shown for 2006 -10 are anticipated actuals – not targets 									

BV11c – Ratioed Ratio of the percentage of the top 5% of earners (staff) with disabilities (BV11c) to the percentage of working age population with a disability (BV16c) Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland TYPE OF INDICATOR: DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	Not measured in 04/05	0	Not applicable				N/A	0	N/A
	Frequency of reporting		2007 / 2008 Anticipated Actual	2008 / 2009 Anticipated Actual		2009 / 2010 Anticipated Actual		Improvement trend from 05/06	
	Annually		3 rd quartile	N/A		N/A		↔	
	2005/06 Quartile Parameters (All Councils) TQ = 37 MQ = 16 BQ = 0			National Quartile Status & Trend	2006/07	3 rd quartile (0)			
			2005/06		3 rd quartile (0)				
			2004/05						
			2003/04						
Comment: <ul style="list-style-type: none"> * this PI is a calculation based on the outturn for BV11c above All figures up to 2005/06 are taken from the Direction of Travel Assessment 2005/06 (page 23) 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV12 - The number of working days/shifts lost to the Local Authority due to sickness absence Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	10.25 days	11.33 days	2.11	2.54	2.32	2.92	10.25 days	9.89 days	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Monthly		8.48		8.25		8.00		▲
2005/06 Quartile Parameters (Districts) TQ = 8.29 MQ = 9.54 BQ = 10.92		04/05 Quartile Parameters TQ = 8.48 MQ = 9.59 BQ = 11.10		National Quartile Status & Trend	2006/07	3 rd quartile (9.89)		▲	
					2005/06	Bottom quartile (11.33)		▼	
					2004/05	3 rd quartile (10.3)		▲	
					2003/04	3 rd quartile (10.8)		▼	
Comment: <ul style="list-style-type: none"> 2002/03 - Top (8.5) Although not mentioned in the DOT assessment this indicator is retained in the quartile parameter spreadsheet and it was mentioned during the inspection 									

BV14 - The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'ctpted actual	06/07 actual	% within target for 06/07
			1	2	3	4			
	0.30%	0.15%	Data not collected quarterly				0.00%	1.68%	☹
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
	Annually		2 nd quartile 0.40%		0.00%		0.00%		▼
2005/06 Quartile Parameters (District Councils) TQ = 0.00 MQ = 0.40 BQ = 0.83		04/05 Quartile Parameters TQ = 0.00 MQ = 0.41 BQ = 1.04		National Quartile Status & Trend	2006/07	Bottom (1.68%)		▼	
					2005/06	2 nd quartile (0.15)		▲	
					2004/05	2 nd quartile (0.3)		▲	
					2003/04	3 rd quartile (1.0)		▲	
Comment: <ul style="list-style-type: none"> * Management Board agreed in 2006 that the figures shown for 2006 – 10 would be anticipated actuals – not targets 2002/03 - Bottom (1.4) 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV15 - The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'ctpted actual	06/07 actual	% within target for 06/07
			1	2	3	4			
	0.30%	0.00%	Data not collected quarterly				0.23%	1.38%	☹
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
	Annually		0.23%		0.23%		0.23%		▼
2005/06 Quartile Parameters (District Councils) TQ = 0.00 MQ = 0.25 BQ = 0.42		04/05 Quartile Parameters TQ = 0.00 MQ = 0.28 BQ = 0.50		National Quartile Status & Trend	2006/07	Bottom (1.38%)		▼	
					2005/06	Top (0.00%)		▲	
					2004/05	3 rd quartile (0.3)		↔	
					2003/04	2 nd quartile (0.3)		▲	
Comment: <ul style="list-style-type: none"> Management Board agreed in 2006 that the figures shown for 2006 – 10 would be anticipated actuals – not targets 2002/03 - 3rd quartile (0.5) 									

BV 16 a and b – Ratioed The percentage of staff with disabilities (BV16a) as a ratio of the percentage of working age in the population with a disability (BV16b) Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'ctpted Actual	06/07 actual	% within target for 06/07
			1	2	3	4			
	24	29	Data not collected quarterly				N/A	30	N/A
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
	Annually		2 nd quartile		N/A		N/A		▲
2005/06 Quartile Parameters (all Councils) TQ = 32 MQ = 21 BQ = 13		2004/05 Quartile Parameters (all Councils) TQ = 31 MQ = 18 BQ = 12		National Quartile Status & Trend	2006/07	2 nd quartile (30)		▲	
					2005/06	2 nd quartile (29)		▲	
					2004/05	2 nd quartile (24)		▼	
					2003/04	2 nd quartile (26)			
Comment: <ul style="list-style-type: none"> This PI is a calculation based on the outturn for BV16a and 16b below All figures are taken from the Direction of Travel assessment – page 24 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV16a - The percentage of local authority employees with a disability Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'tcpatd actual*	06/07 actual	% within target for 06/07
			1	2	3	4			
	2.74%	3.33%	Data not collected quarterly				2.80%	3.38%	☺
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
	Annually		3.10%		3.20%		3.50%		▲
2005/06 Quartile Parameters (District Councils) TQ = 4.37 MQ = 3.11 BQ = 2.13		2004/05 Quartile Parameters TQ = 4.10 MQ = 2.80 BQ = 1.86		National Quartile Status & Trend	2006/07	2 nd quartile (3.38%)		▲	
					2005/06	2 nd quartile (3.33%)			
					2004/05	Not measured			
					2003/04	Not measured			
Comment: <ul style="list-style-type: none"> * Management Board agreed in 2006 that the figures shown for 2006 – 10 would be anticipated actuals – not targets 									

BV16b - The percentage of the economically active population in the local authority area who have a disability Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'tcpted actual	06/07 actual	% within target for 06/07
			1	2	3	4			
	11.45%	11.45%	Data reported annually				11.45%	7.05%	N/A
	Frequency of reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Trend from 05/06
	Annually		7.05		7.05		7.05		▼
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> Figures are taken from the 2001Census The purpose of this indicator is to measure progress towards achieving equal opportunities in employment. It sets BV16a into context * Management Board agreed in 2006 that the figures shown for 2006 - 10 would be anticipated actuals – not targets 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV17 a and b (ratioed) The percentage of staff from BME communities (BV17a) as a ratio of the percentage of the working age population from BME communities (BV17b)	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'tcptd actual	06/07 actual	% within target for 06/07
			1	2	3	4			
	78	61	Data not collected quarterly				N/A	89	N/A
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
Responsible Manager: Helen Krischock	Annually		2 nd quartile		N/A		N/A		▲
Cabinet Sponsor(s): Councillor Butland	2005 / 06 Quartile Parameters (All Councils) TQ = 100 MQ = 74 BQ = 54	2004/05 Quartile Parameters (All Councils) TQ = 100 MQ = 71 BQ = 50	National Quartile Status & Trend	2006/07	2 nd quartile (89)		▲		
				2005/06	3 rd quartile (61)		▼		
				2004/05	2 nd quartile (78)		▲		
				2003/04	3 rd quartile (56)				
Type of Indicator: DIRECTION OF TRAVEL MEDIUM PRIORITY									
Comment:									
<ul style="list-style-type: none"> this PI is a calculation based on the outturn for BV17a and 17b below All figures up to 05/06 are taken from the Direction of Travel Assessment – page 24 									

BV17a - The percentage of local authority employees from ethnic minority communities.	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'tcptd actual*	06/07 actual	% within target for 06/07
			1	2	3	4			
	1.4%	1.1%	Data not collected quarterly				1.8%	1.6%	N/A
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
Responsible Manager: Helen Krischock	Annually		2.0%		2.0%		2.0%		▲
Cabinet Sponsor(s): Councillor Butland	2005 / 06 Quartile Parameters (District Councils) TQ = 2.7 MQ = 1.4 BQ = 0.8	2004 / 05 Quartile Parameters (District Councils) TQ = 2.5 MQ = 1.4 BQ = 0.7	National Quartile Status & Trend	2006/07	2 nd quartile (1.6%)		▲		
				2005/06	3 rd quartile (1.1%)				
				2004/05	Not measured				
				2003/04	Not measured				
Type of Indicator: BVPI MEDIUM PRIORITY									
Comment:									
<ul style="list-style-type: none"> * Management Board agreed last year that the figures shown for 2006 -10 would be anticipated actuals – not targets 									

**BEST VALUE PERFORMANCE INDICATORS
CORPORATE HEALTH (continued)**

BV17b - The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area Responsible Manager: Helen Krischock Cabinet Sponsor(s): Councillor Butland Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 A'tcpatd actual*	06/07 actual	% within target for 06/07
	1.8%	1.8%	1	2	3	4			N/A
	Data reported annually						1.8%	1.8%	
	Frequency of reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
	Annually		1.8%		2%		2%		N/A
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> Figures are taken from the 2001 Census The purpose of this indicator is to measure progress towards achieving equal opportunities in employment. It sets BV17a into context * Management Board agreed in 2006 that the figures shown for 2006 - 10 would be anticipated actuals – not targets 									

BV156 - The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people. Responsible Manager: Andrew Epsom Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	10.71%	44.44%	1	2	3	4			☺
	Data reported annually						50.00%	59.25%	
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		70.00%		80.00%		80.00%		▲
No longer measured on a quartile basis			National Quartile Status & Trend	2006/07	Not applicable		N/A		
				2005/06	3 rd quartile (44.44)		▲		
				2004/05	Quartiles not measured (10.71)				
				2003/04	Not applicable				
Comment:									

**LOCAL PERFORMANCE INDICATORS
CORPORATE HEALTH**

CHLP1 - Average number of learning days per employee per annum	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Greta Irving Cabinet Sponsor(s): Councillor Butland Type of Indicator: LOCAL PI MEDIUM PRIORITY	2.37	2.52	3.0	3.91	☺	▲	3.00
Comment <ul style="list-style-type: none"> Data reported annually Additional methods of collecting training data are being explored 							

Former CHLP2 has now become an Activity Indicator (CHAI3 – see below)

CHLP3 – Number of complaints responded to within 7 working days	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Sharon Lowe Cabinet Sponsor(s): Councillor Beavis Type of Indicator: LOCAL PI MEDIUM PRIORITY	70%	79%	79%	75%	☹	▼	75%
Comment							

**LOCAL PERFORMANCE INDICATORS
CORPORATE HEALTH continued**

CHLP4 - Availability of: (a) Telephone Network (b) Data Network (c) Website Network	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Cherie Root Cabinet Sponsor(s): Councillor Lager Type of Indicator; LOCAL PI MEDIUM PRIORITY	100% 99.96% 99.68%	99.00% 99.00% 99.50%	99.00% 99.00% 99.50%	100.00% 99.99% 99.99%		☺ ▲	99.0% 99.0% 99.5%
Comment <ul style="list-style-type: none"> Data reported quarterly 							

CHLP5 - The percentage of enquiries resolved at the first point of contact	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator; LOCAL PI MEDIUM PRIORITY	30%	39%	65%	74%	☺	▲	75%
Comment <ul style="list-style-type: none"> Data reported quarterly 							

CHLP6 - The number of transactions carried out via the Councils web-site	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Cherie Root Cabinet Sponsor(s): Councillor Lager Type of Indicator; LOCAL PI MEDIUM PRIORITY	250	5,275	8,000	23,513	☺	▲	25,000
Comment <ul style="list-style-type: none"> Data reported quarterly 							

**LOCAL PERFORMANCE INDICATORS
CORPORATE HEALTH continued**

CHLP7 – The average telephone response time in the Customer Service Centre Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator; LOCAL PI HIGH PRIORITY	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
	No information available in 2004 / 2005	28 seconds	15 seconds	11 seconds	☺	▲	15 seconds
Comment <ul style="list-style-type: none"> Data reported quarterly (dashboard) 							

CHLP8 has now become an Activity Indicator (CHA14 below)

CHLP9 – The number of positive news items sent to the local press by the PR team and the percentage of those which are actually reported positively Responsible Manager: Sara Moutard Cabinet Sponsor(s): Councillor Butland Type of Indicator; ACTIVITY INDICATOR IN 2007/08	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
	N/A	105 onward reports by the press were not measured in 2005/06	200 news releases 95.5% reported positively by the press*	231 (92%)	☹	Not applicable	Not applicable. Activity indicator only in 07/08.
Comment <ul style="list-style-type: none"> Data reported quarterly * this is outside of our control but is based on the number of positive articles about the Council in the local press assessed during two 'spot-check's carried out in September 2005 and January 2006 							

CHLP10 - The average number of days taken to respond to complaints made to the Local Government Ombudsman Responsible Manager: Sharon Lowe Cabinet Sponsor(s): Councillor Butland Type of Indicator: DIRECTION OF TRAVEL	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	22	30	1	2	3	4	Not set	29	N/A
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		2 nd quartile 28 days		N/A		N/A		▲
	2005/06 Quartile Parameters (All Councils) TQ = 24 MQ = 28 BQ = 34		04/05 Quartile Parameters (All Councils) TQ = 23 MQ = 27 BQ = 33		National Quartile Status & Trend	2006/07	3 rd quartile (29)	▲	
				2005/06		3 rd quartile (30)	▼		
				2004/05		Top quartile (22)	▲		
				2003/04		3 rd quartile (29)			
Comment: <ul style="list-style-type: none"> Figures taken from Direction of Travel Assessment in 06/07 									

**LOCAL PERFORMANCE INDICATORS
CORPORATE HEALTH continued**

CHLP11 – The total number of complaints received by the Local Government Ombudsman Responsible Manager: Sharon Lowe Cabinet Sponsor(s): Councillor Butland Type of Indicator: DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	30	25	Not applicable				N/A	27	N/A
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		2nd		N/A		N/A		▼
2005/06 Quartile Parameters (All Councils) TQ = 16 MQ = 28 BQ = 52		04/05 Quartile Parameters (All Councils) TQ = 18 MQ = 28 BQ = 51		National Quartile Status & Trend	2006/07	2 nd quartile (27)	▼		
					2005/06	2 nd quartile (25)	▲		
					2004/05	3 rd quartile (30)	▼		
					2003/04	2 nd quartile (26)			
Comment:									
<ul style="list-style-type: none"> The figures in the Direction of Travel Assessment for 04/05 and 05/06 differ from the figures advised to us by the Ombudsman. The figures set out above are from the DOT assessment 									

CHLP12 – The percentage of the economically active population aged 16+ in employment Responsible Manager: Sara Moutard Cabinet Sponsor(s): Councillor Butland Type of Indicator: DIRECTION OF TRAVEL LOW PRIORITY	02/03 actual	03/04 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	78*	82*	Not applicable				N/A	85	N/A
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 03/04
	Annually		Top quartile		N/A		N/A		N/A
2003/04 Quartile Parameters (All Councils) TQ = 82 MQ = 79 BQ = 76				National Quartile Status & Trend	2006/07	Top quartile (85)			
					2003/04	Top quartile (82)			
					2002/03	3 rd quartile (78)			
Comment:									
<ul style="list-style-type: none"> * Figures are taken from the Direction of Travel Assessment Figures from 2004/05 and 2005/06 are not reported 									

**ACTIVITY INDICATORS
CORPORATE HEALTH**

	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year	Anticipated actual 2007 / 2008
CHAI1 - The £ amount of electronic payments made through the internet					
Responsible Manager: Cherie Root					
Cabinet Sponsor(s): Councillor Lager	Not calculated	£273,000	£246,606	▲	£1,000,000.00
Comment					
<ul style="list-style-type: none"> No targets set – actual numbers only 					

	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year	Anticipated actual 2007 / 2008
CHAI2 - The number of personal callers to front office receptions per month					
Responsible Manager: Chris McCloud					
	15,500	16,179	Information not available		
Comment					
<ul style="list-style-type: none"> No targets set – actual numbers only Figures not available for 06/07. Not to be reported in 07/08 					

	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year	Anticipated actual 2007 / 2008
CHAI3 – Percentage rate of staff turnover per annum					
Responsible Manager: Helen Krischock					
Cabinet Sponsor(s): Councillor Butland	11.8%	14%	16%	▼	12.5%
Comment					
<ul style="list-style-type: none"> No targets set – actual numbers only 					

	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year	Anticipated actual 2007 / 2008
CHAI4 – The number of telephone calls migrating to the automated business line (551414) per month					
Responsible Manager: Chris McCloud					
Cabinet Sponsor(s): Councillor Lager	3,000	13,500	14,114	▲	14,000
Comment					
<ul style="list-style-type: none"> Data reported annually 					

	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year	Anticipated actual 2007 / 2008
CHAI5 - The number of positive articles about the Council in the local press					
Responsible Manager: Sara Moutard					
	N/A	N/A	N/A	N/A	No data available to make calculation
Comment					
<ul style="list-style-type: none"> No targets set – actual numbers only. These will be reported on a monthly basis. Figures not available for 06/07. 					

Environment Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT**

BV63 - The average SAP rating of local authority-owned dwellings. Responsible Manager: Steve Ketley Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION DIRECTION OF TRAVEL	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	59	67	Data not collected quarterly				68	71	☺
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	Top quartile 71		Stock transfer		Stock transfer		▲	
2005/06 Quartile Parameters (District Councils) TQ = 69 MQ = 67 BQ = 63	2004/05 Quartile Parameters (District Councils) TQ = 68 MQ = 65 BQ = 60	National Quartile Status & Trend	2006/07	Top quartile (71)		▲			
			2005/06	2 nd quartile (67)		▲			
			2004/05	Bottom quartile (59)		▼			
			2003/04	2 nd quartile (62)		▲			
Comment:									
<ul style="list-style-type: none"> 2002/03 - Bottom (51) Reported as being in Top quartile in Corporate Action, Improvement and Performance Plan 2006/07 based on 04/05 parameters – revised downwards to 2nd quartile on receipt of 05/06 parameters 									

BV82a (i) - Percentage of household waste arisings which have been sent by the Authority for recycling. Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	19.17%	20.79%	18.50%	21.57%	24.65%	27.10%	24%	23.19%	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Monthly	Top 26.50%		Top 28.00%		Top 30.00%		▲	
2005 / 2006 Quartile Parameters TQ = 21.72 MQ = 18.15 BQ = 14.79	2004 / 2005 Quartile Parameters TQ = 19.33 MQ = 15.64 BQ = 12.36	National Quartile Status & Trend	2006/07	Top (23.19%)		▲			
			2005/06	2nd (20.79%)		▲			
			2004/05	Top (19.17%)*					
			2003/04	No data available					
COMMENT:									
<ul style="list-style-type: none"> Actual outturn figures for 2006/07 are supplied by Essex County Council based on the amount that they send to landfill. The figures set out above are therefore provisional and will be changed once final figures are supplied by ECC – usually in June The indicator which is reported by the Audit Commission is the total of this indicator and BV82b(i) From 2006/7 onwards local authorities will no longer have to separately report data on this indicator to the Audit Commission. Instead, this information will be supplied directly by Defra to the Audit Commission based on returns that local authorities are already making to WasteDataFlow. However it will continue to be reported in the Corporate Performance Plan. In light of the heightened focus and investment in recycling nationally it is likely that the quartile parameters will increase substantially during 2006/07. 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV82a (ii) - Total tonnage of household waste arisings which have been sent by the Authority for recycling. Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	Not a BVPI in 04/05	11,765.60	Data not collected quarterly				14,167.00	13,177.08	
	Frequency of Reporting		2007 / 2008 Target	2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually		Top 13,854 tonnes	Top 15,056 tonnes		Top 16,615 tonnes			
	05/06 Quartile Parameters (District Councils)			National Quartile Status & Trend	2006/07	Top (13,177.08)			
TQ = 9082.98			2005/06		Top (11,765.60)				
MQ = 6839.79			2004/05		N/A				
BQ = 5279.84			2003/04		N/A				
Comment:									
<ul style="list-style-type: none"> Actual outturn figures for 2006/07 are supplied by Essex County Council based on the amount that they send to landfill. The figures set out above are therefore provisional and will be changed once final figures are supplied by ECC – usually in June The Council's priority is to reduce waste arisings – not to increase them. Figures subject to audit by Essex County Council due to recycling credit payments 									

BV82b (i) - The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion. Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORYISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	9.28%	9.68%	14.40%	12.15%	12.76%	8.30%	12.00%	12.02%	
	Frequency of Reporting		2007 / 2008 Target	2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Monthly		2 nd quartile 13%	Top quartile 16%		Top quartile 17%			
	2005/06 Quartile Parameters (District Councils)		2004 / 05 Quartile Parameters (District Councils)	National Quartile Status & Trend	2006/07	2 nd quartile (12.02%)			
TQ = 14.67		TQ = 10.55	2005/06		2 nd quartile (9.68%)				
MQ = 8.29		MQ = 4.24	2004/05		2 nd quartile (9.28%)				
BQ = 2.68		BQ = 0.40	2003/04						
Comment:									
<ul style="list-style-type: none"> Actual outturn figures for 2006/07 are supplied by Essex County Council based on the amount that they send to landfill. The figures set out above are therefore provisional and may be changed once final figures are supplied by ECC usually in June From 2006/7 onwards local authorities will no longer have to separately report data on this indicator to the Audit Commission. Instead, this information will be supplied directly by Defra to the Audit Commission based on returns that local authorities are already making to WasteDataFlow 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV82b (ii) - The <i>tonnage</i> of household waste sent by the Authority for composting or treatment by anaerobic digestion Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	5,480.90 tonnes	Data not collected quarterly				7,950.00 tonnes	6,829.42 tonnes	
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	Top 7,831 tonnes		Top 8,603 tonnes		9,415 tonnes		▲	
05/06 Quartile Parameters (District Councils)		National Quartile Status & Trend		2006/07	Top (6,829.42)		▲		
TQ = 6,048.83				2005/06	2 nd (5,480.90)				
MQ = 3,157.91				2004/05	N/A				
BQ = 933.96				2003/04	N/A				
Comment: <ul style="list-style-type: none"> Actual outturn figures for 2006/07 are supplied by Essex County Council based on the amount that they send to landfill. The figures set out above are therefore provisional and will be changed once final figures are supplied by ECC – usually in June The Council's priority is to reduce waste arisings – not to increase them See 82(a)(ii) 									

BV84a - Number of kilograms of household waste collected per head of the population Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	415.5	415.5	112	106	96	104	430	412.0	
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	3 rd quartile (420.0)		3 rd quartile * (430.0)		3 rd quartile * (440.0)		▲	
05/06 Quartile Parameters (District Councils)		2004 / 05 Quartile Parameters (District Councils)		National Quartile Status & Trend		2006/07	3 rd quartile (412.0)	▲	
TQ = 381.0		TQ = 380.4				2005/06	3 rd quartile (415)	▲	
MQ = 409.6		MQ = 411.0				2004/05	3 rd quartile (416)	▼	
BQ = 442.7		BQ = 442.8				2003/04	2 nd quartile (388)	▲	
Comment: <ul style="list-style-type: none"> Actual outturn figures for 2006/07 are supplied by Essex County Council based on the amount that they send to landfill. The figures set out above are therefore provisional and will be changed once final figures are supplied by ECC Comparator group is Waste Group Councils. Quartiles are the same This target conflicts with BV 82(b)(i) and (ii) and will be affected by the Council's decision to collect garden waste at kerbside From 2006/7 onwards local authorities will no longer have to separately report data on this indicator to the Audit Commission. Instead, this information will be supplied directly by Defra to the Audit Commission based on returns that local authorities are already making to WasteDataFlow Although improvement should be shown by a reduction in the amount collected, there is likely to be an increase in the amount collected because of the increase in the population in the District * Targeted downturn in performance for the next three years agreed by Management Board however performance will be subject to continuous review over the next year 									

BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued

BV84b - Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	0.02%	Data not collected quarterly				< 3%	-0.84%*	☺
	Frequency of Reporting	2007 / 2008 Original Target		2008 / 2009 Original Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	< 3%		< 3%		<3%		▲	
		05/06 Quartile Parameters (District Councils) TQ = -3.29% MQ = -0.50% BQ = 2.43%		National Quartile Status & Trend	2006/07	2 nd quartile (-0.84%)	▲		
					2005/06	3 rd quartile (0.02%)			
					2004/05	N/A			
					2003/04	N/A			
Comment:									
<ul style="list-style-type: none"> • See BV82(b) • Actual outturn figures for 2006/07 are supplied by Essex County Council based on the amount that they send to landfill. The figures set out above are therefore provisional and will be changed once final figures are supplied by ECC usually in June • Affected by decision to collect garden waste at kerbside • * based on 412 for 06/07 and 415.5 for 05/06 									

BV86 - Cost of household waste collection per household Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	£65.40	£69.73	Data not collected quarterly				£73.70	£68.00*	☺
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	Bottom quartile £68.00		£69.00		£70.00		▲	
		05/06 Quartile Parameters (District Councils) TQ = £40.28 MQ = £46.25 BQ = £52.88		04/05 Quartile Parameters TQ = £35.66 MQ = £42.01 BQ = £48.10		National Quartile Status & Trend	2006/07	Bottom (£68.00)	▲
							2005/06	Bottom (69.73)	▼
							2004/05	Bottom (65.40)	▼
							2003/04	Bottom (54.74)	▼
Comment:									
<ul style="list-style-type: none"> • See Corporate Action, Improvement and Performance Plan 2006/07 - Project / Action Reference IMP2 re: process benchmarking exercise for recycling being carried out in 2006 / 2007. • * Estimated figure only 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV89 – The percentage of people satisfied with the standard of cleanliness in their area Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	60%	67%*	Audited survey carried out every 3 years. Next audited survey in 2008/09				70%	68% ***	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
	Annually		Top (69%)*****		Top (70%)**		Top (71%)**		▲
03/04 Quartile Parameters TQ = 66% MQ = 61% BQ = 54%		00/01 Quartile Parameters TQ = 71% MQ = 64% BQ = 56%		National Quartile Status & Trend	2006/07	Top (68%)**		▲	
					2005/06	Top (67%)* and **		▲	
					2003/04	3rd (61%)		▼	
Comment: <ul style="list-style-type: none"> * In un-audited Interim survey carried out in 2005/06 ** based on 03/04 parameters - no parameters available for 05/06 for unadjusted PI's as at May 2007 *** weighted score - un-weighted score was 70.8% **** - based on LAA Tracker survey 									

BV89 – ADJUSTED FOR DEPRIVATION The percentage of people satisfied with the standard of cleanliness in their area Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	67%	N/A	Audited survey carried out every 3 years. Next audited survey in 2008/09				N/A	77%	N/A
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
	Three yearly		Top quartile (dependent on non-adjusted figure) *		N/A		Top quartile		▲
06/07 Quartile Parameters (District Councils) TQ = 81% MQ = 77% BQ = 72%		03/04 Quartile Parameters (District Councils) TQ = 73% MQ = 68% BQ = 64%		National Quartile Status & Trend	2006/07	2 nd quartile (77)		▲	
					2003/04	3 rd Quartile (67)			
Comment: <ul style="list-style-type: none"> All figures are taken from the Re-categorisation Assessment * Based on LAA tracker survey 									

BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued

BV90a – The percentage of people satisfied with household waste collection	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	2006/07 actual	% within target for 06/07
			1	2	3	4			
	81%	80%*	Data not collected quarterly				83%	80%	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
Annually		3 rd quartile 80%****		82%		83%		↔	
Responsible Manager: Peter Chisnall	Cabinet Sponsor(s): Councillor Walters	Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	06/07 Quartile Parameters TQ = 87 MQ = 82 BQ = 75	03/04 Quartile Parameters TQ = 89 MQ = 86 BQ = 81	National Quartile Status & Trend	2006/07	3 rd quartile (80)	▼	
						2005/06	Bottom (80)***	▼	
						2003/04	3 rd quartile (81)		
Comment:									
<ul style="list-style-type: none"> * Un-audited interim survey carried out in 05/06 ** weighted score was 77%. Un-weighted score was 80%. Figure reported is in Re-categorisation assessment *** unaudited and based on 03/04 parameters **** based on LAA tracker survey All figures are taken from Re-categorisation assessment 									

BV90b – The percentage of people satisfied with waste recycling facilities	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	69%	77%*	Data not collected quarterly				80%	72% ***	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
Annually		2 nd quartile 74%****		Top quartile 76%		Top quartile 78%		▲	
Responsible Manager: Peter Chisnall	Cabinet Sponsor(s): Councillor Walters	Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 Quartile Parameters TQ = 76 MQ = 72 BQ = 67	00/01 Quartile Parameters TQ = 74 MQ = 69 BQ = 63	National Quartile Status & Trend	2006/07	2 nd (72%) **	▼	
						2005/06	Top (77%)*	▲	
						2003/04	2 nd (70%)	▲	
Comment:									
<ul style="list-style-type: none"> * Un-audited Interim survey carried out in 05/06 ** based on 03/04 parameters *** weighted score. Un-weighted score was 75% **** based on LAA tracker survey 									

BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued

BV90b – ADJUSTED FOR DEPRIVATION The percentage of people satisfied with waste recycling facilities Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	74%	N/A	Data not collected quarterly				N/A	79%	N/A
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04	
	Annually	2 nd quartile > 2006/07*				Top quartile		▲	
06/07 Quartile Parameters (District Councils) TQ = 82 MQ = 78 BQ = 73	03/04 Quartile Parameters (District Councils) TQ = 80 MQ = 75 BQ = 69	National Quartile Status & Trend	2006/07	2 nd quartile (79%)		▲			
			2003/04	3 rd quartile (74%)					
Comment: <ul style="list-style-type: none"> All figures are taken from the Re-categorisation Assessment * based on LAA Tracker survey 									

BV91a - Percentage of households resident in the authority's area served by kerbside collection of recyclables Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	100%	100%	Data not collected quarterly				100%	100%	☺☀
	Frequency of Reporting	2007 / 2008 Target figure and quartile		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	100% (Top)		100%		100%		↔☀	
05/06 Quartile Parameters (District Councils) TQ = 100.0 MQ = 99.4 BQ = 94.0	04/05 Quartile Parameters (District Councils) TQ = 100.0 MQ = 97.7 BQ = 89.8	National Quartile Status & Trend	2006/07	Top quartile (100)		↔			
			2005/06	Top quartile (100)		↔			
			2004/05	Top quartile (100)		▲			
			2003/04	2 nd quartile (99)		▲			
Comment: <ul style="list-style-type: none"> From 2006/7 onwards local authorities will no longer have to separately report data on this indicator to the Audit Commission. Instead, this information will be supplied directly by Defra to the Audit Commission based on returns that local authorities are already making to WasteDataFlow 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV91b - Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	100%	Data reported annually				100%	100%	
	Frequency of Reporting	2007 / 2008 Original Target		2008 / 2009 Original Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	100%		100%		100%			
	05/06 Quartile Parameters (District Councils)		National Quartile Status & Trend	2006/07	Top quartile (100%)				
	TQ = 100.0			2005/06	Top quartile (100%)				
MQ = 98.8		2004/05		N/A					
BQ = 92.3		2003/04		N/A					
Comment:									

BV106 - Percentage of new homes built on previously developed land. Responsible Manager: Paul Munson Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	57.14%	44.23%	Data not collected quarterly				45%	49.60%*	
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	45%		47%		50%			
	05/06 Quartile Parameters (District Councils)		National Quartile Status & Trend	2006/07	Bottom quartile (49.60%)				
	TQ = 89.67			2005/06	Bottom quartile (44.23%)				
MQ = 75.67		2004/05		3 rd quartile (57%)					
BQ = 57.36		2003/04		Bottom quartile (42%)					
Comment:									
<ul style="list-style-type: none"> Braintree District is predominantly rural. Opportunities for development on previously developed land are limited. Targets reflect actual potential. The 'Lifting the burden' report prepared by the Lifting the Burdens Taskforce has recommended that this indicator be based on the number of planning approvals rather than planning completions. If agreed, this may improve our figures in future years * This is an end of year estimate compiled from building control returns and is subject to verification by site checks which will not be available until the end of September. This figure is based on figures at the end of Quarter 3. 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV109a - Percentage of major Planning Applications determined in 13 weeks. Responsible Manager: Alan Southerby Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI RECATEGORYISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	45%	42.67%	66.67%	63.16%	70.00%	100%	60%	75.00%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Monthly		Top quartile 82%		83%		84%		▲
	05/06 Quartile Parameters (District Councils) TQ = 74.75% MQ = 66.67% BQ = 58.05%		04/05 Quartile Parameters (District Councils) TQ = 69% MQ = 58% BQ = 47%		National Quartile Status & Trend	2006/07	Top quartile (75%)		▲
				2005/06		Bottom quartile (42.67%)		▼	
				2004/05		Qualified		▼	
				2003/04		Qualified		▼	
Comment:									

BV109b - Percentage of minor applications determined within 8 weeks Responsible Manager: Alan Southerby Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI RECATEGORYISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	59%	59.23%	73.03%	67.86%	75.60%	83.02%	65%	74.89%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Monthly		Top quartile 82%		84%		86%		▲
	05/06 Quartile Parameters TQ = 80.39% MQ = 74.01% BQ = 68.60%		04/05 Quartile Parameters TQ = 75.28% MQ = 69.15% BQ = 61.00%		National Quartile Status & Trend	2006/07	2 nd quartile (74.89%)		▲
				2005/06		Bottom quartile (59.23%)		▲	
				2004/05		Qualified (59%)		▼	
				2003/04		Qualified (60%)		▲	
Comment:									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV109c - Percentage of other applications determined within 8 weeks Responsible Manager: Alan Southerby Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI RECATAGORISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	77%	75.62%	80.93%	81.35%	83.60%	89.21%	80.00%	83.69%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Monthly		2 nd quartile 90%		93%		94%		▲
05/06 Quartile Parameters TQ = 91.61% MQ = 88.23% BQ = 83.85%		04/05 Quartile Parameters TQ = 88.01% MQ = 84.46% BQ = 79.98%		National Quartile Status & Trend	2006/07	Bottom quartile (83.69%)		▲	
					2005/06	Bottom quartile (75.62%)		▼	
					2004/05	Qualified (77%)		▼	
					2003/04	Qualified (78%)		▲	
Comment:									

BV111 – The percentage of applicants satisfied with the planning service received from the authority Responsible Manager: Alan Southerby Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI RECATAGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	69%	N/A	Data not collected quarterly				70%	75%*	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
	Annually		2 nd quartile		2 nd quartile or better		2 nd quartile or better		▲
06/07 Quartile Parameters TQ = 80% MQ = 72% BQ = 66%		03/04 Quartile Parameters TQ = 81% MQ = 74% BQ = 69%		National Quartile Status & Trend	2006/07	2 nd quartile (75%)			
					2005/06	N/A		N/A	
					2003/04	3 rd Quartile (69%)		N/A	
Comment:									
<ul style="list-style-type: none"> • Planning are to introduce an ongoing annual survey • * Audit Commission figure as at 21st May 2007– still to be verified 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV166a - Score against a checklist of best practice for Environmental Health Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI RECATEGORY AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	93.3%	96.6%	Not collected quarterly				96.6%	100%	☺☀
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		Top 100%		Top 100%		Top 100%		▲☀
05/06 Quartile Parameters (District Councils) TQ = 100 ** MQ = 93 BQ = 85		04/05 Quartile Parameters (District Councils) TQ = 97** MQ = 90 BQ = 79		National Quartile Status & Trend	2006/07	Top quartile (100%)		▲	
					2005/06	2nd quartile (96.6%)*		▲	
					2004/05	2 nd quartile (93.3%)		▼	
					2003/04	Top quartile (93%)		▲	
Comment:									
<ul style="list-style-type: none"> * revised from the Corporate Action, Improvement and Performance Plan on receipt of the 05/06 parameters Quartile parameter query. Figures set out above are taken from the Direction of Travel Assessment. 									

BV179 – The percentage of standard searches carried out in 10 working days Responsible Manager: Alan Southerby Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI RECATEGORY MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	99.60%	94.94%	100.00%	100.00%	100.00%	100.00%	100%	100%	☺☀
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Monthly		Deleted as a BVPI – will not be reported in 2007 / 2008						▲☀
05/06 Quartile Parameters (District Councils) TQ = 100.00% MQ = 99.93% BQ = 97.18%		04/05 Quartile Parameters TQ = 100% MQ = 99.71% BQ = 96.08%		National Quartile Status & Trend	2006/07	Top quartile (100%)		▲	
					2005/06	Bottom quartile (94.94%)		▼	
					2004/05	Top quartile (100%)		▲	
					2003/04	3 rd quartile (97%)		▲	
Comment:									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV199a - The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATAGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (reported three times a year)			06/07 Target	06/07 actual	% within target for 06/07
			1	2	3			
	7.0%	11.9%	7.0%	10.0%	5%	10%	7.0%	☺
	Frequency of Reporting		2007 / 2008 Target	2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Quarterly		Top (7.5%)	Top (6%)		Top (6.5%)		▲
	05/06 Quartile Parameters (District Councils) TQ = 8.0 MQ = 12.0 BQ = 19.0	04/05 Quartile Parameters (District Councils) TQ = 11 MQ = 17 BQ = 24	National Quartile Status & Trend	2006/07	Top quartile (7.0%)		▲	
				2005/06	2 nd quartile (11.9%)		▼	
				2004/05	Top quartile (7%)		▲	
Comment:								
<ul style="list-style-type: none"> The DEFRA guidance only requires 3 surveys per year. 								

BV199b - The percentage of relevant land and highways from which unacceptable levels of graffiti are visible Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (reported three times a year)			06/07 Target	06/07 actual	% within target for 06/07
			1	2	3			
	Not a BVPI in 04/05	1%	0%	2%	2%	10%	2%	☺
	Frequency of Reporting		2007 / 2008 Target	2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		2%	1.5%		1%		▼
	05/06 Quartile Parameters (District Councils) TQ = 0% MQ = 1% BQ = 4%	04/05 Quartile Parameters TQ = 10% MQ = 15% BQ = 21.5%	National Quartile Status & Trend	2006/07	3 rd quartile (2%)		▼	
				2005/06	2 nd quartile (1.0%)*			
				2004/05	Not measured			
Comment:								
<ul style="list-style-type: none"> * revised from top quartile in Corporate Action, Improvement and Performance Plan to 2nd quartile on receipt of 05/06 parameters 								

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV199c - The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (reported three times a year)			06/07 Target	06/07 actual	% within target for 06/07
			1	2	3			
	Not a BVPI in 04/05	0%	0%	0%	0%	5%	0%	
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually	Top (0%)		Top (0%)		Top (0%)		
	05/06 Quartile Parameters TQ = 0% MQ = 0% BQ = 1%	04/05 Quartile Parameters TQ = 10% MQ = 15% BQ = 21.5%	National Quartile Status & Trend	2006/07	Top (0%)		Optimum performance	
		2005/06		Top quartile (0%)		Not comparable		
		2004/05		Not measured		N/A		
Comment:								

BV199d - The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping' Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	2	Data not collected quarterly				1	1	
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	1		1		1			
	There are no quartile parameters for this BVPI*			National Quartile Status & Trend	2005/06	Not applicable			
					2004/05	Not applicable			
					2003/04	Not applicable			
Comment:									
<ul style="list-style-type: none"> * This PI is measured annually on a scale of 1 to 4 where 1 is the best *Local authorities are not expected to include this BVPI in their BVPPs The performance score is calculated through data submitted to DEFRA via the 'Flycapture' spreadsheet and is passed straight to the Audit Commission 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV200a - Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme? Responsible Manager: Paul Munson Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	No*	Yes	Data not collected quarterly				Yes	Yes**	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		Yes		Yes		Yes		↔
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> * This was incorrectly reported in the 2005 / 2006 BVPP as 'No' and was not changed at audit. The LDS was submitted on 22nd March 2005 ** The LDS has been updated and the first review came into effect on 1st April 2007 									

BV200b - Has the local planning authority met the milestones which the current Local Development Scheme sets out? Responsible Manager: Paul Munson Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	2006/07 actual	% within target for 06/07
			1	2	3	4			
	Yes	Yes	Data not collected quarterly				Yes	Yes	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		Yes		Yes		Yes		↔
This BVPI is not measured for national quartile purposes									
Comment:									

BV200c - Did the Local Planning Authority publish an annual monitoring report by 31st December each year? Responsible Manager: Paul Munson Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	2006/07 actual	% within target for 06/07
			1	2	3	4			
	Yes	Yes	Data not collected quarterly				Yes	Yes	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		Yes		Yes		Yes		↔
This BVPI is not measured for national quartile purposes									
Comment:									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV204 - The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications Responsible Manager: Alan Southerby Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	2006 / 07 actual	% within target for 06/07
			1	2	3	4			
	24.5%	19.7%	Data not collected quarterly				24%*	40.0%	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	2 nd quartile 24.0%		24.0%		24.0%		▼	
05/06 Quartile Parameters TQ = 25.0 MQ = 30.0 BQ = 36.1	04/05 Quartile Parameters TQ = 24.0% MQ = 28.9% BQ = 37.0%		National Quartile Status & Trend	2006/07	Bottom quartile (40.0%)		▼		
		2005/06		Top quartile (19.7%)		▲			
		2004/05		Top quartile (25%)					
		2003/04		N/A					
COMMENT:									
<ul style="list-style-type: none"> * Government subsequently set a national target of 30% for this indicator The increased figure in 2006/07 is due to an increase in the number of refusals against officer recommendations 									

BV205 - The local authority's score against a 'quality of planning services' checklist Responsible Manager(s): Alan Southerby Paul Munson Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	88%	94.4%	Data not collected quarterly				100%	90.0%	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	Top quartile 100%		100%		100%		▼	
05/06 Quartile Parameters TQ = 94.4 MQ = 94.0 BQ = 83.3	04/05 Quartile Parameters TQ = 88.9 MQ = 83.0 BQ = 72.0		National Quartile Status & Trend	2006/07	3 rd quartile (90.0%)		▼		
		2005/06		Top quartile (94.4)		▲			
		2004/05		2 nd quartile (88)					
		2003/04		Not collected					
Comment:									
<ul style="list-style-type: none"> Recent improvements to electronic planning services are now in place Based on the Pendleton criteria 									

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV216a - Number of 'sites of potential concern' within the local authority area, with respect to land contamination Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY Comment:	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI in 05/06	995	Data not collected quarterly				N/A Indicator only	1,166	N/A
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	N/A Indicator only		N/A Indicator only		N/A		▼	
No applicable parameters									

BV216b - Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern' Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY Comment: <ul style="list-style-type: none"> The targets reflect the fact that the sites are assessed on a priority basis. The most complex take longer and as the process progresses to lower priority sites, so the number of assessments increase 	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI in 2005/06	8%	Data not collected quarterly				20%	21%	😊
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	45%		60%		80%		▲	
05/06 Quartile Parameters (District Councils) TQ = 8 MQ = 3 BQ = 1			National Quartile Status & Trend	2006/07	Top quartile (21%)	▲			
				2005/06	Top quartile (8%)				
				2004/05	N/A				
				2003/04	N/A				

BV217 - Percentage of pollution control improvements to existing installations completed on time Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY Comment:	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI in 2005/06	88%	Data not collected quarterly				90%	100%	😊☀️
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	100%		100%		100%		▲☀️	
05/06 Quartile Parameters (District Councils) TQ = 100 MQ = 94 BQ = 85			National Quartile Status & Trend	2006/07	Top quartile (100%)	▲			
				2005/06	3 rd quartile (90%)				
				2004/05	N/A				
				2003/04	N/A				

**BEST VALUE PERFORMANCE INDICATORS
ENVIRONMENT continued**

BV218a - Percentage of new reports of abandoned vehicles investigated within 24 hours of notification Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI in 2005/06	49.43%*	87.00%	83.00%	93.84%	96.95%	90.00%	90.20%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Quarterly		Top (96.50%)		Top (97.00%)		Top (97.50%)		▲
	05/06 Quartile Parameters (District Councils) TQ = 96.12% MQ = 87.00% BQ = 71.58%				National Quartile Status & Trend	2006/07	2 nd quartile (90.20%)	▲	
				2005/06		Bottom quartile (49.43%)*			
				2004/05		Not applicable			
				2003/04		Not applicable			
Comment: <ul style="list-style-type: none"> * PI was incorrectly interpreted and reported in 2005/06. Correct interpretations are now being applied. 									

BV218b - Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1*	2*	3	4			
	New BVPI in 2005/06	23.26%*	32.00%	38.00%	81.48%	94.11%	85.00%	87.79%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Monthly		Top quartile 94.00%		Top quartile 94.50%		Top quartile 95.00%		▲
	05/06 Quartile Parameters (District Councils) TQ = 93.95 MQ = 77.50 BQ = 56.53				National Quartile Status & Trend	2006/07	2 nd quartile (87.79%)	▲	
				2005/06		Bottom quartile (23.26%)*			
				2004/05		Not applicable			
				2003/04		Not applicable			
Comment: <ul style="list-style-type: none"> * The way this indicator had been interpreted in 2005/06 and during the first two quarters of 2006/07 was incorrect. It is now being reported correctly and the figures for quarter 3 in 06/07 reflect the change. Insufficient data was collected to be able to recalculate Q1 and Q2. ** In light of the above the year-end target was revised upwards from 40.00% to 85% with effect from January 2007. 									

**LOCAL PERFORMANCE INDICATORS
ENVIRONMENT**

WCLP1 – Number of missed bins per 100,000 Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters Type of Indicator: Local High Priority	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	24.9	20.4	13.07	12.4	29.13	27.97	50	20.30	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly		35		N/A		N/A		▲
This indicator is not measured for national quartile purposes									

WCLP2 – The Percentage and Number of Fly Tips cleared within 24 hours of being reported Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: Local High priority	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	98.2%	97.86%	98.63%	98.70%	99.03%	97.47%	98.50%	98.53%	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly		98.60%		98.70%		98.80%		▲
This indicator is not measured for national quartile purposes									

WCLP3 - Percentage of cases of Graffiti removed from the public highway within 5 days of being reported Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: Local High priority	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	98%	99%	100%	100%	100%	100%	100%	100%	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly		100%		100%		100%		▲
This indicator is not measured for national quartile purposes									

WCLP4 - Percentage of cases of offensive Graffiti removed from the public highway within 24 hours of being reported Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: Local High priority	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	N/A	99%	100%	100%	100%	100%	99%	100%	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly		100%		100%		100%		▲
This indicator is not measured for national quartile purposes									

**LOCAL PERFORMANCE INDICATORS
ENVIRONMENT continued**

EHL P1 - Remove 500 properties at risk from flooding by March 2008 (Target set for 2006 / 2007 as part of 3 year target from 2005)	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: Local Low priority	106.5	240 cumulative	+ 130	128	☹	▼	87
Comment <ul style="list-style-type: none"> Reported annually 							

EHL P2 - Car Parking enforcement - % of Penalty Charge Notices paid without dispute	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of indicator: Local Medium priority	New service	71.24%	75%	76.86%	☺	▲	77.50%
Comment <ul style="list-style-type: none"> Data reported quarterly 							

PL P1 - The number of passenger journeys made on the Braintree Community Transport Scheme	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Russell Everard Cabinet Sponsor(s): Councillor Harley Type of indicator: Local Medium priority	31,949	42,287	42,787	48,236	☺	▲	48,736
Comment <ul style="list-style-type: none"> Data reported annually Performance continues to far out-strip projections. Future growth will be limited by the capacity of the service and the availability of volunteer drivers 							

**ACTIVITY INDICATORS
ENVIRONMENT**

PAI1 - Number of Business Start-ups in the District (a measure of sustainable enterprise) Responsible Manager: Russell Everard Cabinet Sponsor(s): Councillor Harley	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
	105	96*	137	▲
Comment				
<ul style="list-style-type: none"> * Reported in Corporate Action, Improvement and Performance Plan as 129 No targets set – actual numbers only 				

PAI2 - The % of micro businesses which survive for at least two years after receiving assistance and guidance Responsible Manager: Russell Everard Cabinet Sponsor(s): Councillor Harley	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
	Not available	74%	76%	▲
Comment				
<ul style="list-style-type: none"> No targets set – actual numbers only 				

PAI3 - The number of travel tokens issued Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
	4,995	5,291	3,272	▼
Comment				
<ul style="list-style-type: none"> 				

PAI4 - The number of travel passes issued Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
	5,443	5,789	11,858	▲
Comment				
<ul style="list-style-type: none"> 				

PAI5 - Number of volunteer drivers in the community transport scheme as at 31 st March in each year Responsible Manager: Russell Everard Cabinet Sponsor: Councillor Harley	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
	28	34	28	▼
Comment				
<ul style="list-style-type: none"> 				

EHA11 - Number of Sustainable Energy Measures Grants made Responsible Manager: Peter Chisnall Cabinet Sponsor(s): Councillor Walters	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
	N/A	150	402	▲
Comment				
<ul style="list-style-type: none"> 				

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Culture Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
CULTURE**

BV119a – The % of residents satisfied with sports and leisure facilities Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	51%	45%*	Data not collected quarterly				50%	60% ***	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
	Annually		Maintain at least 2 nd quartile		2 nd quartile		2 nd quartile		▲
06/07 Parameters (All Councils) TQ = 63 MQ = 58 BQ = 54		03/04 Quartile Parameters (All Councils) TQ = 60 MQ = 54 BQ = 49		National Quartile Status & Trend	2006/07	2 nd quartile (60%)		▲	
					2005/06	Bottom quartile (45%)**		▼	
					2003/04	3 rd quartile (51%)		▼	
Comment: <ul style="list-style-type: none"> * Un-audited Interim survey carried out in 2005/06 ** based on 03/04 quartile parameters un-weighted score was 60% Figures reported in survey results are adjusted by the Audit Commission. Figures set out above are the adjusted figures taken from the Re-Categorisation Assessment. 2000/01 – 2nd quartile (55%) the anticipated drop in satisfaction levels from 06/07 to 07/08 is because a review of leisure services to be carried out in 07/08 may affect public perception 									

BV119b – The % of residents satisfied with libraries Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	N/A	Data not collected quarterly				>previous year	81%*	N/a
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		>previous year		>previous year		>previous year		N/a
No quartile parameters available									
Comment: <ul style="list-style-type: none"> Data for this BVPI is required to be collected by all types of authorities (including District Councils) as part of the General BVPI Survey. Guidance states 'Authorities have a wider enabling role which must be assessed'. * weighted result 									

BEST VALUE PERFORMANCE INDICATORS
CULTURE continued

BV119c - The percentage of residents satisfied with museums and galleries Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI RE-CATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	31%	30%*	Data not collected quarterly				35%	41%**	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
	Annually		2 nd quartile 42%		45%		45%		▲
06/07 quartile parameters (All Councils) TQ = 52% MQ = 41% BQ = 30%		03/04 Quartile Parameters TQ = 50% MQ = 42% BQ = 31%		National Quartile Status & Trend		2006/07	2 nd quartile (41%)	▲	
						2005/06	Bottom quartile (30%)*	▼	
						2003/04	3 rd quartile (31%)	▼	
						2000/01	Bottom quartile (39%)		
Comment: <ul style="list-style-type: none"> * Interim survey carried out in 2005/06 – not audited. ** As reported in the Re-categorisation Assessment – the weighted survey result was 39% Figures reported in survey results are adjusted by the Audit Commission. Figures set out above are the adjusted figures taken from the Re-Categorisation Assessment. 									

BV119d – the % of residents satisfied with theatres and concert halls* Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI RE-CATEGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	N/A**	Data not collected quarterly				Not set	28%**	N/A
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		No targets set – no theatres or concert halls in the District						N/A
05/06 Quartile Parameters (All Councils)* TQ = 55 MQ = 42 BQ = 30		03/04 Quartile Parameters Not applicable		National Quartile Status & Trend		2006/07	Bottom quartile (28%)		
						2005/06	N/A		
						2003/04	N/A		
Comment: <ul style="list-style-type: none"> * previously defined as 'arts activities and venues'. ** reported by Audit Commission 									

BEST VALUE PERFORMANCE INDICATORS
CULTURE continued

BV119e – The percentage of residents satisfied with parks and open spaces Responsible Manager: Paul Partridge Cabinet Sponsor(s): Councillor Walters Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	64%	61%*	Data not collected quarterly				65%	69% **	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 03/04
Annually		72% 3 rd quartile		77%		79%		▲	
05/06 Quartile Parameters (All Councils) TQ = 78 MQ = 74 BQ = 69		03/04 Quartile Parameters (All Councils) TQ = 77 MQ = 72 BQ = 66		National Quartile Status & Trend	2006/07	3 rd quartile (69%)		▲	
					2005/06	Bottom quartile (61%)* and **		▼	
					2003/04	Bottom quartile (64%)		▲	
Comment:									
<ul style="list-style-type: none"> * Un-audited interim survey carried out in 05/06 ** Weighted score was 68%. Un-weighted score was 69% 2000/2001 – 3rd quartile (57%) Figures reported in survey results are adjusted by the Audit Commission. Figures set out above are the adjusted figures taken from the Re-Categorisation Assessment. Based on LAA tracker survey 									

BV170a – The number of visits to/uses of local authority funded or part funded museums and galleries per 1,000 population Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	220	442	Data not collected quarterly				285	494	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
Annually		2 nd quartile 490		500		510		▲	
05/06 Quartile Parameters (District Councils) TQ = 861 MQ = 312 BQ = 77		04/05 Quartile Parameters TQ = 810 MQ = 326 BQ = 99		National Quartile Status & Trend	2006/07	2 nd quartile (494)		▲	
					2005/06	2 nd quartile (454)		▲	
					2004/05	3 rd quartile (220)*			
Comment:									
<ul style="list-style-type: none"> * using 2005/06 quartile parameters 									

BEST VALUE PERFORMANCE INDICATORS
CULTURE continued

BV170b – The number of those visits to local authority funded or part funded museums and galleries that were in person, per 1,000 population Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	198	218	Data not collected quarterly				260	260	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		260		270		280		▲
05/06 Quartile Parameters (District Councils) TQ = 460 MQ = 178 BQ = 53		04/05 Quartile Parameters TQ = 463 MQ = 237 BQ = 71		National Quartile Status & Trend	2006/07	2 nd quartile (260)		▲	
					2005/06	3 rd quartile (217)		▲	
					2004/05	3 rd quartile (198)*			
Comment: • * using 2004/05 quartile parameters									

BV170c – The number of pupils visiting museums and galleries in organised school groups Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	9,336	7,226	Data not collected quarterly				7,000	6,686	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		Top quartile 6,000		6,600		6,700		▼
05/06 Quartile Parameters (District Councils) TQ = 3,302 MQ = 1,279 BQ = 260		04/05 Quartile Parameters TQ = 3,181 MQ = 1,179 BQ = 300		National Quartile Status & Trend	2006/07	Top quartile (6,686)		▼	
					2005/06	Top quartile (7,120)		▼	
					2004/05	Top quartile (9,336)*			
Comment: • * using 2004/05 quartile parameters									

BV219a - Total number of conservation areas in the local authority area Responsible Manager: Paul Munson Cabinet Sponsor(s): Councillor Harley Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	39	Data not collected quarterly				39	39	☺
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		39		39		39		↔
This BVPI is not measured for national quartile purposes									

**BEST VALUE PERFORMANCE INDICATORS
CULTURE continued**

BV219b - Percentage of conservation areas in the local authority area with an up-to-date character appraisal	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	0.00%	Data not collected quarterly				0.00%	0.00%	☺
Responsible Manager: Paul Munson	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target	Improvement trend from 05/06	
Cabinet Sponsor(s): Councillor Harley	Annually		7.7% (3)		12.82% (5)		12.82% (5)	↔	
Type of Indicator: BVPI LOW PRIORITY	This BVPI is not measured for national quartile purposes								
Comment:									
<ul style="list-style-type: none"> Based on 39 conservation areas in the District Following the pilot character appraisal carried out jointly with Essex County Council during 2006/07, this target has been reduced from 5 which was the original target in the Corporate Action, Improvement and Performance Plan 2006/07 									

BV219c - Percentage of conservation areas with published management proposals	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	0.00%	Data not collected quarterly				0%	0%	☺
Responsible Manager: Paul Munson	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target	Improvement trend from 05/06	
Cabinet Sponsor(s): Councillor Harley	Annually		0% (0)		10.26% (4)		12.82% (5)	↔	
Type of Indicator: BVPI LOW PRIORITY	This BVPI is not measured for national quartile purposes.								
Comment:									
<ul style="list-style-type: none"> Based on 39 conservation areas in the District 									

**LOCAL PERFORMANCE INDICATORS
CULTURE**

CLP1 – The number of people engaged in cultural activities organised by the District Council	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of indicator: Local Low priority	Not calculated	Not calculated	110,000	145,298*	☺	N/A	115,000
Comment <ul style="list-style-type: none"> Data reported annually * Three major events were held in 2006/07 which were 'one-offs'. Figure is not sustainable on an ongoing basis 							

CLP2 – The number of new arts and heritage initiatives organised in the District	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of indicator: Local Low priority	Not calculated	Not calculated	10	10	☺	N/A	10
Comment <ul style="list-style-type: none"> Data reported annually 							

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Housing (Community Housing Services) Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
HOUSING (COMMUNITY HOUSING SERVICES)**

BV175 - The percentage of racial incidents reported to the Local Authority that resulted in further action Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	0	100%	Data not collected quarterly				100%	100%	
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		100%		100%		100%		
05/06 Quartile Parameters (All Councils) TQ = 100% MQ = 100% BQ = 100%		04/05 Quartile Parameters TQ = 100% MQ = 100% BQ = 100%		National Quartile Status & Trend		2006/07	Top quartile (100%)		
						2005/06	Top quartile (100%)	▲	
						2004/05	Qualified (0)	↔	
						2003/04	Qualified (0)	↔	
Comment: <ul style="list-style-type: none"> Qualified as a BVPI from 2001 to 2004 									

BV183a - The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	0	0	0	0	0	0	0	0	
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Monthly		0		0		0		
2005/06 Quartile Parameters (District Councils) TQ = 1 MQ = 3 BQ = 4		2004/05 Quartile Parameters (District Councils) TQ = 1 MQ = 3 BQ = 5		National Quartile Status & Trend		2006/07	Top (0)	↔	
						2005/06	Top (0)	↔	
						2004/05	Top (0)	▲	
						2003/04	Top (1)	↔	

**BEST VALUE PERFORMANCE INDICATORS
HOUSING (COMMUNITY HOUSING SERVICES) continued**

BV183b - The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need. Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	22 weeks	24 weeks	31.9*	23*	19.1	15.5	21*	15	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly		3 rd quartile 15 weeks		15		15		▲
	05/06 Quartile Parameters (District Councils) TQ = 0 MQ = 7 BQ = 18**	2004/05 Quartile Parameters (District Councils) TQ = 0 MQ = 8 BQ = 18	National Quartile Status & Trend	2006/07	3 rd quartile (15)	▲			
		2005/06		Bottom quartile (24)	▼				
		2004/05		Bottom quartile (22)	▼				
		2003/04		3 rd quartile (19)	▲				
Comment:									
<ul style="list-style-type: none"> * Incorrectly reported in the Corporate Action, Improvement and Performance Plan 2006 / 2007. CAIP - targets need to be adjusted in light of the reassessment of the definition of this indicator in the latter part of 2006. The mother and baby unit at College House and some elements of accommodation at Craig House are now excluded. ** this figure was changed from 17 in the Direction of Travel and Re-categorisation Assessment documents to 18.48 in the updated Audit Commission spreadsheet – hence it has been rounded down to 18 in this Plan as reporting is to 0 decimal places 									

BV202 - The number of people sleeping rough on a single night within the area of the authority. Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	0	0	Data not collected quarterly				0	0	☺☀
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		0		0		0		↔☀
	05/06 Quartile Parameters (District Councils) TQ = 0 MQ = 1 BQ = 4		National Quartile Status & Trend	2006/07	Top (0)	↔			
		2005/06		Top (0)					
		2004/05							
Comment:									
<ul style="list-style-type: none"> Not measured from a national quartile perspective in 2005/06 but performance was at optimum in any event 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING (COMMUNITY HOUSING SERVICES) continued**

BV203 - The percentage change in the average number of families placed in temporary accommodation. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	7.00%	-9.67%	Data not collected quarterly				0%	-39.93%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		2 nd quartile 0%		0%		0%		▲
05/06 Quartile Parameters (District Councils) TQ = -17.87 MQ = 0.00 BQ = 22.22			National Quartile Status & Trend	2006/07	Top quartile (-39.93%)		▲		
				2005/06	2 nd quartile* (-9.67%)				
				2004/05	Qualified – no data available				
Comment: <ul style="list-style-type: none"> * adjusted following receipt of 05/06 quartiles 									

BV213 - Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	5	Data reported annually				5	5	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		5		5		5		↔
05/06 Quartile Parameters (District Councils) TQ = 5 MQ = 2 BQ = 1			National Quartile Status & Trend	2006/07	Top (5%)		↔		
				2005/06	Top (5%)				
				2004/05	N/A				
Comment:									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING (COMMUNITY HOUSING SERVICES) continued**

BV214 - Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY Comment: <ul style="list-style-type: none"> • Figures are taken from Amended Re-categorisation Assessment (% of homelessness acceptances that are repeat applications – HIP indicator). Altered from the figures in the December 2006 version. • Quartile parameter query • * A figure of 0.74 was reported in the Corporate Action, Improvement and Performance Plan 2006/07 which would have placed BDC in 2nd quartile 	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 target	06/07 actual	% within target for 06/07	
		Not a BVPI in 04/05	0.74%	1 2 3 4				2.00%	0.72%	☺
		Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target	Improvement trend from 05/06	
		Annually		3 rd quartile 2.00%		2.00%		2.00%	▲	
		05/06 Quartile Parameters (District Councils) TQ = 0.47 MQ = 1.93 BQ = 4.52		2004/05 Quartile Parameters Not applicable	National Quartile Status & Trend	2006/07	2 nd quartile (0.72%)		▲	
					2005/06	Bottom quartile (5.58%)*				

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Housing Management Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES**

BV64 - Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	41	57	Data reported annually				58	67	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		Top quartile 50		50		50		▲
2005/06 Quartile Parameters (District Councils) TQ = 38** MQ = 13 BQ = 4		04/05 Quartile Parameters TQ = 25 MQ = 9 BQ = 2		National Quartile Status & Trend	2006/07	Top quartile (67)		▲	
					2005/06	2 nd quartile (57)* and **		▲	
					2004/05	Not measured (41)		▲	
Comment:									
<ul style="list-style-type: none"> • 2003/04 - Not measured (26) • * reported in the Corporate Action, Improvement and Performance Plan 2006/07 as being in top quartile based on 2004/05 parameters • ** The Quartile parameters for 06/07 in the Audit Commission spreadsheet were revised in February 2007 from 77, 27 and 7 to 38, 13 and 4 which placed us in the top quartile for 2005/06 as opposed the 2nd quartile as reported in the Direction of Travel assessment. As Audit Commission is not revising the Assessment notwithstanding the change to the parameters the figures in this Plan for 05/06 are taken from the Direction of Travel assessment 									

BV66a - Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	98.25%	98.16%	91.13%	94.09%	95.93%	98.01%	98.50%	98.01%	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Monthly		Bottom quartile 94.50%		Stock transfer		Stock Transfer		▼
2005/06 Quartile Parameters (District Councils) TQ = 98.60 MQ = 97.79 BQ = 97.08		2004/05 Quartile Parameters (District Councils) TQ = 98.33 MQ = 97.43 BQ = 96.43		National Quartile Status & Trend	2006/07	2 nd quartile (98.01)		▼	
					2005/06	2 nd quartile (98.16)		▼	
					2004/05	2 nd quartile (98.25)*		▼	
					2003/04	Top quartile (98.5)		▲	
Comment:									
<ul style="list-style-type: none"> • 2002/03 - 2nd quartile (97.8) • Quartile parameter query. Figures used are taken from the Re-categorisation Assessment – May 2007 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV66b - The number of local authority tenants with more than seven weeks (gross) rent arrears as a percentage of the total number of council tenants. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	4.68%*	4.40%	5.68%	5.35%	5.6%	4.13%	4.12%	☺
	Frequency of reporting	2007 / 2008 Target figure and quartile		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Quarterly	Not set		Stock Transfer		Stock Transfer		▲	
	05/06 Quartile Parameters (District Councils) TQ = 3.39 MQ = 5.23 BQ = 7.35	2004/05 Quartile Parameters Not applicable	National Quartile Status & Trend	2006/07	2 nd quartile (4.12%)				
		2005/06		2 nd quartile (4.68%)	▼				
Comment: <ul style="list-style-type: none"> * additional guidance on this BVPI was received half way through 2005/06 hence the 05/06 actual was changed from 4.12% in the Corporate Action, Improvement and Performance Plan 2006/07 to 4.68% NOTE – Awaiting target 									

BV66c - Percentage of tenants in arrears who have had Notices Seeking Possession served. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	16.72%*	Data reported annually				16.71%	18.56%	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	NOTE		Stock Transfer		Stock Transfer		▼	
	2005/06 Quartile Parameters (District Councils) TQ = 13.55 MQ = 25.12 BQ = 35.81	04/05 Quartile Parameters Not applicable	National Quartile Status & Trend	2006/07	2 nd quartile (18.56%)				
		2005/06		2 nd quartile (16.71%)					
		2004/05							
Comment: <ul style="list-style-type: none"> * actual figure for 05/06 changed from 58.80% following audit. Target for 06/07 accordingly changed from 57.53% to 16.71%. NOTE – Awaiting target 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV66d - Percentage of local authority tenants evicted as a result of rent arrears Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 04/05	0.41%	Data reported annually				0.40%	0.45%	☹
	Frequency of Reporting		2007 / 2008 Original Target		2008 / 2009 Original Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		0.40%		Stock Transfer		Stock Transfer		▼
2005/06 Quartile Parameters (District Councils) TQ = 0.15 MQ = 0.32 BQ = 0.44		04/05 Quartile Parameters Not applicable		National Quartile Status & Trend	2006/07	Bottom quartile (0.45%)		▼	
					2005/06	3 rd quartile (0.41%)			
					2004/05	N/A			
Comment:									
<ul style="list-style-type: none"> NOTE - awaiting target 									

BV74a - NOT ADJUSTED FOR DEPRIVATION The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RE-CATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 Actual	% within target for 06/07
			1	2	3	4			
	*	84%**	Data not collected quarterly				83%	83%***	☺
	Frequency of Reporting		2007 / 2008 Target figure and quartile		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		Not applicable		Stock transfer		Stock Transfer		▼
05/06 Quartile Parameters (District Councils) Parameter figures are available for adjusted PI only (see below)		03/04 Quartile Parameters**** (District Councils) Parameter figures are available for adjusted PI only (see below)		National Quartile Status & Trend	2006/07	(83%) ***		▼	
					2005/06	(84%**)		▲	
					2003/04	(81%*)			
Comment:									
<ul style="list-style-type: none"> Figures are taken from Audit Commission addendum to re-categorisation assessment received 21st May 2007 * The Re-categorisation Assessment does not include figures for 2003/04 although they were submitted by the Council. This is being queried with the Audit Commission ** in interim survey carried out in 2005/06 – not subject to audit *** Figure for 2006/07 is taken from the Addendum to the May 2007 Re-categorisation Assessment 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 Actual	% within target for 06/07
		1	2	3	4			
90*	N/a	Not applicable				Not set	90%**	N/A
Frequency of Reporting		2007 / 2008 Target figure and quartile		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
Annually		> 2006/07		> 2007/08		> 2008/09		N/A
05/06 Quartile Parameters (District Councils)		00/01 Quartile Parameters**** (District Councils)		National Quartile Status & Trend	2006/07	2 nd quartile (90%)		N/A
TQ = 92 MQ = 88 BQ = 84		TQ = 92 MQ = 88 BQ = 84			2005/06	Not applicable		
					2003/04	2 nd quartile (90%)*		
Comment:								
<ul style="list-style-type: none"> * The Re-categorisation Assessment does not include figures for 2003/04 although they were submitted by the Council. This is being queried with the Audit Commission. No comparison available until resolved. ** Figure for 2006/07 is taken from the Addendum to the May 2007 Re-categorisation Assessment 								

04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
		1	2	3	4			
N/A	N/A	Data not collected quarterly				83%	55%*	☹
Frequency of Reporting		2007 / 2008 Original Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
Annually		Not applicable		Stock Transfer		Stock transfer		N/A
2005/06 Quartile Parameters (District Councils)		National Quartile Status & Trend	2006/07	Bottom quartile (55%)				
TQ = 85.75 MQ = 75.00 BQ = 65.50			2005/06	N/A				
			2003/04	Not calculable				
Comment:								
<ul style="list-style-type: none"> The return for this survey in 2006 was a total of 11 out of 2,500 with a resulting confidence level of 29%. The last full survey was carried out in 2003 / 2004. The return for this indicator was too low to measure. The target for 2006/07 equated to BV74a 								

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV74c - Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI LOW PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	80%	N/A	Data not collected quarterly				83%	83%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		Not applicable		Stock Transfer		Stock Transfer		▲
05/06 Quartile Parameters (District Councils) TQ = 85 MQ = 83 BQ = 78			National Quartile Status & Trend	2006/07	2 nd quartile (83%)		▲		
				2005/06	Not measured				
				2003/04	3 rd quartile (80%)*				
Comment: <ul style="list-style-type: none"> The last formal survey was carried out in 03/04. 06/07 Target equated to BV74a *Using 2005/06 quartile parameters 									

BV75a – NOT ADJUSTED FOR DEPRIVATION Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	57%*	61%**	Data not reported quarterly				60%	61%	☺
	Frequency of Reporting		2007/2008 Target Figure and Quartile		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		Not applicable		Stock Transfer		Stock Transfer		▲
2005/06 Quartile Parameters**** (District Councils) Parameter figures are available for adjusted PI only (see below)			00/01 Quartile Parameters**** (District Councils) Parameter figures are available for adjusted PI only (see below)		National Quartile Status & Trend	2006/07	61%		↔
						2005/06	61%**		▲
						2003/04	57% (Not comparable at audit)		
Comment: <ul style="list-style-type: none"> Figures are taken from Audit Commission addendum to the Re-categorisation Assessment received 21st May 2007 ** in interim survey carried out in 2005/06 – not subject to audit The re-categorisation Assessment does not include figures for 2003/04 although they were submitted by the Council. This is being queried with the Audit Commission. 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV75a – ADJUSTED FOR DEPRIVATION Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATAGORISATION HIGH PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	74%*	N/A	Not applicable				Not set	66%	N/A
	Frequency of Reporting	2007/2008 Target Figure and Quartile		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04	
	Annually	Not applicable		Stock Transfer		Stock Transfer		N/A*	
2006/07 Quartile Parameters (District Councils) TQ = 78 MQ = 72 BQ = 68	03/04 Quartile Parameters (District Councils) TQ = 77 MQ = 72 BQ = 67	National Quartile Status & Trend	2006/07	Bottom quartile (66%)		N/A			
			2005/06	Not applicable					
			2003/04	2 nd quartile (74%)					
Comment:									
<ul style="list-style-type: none"> * The re-categorisation Assessment does not include figures for 2003/04 although they were submitted by the Council. This is being queried with the Audit Commission. No improvement measureable until query resolved. Figures are taken from amended Addendum to May 2007 Re-categorisation Assessment 									

BV75b - Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord. Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI LOW PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 Actual	% within target for 06/07
			1	2	3	4			
	57%	N/A	Data reported annually				60%	54%	☹
	Frequency of Reporting	2007/ 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04	
	Annually	54%		Stock Transfer		Stock transfer		▼	
2005/06 Quartile Parameters (District Councils) TQ = 75 MQ = 62.50 BQ = 50	National Quartile Status & Trend	2006/07	3 rd quartile (54%)		▼				
		2005/06	Not measured						
		2003/04	3 rd quartile (57%)*						
Comment:									
<ul style="list-style-type: none"> The return for this survey in 2006 was a total of 11 out of 2,500 with a resulting confidence level of 35%. * using 2005/06 parameters 06/07 target equated to BV75a 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV75c - Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI LOW PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	59%	N/A	Data not collected quarterly				60%	61%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		Not applicable		Stock transfer		Stock transfer		▲
2005/06 Quartile Parameters (District Councils) TQ = 70 MQ = 65.50 BQ = 59			National Quartile Status & Trend	2006/07	3 rd quartile (61%)*	▲			
				2003/04	Bottom quartile (59%)*				
				2000/01					
Comment: <ul style="list-style-type: none"> *using 2005/06 quartile parameters 06/07 target equated to BV75a 									

BV164 - Does the Authority follow the Commission for Racial Equality's code of practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords'? Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Yes	Yes	Data reported annually				Yes	Yes	☺
	Frequency of reporting		2007 / 2008 Target and quartile		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		Yes (2 nd)*		Yes		Yes		↔ 2 nd quartile*
Comment: <ul style="list-style-type: none"> *Audit Commission guidance states that Councils with a result of Yes in 2005/06 will be assigned to the 2nd quartile. Councils with a result of No will be assigned to the bottom quartile Although a Re-categorisation Indicator, this Indicator is not included in the improvement table at the front of the Re-categorisation assessment 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV184a - The proportion of local authority dwellings which were non-decent at the start of the financial year Responsible Manager: Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORYISATION DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	65%*	66%**	Data not reported quarterly				64%	58%	☺
	Frequency of Reporting		2007 / 2008 Target		2007 / 2008 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		Bottom quartile 56%		Stock Transfer		Stock transfer		▲
05/06 Quartile Parameters (District Councils) TQ = 15 MQ = 30 BQ = 46		04/05 Quartile Parameters (District Councils) TQ = 21 MQ = 33 BQ = 48		National Quartile Status & Trend	2006/07	Bottom quartile (58%)		▲	
					2005/06	Bottom quartile (66**)		▼	
					2004/05	Bottom quartile (61)		↔	
					2003/04	Bottom quartile (61)			
Comment: <ul style="list-style-type: none"> * changed from 61% in Corporate Action, Improvement and Performance Plan 06/07 to 65% following audit in 2005/06 ** changed from 63% in Corporate Action, Improvement and Performance Plan 06/07 to 66% following audit in 2005/06 Quartile parameter query. Figures used are from the Direction of Travel and Re-categorisation Assessments. 									

BV184b - The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year. Responsible Manager: Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORYISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	0%	-2.1%	Data not collected quarterly				2%	9.8%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		3 rd quartile 3.36%		Stock Transfer		Stock Transfer		▲
05/06 Quartile Parameters (District Councils) TQ = 28.9 MQ = 14.5 BQ = 1.6		04/05 Quartile Parameters TQ = 25.2 MQ = 15.9 BQ = 6.2		National Quartile Status & Trend	2006/07	3 rd quartile (9.8%)		▲	
					2005/06	Bottom quartile (-2.1)		▼	
					2004/05	Bottom quartile (0)		▼	
					2003/04	Top quartile (36)			
Comment:									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

BV212 - Average time taken to re-let local authority housing	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	70 days*	51 days**	75	64	57	53	45 days	53 days	☹
Responsible Manager: Joanne Albin	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target	Improvement trend from 05/06	
Cabinet Sponsor(s): Councillor Beavis	Monthly in 2006/07		3 rd quartile 48 days***		Stock transfer		Stock Transfer	▼	
Type of Indicator: BVPI RECATEGORYISATION HIGH PRIORITY	05/06 Quartile Parameters (District Councils)		04/05 Quartile Parameters (District Councils)		National Quartile Status & Trend	2006/07	Bottom (53)	▼	
	TQ = 27 MQ = 36 BQ = 49		TQ = 30 MQ = 38 BQ = 50			2005/06	Bottom (53)	▲	
						2004/05	Bottom (65)*	▼	
						2003/04	3 rd quartile (39)	▲	
Comment:									
<ul style="list-style-type: none"> * Qualified as an Indicator in 2004/05 –actual figure is un-audited but is based on Braintree DC figures ** Subsequently changed at internal audit to 53 days however Re-categorisation Assessment states 51 which is what we reported in 05/06. *** to date of transfer 									

**LOCAL PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES**

HLP1 - % of responsive repairs with an appointment made and kept Responsible Manager: Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: Local (HIP) Medium Priority	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
	76%	74%	80%	85%	☺	▲	85%*
Comment <ul style="list-style-type: none"> * to date of transfer This was previously a Best Value performance Indicator (BV185) which is retained as a Local Performance Indicator. For the period 2003 to 2005 Braintree DC was in 2nd quartile nationally. Quartile position is no longer applicable. 							

HLP2 - Percentage of urgent** repairs which were completed within Government time limits Responsible Manager: Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATAGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	97.6%	96.80%*	99%	97%	99%	98%	95%	98%	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Quarterly		Top quartile 98%		Stock Transfer		Stock Transfer		▲
05/06 Quartile Parameters TQ = 98% MQ = 96% BQ = 91%		04/05 Quartile Parameters TQ = 98% MQ = 95% BQ = 91%		National Quartile Status & Trend	2006/07	Top quartile (98%)		▲	
					2005/06	2 nd quartile (96.8%)		▼	
					2004/05	2 nd quartile (97%)		▲	
					2003/04	2 nd quartile (96%)		▲	
Comment: <ul style="list-style-type: none"> * Changed from 96.8% (2nd quartile) in Corporate Action, Improvement and Performance Plan 06/07 to 92% following audit. Re-categorisation Assessment states 96.80 (92nd quartile) ** Definition of indicator changed from 'emergency' repairs in CAIP 06/07 to 'urgent' repairs in 07/08 2002/03 - 3rd quartile (92%) 									

**LOCAL PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued**

HLP3 - Average time in days taken to complete non-urgent repairs Responsible Manager: Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	24	12*	10	10	9	14	11 days	14 days	☹
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010		Improvement trend from 05/06
	Quarterly		2 nd quartile 12 days		Stock Transfer		Stock Transfer		▼
05/06 Quartile Parameters (District Councils) TQ = 9 MQ = 12 BQ = 17		04/05 Quartile Parameters TQ = 11 MQ = 15 BQ = 20		National Quartile Status & Trend	2006/07	3 rd quartile (14)		▼	
					2005/06	2 nd quartile (12)		▲	
					2004/05	Bottom quartile (24)		▼	
					2003/04	2 nd quartile (13)		▲	
Comment: <ul style="list-style-type: none"> 2002/03 - 2nd quartile (16) * Outturn for 05/06 was reported as 13 days (2nd quartile) in Corporate Action, Improvement and Performance Plan 06/07. Re-categorisation assessment reports 12. Audit Commission figures have been applied. 									

HLP4 – Percentage of private sector homes which remain vacant for more than 6 months Responsible Manager: Joanne Albini Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATEGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07	
			1	2	3	4				
	1.7%	1.6% (801)	Data not collected quarterly				1.4% (750)	1.5% (741)	☹	
	Frequency of Reporting		2007 / 2008 Target figure and quartile						Improvement trend from 05/06	
	Annually		1.5%		Deleted as a BVPI but remains a HIP indicator				▼	
Quartile Parameters		No quartile parameters available for this indicator – however it is adjusted for deprivation (see details in next PI box below)		National Quartile Status & Trend	2006/07	1.5%		▲		
							2005/06	1.6%		▲
							2004/05	Qualified		
							2003/04	2.0		
Comment: <ul style="list-style-type: none"> Qualified as HPI HSSA in 2004 / 2005 2002/03 – 3rd quartile (1.8) 										

LOCAL PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued

HLP4 – ADJUSTED FOR DEPRIVATION Percentage of private sector homes which remain vacant for more than 6 months Responsible Manager: Joanne Albin Steve Ketley Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATAGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	1.23%	1.09%	Not applicable				N/A	1.00%	N/A
	Frequency of Reporting	2007 / 2008 Target figure and quartile						Improvement trend from 05/06	
	Annually	3 rd quartile 1.00%		Deleted as a BVPI but remains a HIP indicator				▲	
	05/06 Quartile Parameters TQ = 0.20 MQ = 0.60 BQ = 1.10	04/05 Quartile Parameters TQ = 0.20 MQ = 0.70 BQ = 1.20	National Quartile Status & Trend	2006/07	3 rd quartile (1.0%)		▲		
2005/06				Bottom quartile (1.09)		▲			
2004/05				Bottom quartile (1.23)		▲			
2003/04				Bottom quartile (1.44)					
Comment:									
<ul style="list-style-type: none"> Figures are taken from the Audit Commission's Re-categorisation Assessment – page 21/22 									

HLP5 - Average weekly management cost (and adjusted for cost) Responsible Manager: Joanne Albin Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI RECATAGORISATION HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	£13.17	£12.88*	Annual report				£13.35	£15.34***	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	3 rd quartile £14.63		Stock Transfer		Stock Transfer		▼	
	05/06 Quartile Parameters (adjusted for cost)** TQ = 10.31 MQ = 12.45 BQ = 15.55	04/05 Quartile Parameters (adjusted for cost)** TQ = 9.99 MQ = 12.54 BQ = 15.50	National Quartile Status & Trend	2006/07 estimate	3 rd quartile (£15.34)***		▼		
2005/06				2 nd quartile (£11.84)**		▲			
2004/05				2 nd quartile (£12.15)**		▲			
2003/04				3 rd quartile (£12.64)**		▲			
Comment:									
<ul style="list-style-type: none"> 2002/03 - 3rd quartile (£13.57) * - following audit this figure was recalculated to £12.99. It was reported in the Re-categorisation Assessment as £12.88 so will remain as that figure in this plan ** these quartile positions and parameters apply for the outturn once it has been adjusted for cost (see Re-categorisation assessment on page 26) *** estimate only – not adjusted for cost 									

LOCAL PERFORMANCE INDICATORS
HOUSING – MANAGEMENT SERVICES continued

	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
HLP6 – Affordable housing completions or acquisitions per thousand dwellings	1.4	98 (1.6%)	Not applicable				198	204 * (3.4%)	☺
Responsible Manager: Joanne Albini	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
Cabinet Sponsor(s): Councillor Beavis	Annually		Top quartile 100**		100		100		▲
Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	05/06 Quartile Parameters TQ = 2.4 MQ = 1.4 BQ = 0.7		04/05 Quartile Parameters TQ = 2.2 MQ = 1.2 BQ = 0.5		National Quartile Status & Trend	2006/07	Top quartile (3.4%)		▲
						2005/06	2 nd quartile (1.6)		▲
						2004/05	2 nd quartile (1.2)		▲
						2003/04	3 rd quartile (0.7)		
Comment:									
<ul style="list-style-type: none"> * 198 completions and 6 acquisitions ** subject to Housing Corporation funding 									

	04/05 actual	05/06 actual	Quarterly Figures 05/06 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
HLP7 – The number of low demand homes per thousand dwellings	0	0	Not applicable				Not set	0	☺☀
Responsible Manager: Joanne Albini	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
Cabinet Sponsor(s): Councillor Beavis	Annually		0		0		0		↔☀
Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	05/06 Quartile Parameters TQ = 0 MQ = 1.1 BQ = 6.3		04/05 Quartile Parameters TQ = 0 MQ = 0.8 BQ = 7.4		National Quartile Status & Trend	2006/07	Top quartile		↔
						2005/06	Top quartile		↔
						2004/05	Top quartile		↔
						2003/04	Top quartile		
Comment:									

Housing Benefit and Council Tax Benefit Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT**

BV76a - The number of housing benefit claimants in the local authority area visited, per 1,000 caseload. Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	118.59	263.37	Data not collected quarterly				200.00	283.94	😊
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	N/A		N/A		N/A		▲	
05/06 Quartile Parameters* TQ = 319 MQ = 241 BQ = 198	04/05 Quartile Parameters TQ = 296 MQ = 222 BQ = 173.06	National Quartile Status & Trend	2006/07	2 nd quartile (283.94)		▲			
			2005/06	2 nd quartile (263.37)		▲			
			2004/05	Bottom (119)		▼			
			2003/04	3 rd quartile (203)					
Comment: <ul style="list-style-type: none"> DWP Grade 4 (ie highest) is 194.8. We are aiming for DWP Grade 4 in 06/07 Audit Commission advises that this PI will be deleted wef 1st April 2007 however it will need to be reported for 2006/07 									

BV76b - The number of fraud investigators employed by the Local Authority, per 1,000 caseload. Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI LOW PRIORITY	04/05	05/06	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	0.23	0.25	Data not collected quarterly				0.22	0.22	😊
	Frequency of Reporting	2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06	
	Annually	0.24		0.24		0.22		↔	
05/06 Quartile Parameters Not applicable – non stated	National Quartile Status & Trend	2006/07	Not comparable		N/A				
		2005/06	Not comparable		N/A				
		2004/05	Bottom (0.2)		↔				
		2003/04	Bottom (0.2)						
Comment: <ul style="list-style-type: none"> Target based on 2 fraud inspectors and current caseload of 9,000 									

BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued

BV76c - The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	24.04	60.67	Data not collected quarterly				60	65.32	😊
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		> or the same as top quartile		> or the same as top quartile		> or the same as top quartile		▲
05/06 Quartile Parameters* (District Councils) TQ = 55 MQ = 39 BQ = 25		04/05 Quartile Parameters TQ = 59.53 MQ = 41.20 BQ = 29.00		National Quartile Status & Trend	2006/07	Top (65.32)		▲	
					2005/06	Top (60.67)		▲	
					2004/05	Bottom (24)		▼	
					2003/04	2 nd quartile (31)			
Comment:									
<ul style="list-style-type: none"> Parameters used are from the Direction of Travel Assessment. 									

BV76d - The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area. Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	04/05	05/06	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	5.98%	9.52%	Data not collected quarterly				6.25	4.39	☹
	Frequency of Reporting		2007 / 2008 Anticipated actual		2008 / 2009 Anticipated actual		2009 / 2010 Anticipated actual		Improvement trend from 05/06
	Annually		6.25		6.25		6.25		▼
04/05 Quartile Parameters* TQ = 6.25 MQ = 4.00 BQ = 2.52		03/04 Quartile Parameters TQ = 5.3 MQ = 3.5 BQ = 2.1		National Quartile Status & Trend	2006/07	2 nd quartile (4.39)*		▼	
					2005/06	Top (9.52)		▲	
					2004/05	Top (6.0)		▼	
					2003/04	Top (6.1)			
Comment:									
<ul style="list-style-type: none"> * based on 04/05 parameters – none provided for 2005/06 - Audit Commission spreadsheet states N/A 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued**

BV78a - The average processing time taken for all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI RE-CATEGORISATION AND DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	47.3 days	46.5 days	33.0	32.0	30.4	27.7	34 days	30.8 days	☺
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Monthly	> or the same as top quartile		> or the same as top quartile		> or the same as top quartile		▲	
2005/06 Quartile Parameters (District Councils) TQ = 26.4 MQ = 32.0 BQ = 39.1	2004/05 Quartile Parameters TQ = 29 MQ = 35 BQ = 45		National Quartile Status & Trend	2006/07	2 nd quartile (30.8)	▲			
		2005/06		Bottom (46.5)	▲				
		2004/05		Bottom (47)	▼				
		2003/04		Top (31)	▼				
Comment: <ul style="list-style-type: none"> DWP Grade 3 (where 4 is best) is 30 - 36 days – we are aiming for Grade 4 in 08/09 Quartile parameters are taken from the Re-categorisation Assessment 									

BV78b - The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority. Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	11 days	10.6 days	16.0	15.0	13.9	7.7	8.8 days	13.2 days	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Quarterly	> or the same as top quartile		> or the same as top quartile		> or the same as top quartile		▼	
2005/06 Quartile Parameters (District Councils) TQ = 9.1 MQ = 13.5 BQ = 18.8	2004/05 Quartile Parameters TQ = 6.8 MQ = 8.8 BQ = 12.4		National Quartile Status & Trend	2006/07	2 nd quartile (13.2)	▼			
		2005/06		2 nd quartile (10.6)*	▲				
		2004/05		3 rd quartile (11)	▼				
		2003/04		Top (7)	▼				
Comment: <ul style="list-style-type: none"> * changed from Corporate Action, Improvement and Performance Plan in light of 05/06 quartiles DWP Grade 3 (where 4 is best) is 9 - 16 days – we are aiming for Grade 4 in 2006/07 Quartile parameter query. Those used above are from the Direction of Travel Assessment / Audit Commission spreadsheet 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued**

BV79a - The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 target	06/07 actual	% within target for 06/07
			1	2	3	4			
	No return	97.40 %	96.80%	98.40%	97.60%	99.20%	98%	98.00%	☺
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Quarterly	> or the same as top quartile		> or the same as top quartile		> or the same as top quartile		▲	
2005/06 Quartile Parameters (District Councils) TQ = 99.00 MQ = 98.20 BQ = 96.80	04/05 Quartile Parameters TQ = 99.00 MQ = 98.00 BQ = 96.80	National Quartile Status & Trend	2006/07	3 rd quartile (98%)		▲			
			2005/06	3 rd quartile (97.40)		Not comparable			
			2004/05	Qualified (95)		Not comparable			
			2003/04	3 rd quartile (97)		↔			
Comment:									
<ul style="list-style-type: none"> • Qualified as a BVPI in 2004 / 2005 • 2002/03 - 3rd quartile (97) 									

BV79b (i) - The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period. Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	No return*	30.81%	Data not collected quarterly				55.00%	58.23%	☺
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	3 rd quartile 60.00%		70.00%		80.00		▲	
2005/06 Quartile Parameters (District Councils) TQ = 79.46 MQ = 70.35 BQ = 59.37	National Quartile Status & Trend		2006/07	Bottom quartile (58.23%)		▲			
			2005/06	Bottom (30.81%)					
			2004/05	Qualified – no data		Not comparable			
			2003/04	Bottom (33%)		▼			
Comment:									
<ul style="list-style-type: none"> • * Qualified as a BVPI in 2004 /05 • The 04/05 data was incomplete hence the BVPI being qualified. No annual trend from 04/05 is therefore available • 2002/03 - Top (65%) 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued**

BV79b (ii) - HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period. Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY Comment: <ul style="list-style-type: none"> * Qualified as a BVPI in 2004/05 	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	No return*	14.54%	Data not collected quarterly				35%	31.49%	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	2 nd quartile 35%		42%		Top quartile		▲	
	2005/06 Quartile Parameters (District Councils) TQ = 41.22 MQ = 34.11 BQ = 28.35			National Quartile Status & Trend	2006/07	3 rd quartile (31.49%)		▲	
					2005/06	Bottom quartile (14.54%)			

BV79b (iii) – Housing benefit overpayments as a percentage of the total amount of Housing Benefit overpayment debt outstanding at the start of the year, plus the amount of Housing Benefit overpayments identified during the year Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI DIRECTION OF TRAVEL HIGH PRIORITY Comment: <ul style="list-style-type: none"> * Qualified as a BVPI in 2004/05 	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	No return*	3.04%	Data not collected quarterly				15%	7.3%	☹
	Frequency of Reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	Top quartile		Top quartile		Top quartile		▼	
	2005/06 Quartile Parameters (District Councils)** TQ = 3 MQ = 4 BQ = 7			National Quartile Status & Trend	2006/07	Bottom quartile (7.3%)		▼	
					2005/06	2 nd quartile (3.04%)			

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued**

BV80a – Benefits Survey – Contact with office Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 target	06/07 actual	% within target for 06/07
			1	2	3	4			
	81%	N/a	Data not collected quarterly				85%*	82%	☹
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		N/a		N/a		85%		▲
No parameter information available Comment: <ul style="list-style-type: none"> *Grade 4 Target set by DWP. Aiming for DWP Grade 4 The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 NOTE – survey results need to be double checked when formally published 									

BV80b – Benefits Survey – Service in the office Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	81%	N/A	Data not collected quarterly				85%*	80%	☹
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		N/a		N/a		85%		▼
No parameter information available Comment: <ul style="list-style-type: none"> *Grade 4 Target set by DWP. Aiming for DWP Grade 4 The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 The implementation of the Electronic Document System affected the 06/07 result NOTE – survey results need to be double checked when formally published 									

BV80c – Benefits Survey – Telephone service Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	76%	N/A	Data not collected quarterly				80%*	70%	☹
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		N/a		N/a		80%		▼
No parameter information available Comment: <ul style="list-style-type: none"> *Grade 4 Target set by DWP. Aiming for DWP Grade 4 The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 NOTE – survey results need to be double checked when formally published 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued**

BV80d – Benefits Survey – Staff in the office Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	80%	N/A	Data not collected quarterly				83%*	79%	☹
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		N/a		N/a		83%		▼
No parameter information available									
Comment: <ul style="list-style-type: none"> *Grade 4 Target set by DWP. Aiming for DWP Grade 4 The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 The implementation of the Electronic Document System affected the 06/07 result NOTE – survey results need to be double checked when formally published 									

BV80e – Benefits Survey – Forms Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	65%	N/A	Data not collected quarterly				70%*	69%	☹
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		N/a		N/a		70%		▲
No parameter information available									
Comment: <ul style="list-style-type: none"> *Grade 4 Target set by DWP. Aiming for DWP Grade 4 The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 The implementation of the Electronic Document System affected the 06/07 result NOTE – survey results need to be double checked when formally published 									

BV80f – Benefits Survey – Speed of service Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	74%	N/A	Data not collected quarterly				78%*	72%	☹
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 03/04
	Annually		N/a		N/a		78%		▼
No parameter information available									
Comment: <ul style="list-style-type: none"> *Grade 4 Target set by DWP. Aiming for DWP Grade 4 by 06/07 The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 The implementation of the Electronic Document System affected the 06/07 result NOTE – survey results need to be double checked when formally published 									

**BEST VALUE PERFORMANCE INDICATORS
HOUSING BENEFIT AND COUNCIL TAX BENEFIT continued**

BV80g – Benefits Survey – Overall satisfaction Responsible Manager: Chris McCloud Cabinet Sponsor(s): Councillor Lager Type of Indicator: BVPI MEDIUM PRIORITY	03/04 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
	81%	N/A	1	2	3	4	85%*	79%	☹
	Frequency of reporting		2007 / 2008 Target	2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually		N/a	N/a		85%		▼	
	03/04 Quartile Parameters TQ = 83% MQ = 79% BQ = 74% 05/06 parameters awaited			National Quartile Status & Trend	2006/07	2 nd quartile (79%)**		▼	
			2003/04		2 nd quartile (81%)				
Comment: <ul style="list-style-type: none"> • *Grade 4 Target set by DWP. Aiming for DWP Grade 4 by 06/07 • ** based on 2003/04 quartile parameters • The previous official and audited survey was carried out in 2003/04. The next such survey is due in 2009/10 • NOTE – survey results need to be double checked when formally published 									

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Safer and Stronger Communities Performance Indicators

2007-2008

**BEST VALUE PERFORMANCE INDICATORS
SAFER AND STRONGER COMMUNITIES**

BV126 - Domestic burglaries per year, per 1,000 households in the Local Authority area Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	5.62	6.93	1.48	1.31	1.35	1.25	**6.3	5.0	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly*		Top quartile 5.0		Maintain top quartile		Maintain top quartile		▲
05/06 Quartile Parameters TQ = 6.1 MQ = 7.1 BQ = 8.1		04/05 Quartile Parameters TQ = 7.0 MQ = 7.8 BQ = 8.5		National Quartile Status & Trend	2006/07	Top quartile (5.0)		▲	
					2005/06	2 nd quartile (6.93)		▼	
					2004/05	Not available		N/A	
					2003/04	Top (5.6)		▲	
Comment: <ul style="list-style-type: none"> ** in BVPP 05/06 This BVPI relies on Police data. Quartile parameter query – Parameters used are from the Direction of Travel Assessment Figure reported for 05/06 in the Corporate Action, Improvement and Performance Plan (6.93) is different in the Direction of Travel Assessment (6.7) 									

BV127a - Violent crime per year, per 1,000 population in the Local Authority area Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	3.65	13.42	3.1	3.3	2.5	2.91	12.20	12.08	☺
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Quarterly		2 nd quartile 12.05		< 07/08		< 08/09		▲
05/06 Quartile Parameters TQ = 11.1 MQ = 14.5 BQ = 18.6		04/05 Quartile Parameters TQ = 2.42 MQ = 4.31 BQ = 7.26		National Quartile Status & Trend	2006/07	2 nd quartile (12.08)		▲	
					2005/06	2 nd quartile (13.42)		▼	
					2004/05	2 nd quartile (3.65)			
Comment: <ul style="list-style-type: none"> This BVPI relies on Police data. 									

**BEST VALUE PERFORMANCE INDICATORS
SAFER AND STRONGER COMMUNITIES continued**

04/05 actual *	05/06 actual *	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
		1	2	3	4			
0.2	0.3	0.1	0.1	0.1	0.07	0.33**	0.3	☺
Responsible Manager: Charmaine Dean		Frequency of Reporting	2007 / 2008 Target	2008 / 2009 Target	2009 / 2010 Target	Improvement trend from 05/06		
Cabinet Sponsor(s): Councillor Schmitt		Quarterly	2 nd quartile 0.25	0.20	<08/09	↔		
Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY		05/06 Quartile Parameters*** TQ = 0.2 MQ = 0.3 BQ = 0.7	04/05 Quartile Parameters*** TQ = 5.20 MQ = 7.50 BQ = 10.48	National Quartile Status & Trend	2006/07	2 nd quartile (0.3)	↔	
2005/06	2 nd quartile (0.3)****				▼			
2004/05	Top quartile (0.2)*				↔			
2003/04	Top (0.2)*							
Comment:								
<ul style="list-style-type: none"> * taken from DOT assessment ** in BVPP 05/06 *** taken from Direction of Travel Assessment **** - reported in Corporate Action, Improvement and Performance Plan as being in top quartile. Direction of Travel Assessment places us in 2nd quartile by rounding up the figure. This BVPI relies on Police data. 								

04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
		1	2	3	4			
Not a BVPI in 04/05	8.39	2.3	2.0	1.8	1.69	6.26	7.8	☹
Responsible Manager: Charmaine Dean		Frequency of Reporting	2007 / 2008 Target	2008 / 2009 Target	2009 / 2010 Target	Improvement trend from 05/06		
Cabinet Sponsor(s): Councillor Schmitt		Quarterly	2 nd quartile 7.5	7.0	6.4	▲		
Type of Indicator: BVPI DIRECTION OF TRAVEL MEDIUM PRIORITY		05/06 Quartile Parameters TQ = 6.4 MQ = 8.3 BQ = 10.5	Not applicable	National Quartile Status & Trend	2006/07	2 nd quartile (7.8)	▲	
2005/06	2 nd quartile (8.39)				▼			
2004/05	Not measured							
2003/04	Not measured							
Comment:								
<ul style="list-style-type: none"> * based on 2004/05 quartile parameters This PI is an amalgamation of two former BVPI's: 'Theft of a motor vehicle per 1,000 population' and 'Theft from a motor vehicle per 1,000 population'. This amendment was made in 2005/06. This BVPI relies on Police data 								

**BEST VALUE PERFORMANCE INDICATORS
SAFER AND STRONGER COMMUNITIES continued**

BV174 - The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population** Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	2006/07 actual	% within target for 06/07
			1	2	3	4			
	0	5.14	Data not collected quarterly				N/A	10	N/A**
	Frequency of Reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		10		12		14		N/A**
This BVPI is no longer measured for national quartile purposes wef 2005/06			National Quartile Status & Trend	2005/06	3 rd Quartile (5.14)*	▼			
				2004/05	Qualified (0)	▲			
				2003/04	Qualified (3)	▲			
				2002/03	Qualified (4)				
Comment: <ul style="list-style-type: none"> Qualified as a BVPI from 2001 to 2004 *based on 2003/04 parameters ** This PI is meant to set the context for BV175 rather than measure performance in itself. Therefore there is no preferred good performance for this indicator. 									

BV225 - Provision and effectiveness of Local Authority services designed to help victims of domestic violence and prevent further domestic violence. Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI MEDIUM PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	45.5%	Data not collected quarterly				72.7%	91%	😊
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
	Annually		91%		91%		91%		▲
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> This BVPI will be measured by the % of 'yes' answers to 11 specified requirements 									

BV226a - Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	£130,737	Data not collected quarterly				Same as 2005/06	£138,328.00	😊
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06
	Annually		136,328		138,733		No agreement to fund advice beyond 2008/9		▲
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> Broad cost estimates only required. This indicator will not be subject to potential financial qualification in 05/06 or 06/07 * The SLA with the Citizen's Advice Bureau ends in 2009. 									

**BEST VALUE PERFORMANCE INDICATORS
SAFER AND STRONGER COMMUNITIES continued**

BV226b - Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	Not a BVPI in 2004/05	97.71%	Data not collected quarterly				90%	100%	☺
	Frequency of reporting	2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06	
	Annually	100%		100%		Not calculable		▲	
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> Broad cost estimates only required. This indicator will not be subject to potential financial qualification in 05/06 or 06/07 Figures need to be recalculated with reference to the Audit Commission guidance 									

BV226c - Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis Type of Indicator: BVPI LOW PRIORITY	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	New BVPI	£372,224	Data not collected quarterly				£420,490	£430,601	N/A
	Frequency of reporting	2007 / 2008 Target		2008 / 2009 Target		2009/2010 Target		Improvement trend from 05/06	
	Annually	£448,550*		£462,006		475,865		N/A	
This BVPI is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> This is an indicator which is for information only – measurement of 'performance' is not applicable * subject to decisions on the future allocation of resources following transfer of housing stock Broad cost estimates only are required by the Audit Commission. This indicator will not be subject to potential financial qualification in 06/07 									

**LOCAL PERFORMANCE INDICATORS
SAFER AND STRONGER COMMUNITIES**

CSLP1 - Reduction in the number of 'Youth Nuisance' Calls (a) to the Council and (b) to the Police Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt Type of Indicator: Local Medium priority	04/05 actual	05/06 actual	Quarterly Figures 06/07 (if applicable)				06/07 Target	06/07 actual	% within target for 06/07
			1	2	3	4			
	(a) NC (b) 2945	(a) NC (b) 3236	(a) NC (b) 798	(a) NC (b) 975	(a) 7 (b) 757	(a) 23 (b) 771	<2005/06	(a) 32*	Not calculable Not calculable
	Frequency of reporting		2007 / 2008 Target		2008 / 2009 Target		2009 / 2010 Target		Improvement trend from 05/06
Quarterly		(a) 200		N/A		N/A		Not calculable	
This indicator is not measured for national quartile purposes									
Comment: <ul style="list-style-type: none"> Dashboard indicator in 2005/06 Data reported quarterly * Based on the number of calls to the Customer Service Centre Police are unable to provide an accurate figure due to difference in reporting arrangements between Braintree Police and Police HQ in Chelmsford Propose to change this indicator in 2007/08 to 'Reduction in the number of youth nuisance calls to Braintree District Council' 									

CSLP2 - Number of Domestic Violence incidents reported to the police Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
	1,189	1,164	< 2005 / 2006	981	☺	▲	Delete as a Local PI in 07/08
Comment <ul style="list-style-type: none"> Data reported quarterly 							

CSLP3 - Number of repeat victims of domestic violence Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
	420	557	< 2005 / 2006	374	☺	▲	Delete as a Local PI in 07/08
Comment <ul style="list-style-type: none"> Data reported quarterly 							

**LOCAL PERFORMANCE INDICATORS
SAFER AND STRONGER COMMUNITIES continued**

CSLP4 - The percentage of people surveyed who said they felt fairly safe or very safe outside in their local area during the day	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	91.6% in 2001 survey	92%	>92%	81.2%*	☹	▼	>2006/07
Comment <ul style="list-style-type: none"> Data reported annually * weighted result 							

CSLP5 - The percentage of people surveyed who said they felt 'not very safe' or not at all safe' outside in their local area during the night	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	14.1% in 2001 survey	23% in 2004 survey	<23%	30.5%*	☹	▼	<2006/07
Comment <ul style="list-style-type: none"> Data reported annually * weighted result 							

CSLP6 - The number of contacts with young people taking place through the NACRO Sport in the Community Project	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 target	2006 / 2007 actual	% within target for 06/07	Improvement trend from last year	2007 / 2008 target
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	2,583	2,748	3,000	4,421	☺	▲	> 2006/07
Comment <ul style="list-style-type: none"> Data reported annually 							

**ACTIVITY INDICATORS
SAFER AND STRONGER COMMUNITIES**

CSAI1 - Number of Acceptable Behaviour Contracts issued in the District	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	24	27	24	▼
Comment • Data reported quarterly				

CSAI2 - Number of Anti-Social Behaviour Orders issued to address anti-social behaviour (includes interim ASBO's)	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
Responsible Manager: Charmaine Dean Cabinet Sponsor(s): Councillor Schmitt	11	2	8	▲
Comment • Data reported monthly				

CSAI3 - Number of Council tenants evicted as a last resort for persistent anti-social behaviour	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
Responsible Manager: Joanne Albini Cabinet Sponsor(s): Councillor Beavis / Councillor Schmitt	3	6*	2	▼
Comment • * Primarily for anti-social behaviour although rent arrears was also a contributory factor				

CSAI 4 – The number of Fixed Penalty Notices and Statutory Notices which have been served in relation to anti-social behaviour	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt	FPN = 51 SN = 40	FPN = 77 SN = 42	FPN = 36 SN = 32	▼
Comment • Reported quarterly				

CSAI 5 – The number of successful prosecutions against individuals who have failed to comply with or have breached Fixed Penalty Notices or Statutory Notices in relation to their anti-social behaviour	2004 / 2005 actual	2005 / 2006 actual	2006 / 2007 actual	Trend from last year
Responsible Manager: Lee Crabb Cabinet Sponsor(s): Councillor Schmitt	14	17	9	▼
Comment • Reported quarterly				

APPENDIX 1

BRAINTREE DISTRICT COUNCIL – MAJOR SERVICE CONTRACTS

ICT Partnership Agreement

Value of Contract: £882,084

Contract dated 28th February 2002 between Braintree District Council (1) and ITNET (2)

Novated by IT Net to Serco on 31st March 2006

Client Manager: Cherie Root – ICT Manager - Braintree District Council

Contract Manager: Ian Thorne – Client Account Manager - Serco

Braintree District Council confirms that it is adopting the Code of Practice on Workforce Matters in relation to this Local Authority Service Contract

Ref	Key Performance Indicator	March 2006 Baseline	2006-07 Outturn	Status
ICT 1	Percentage of Calls Answered within 20 Seconds	88.5%	88.0%	☹
ICT 2	Total Problems Solved within Target (Severity Level by time to resolve)	94%	94.0%	☺
ICT 3	Total Service Requests Solved within Target (Severity Level by time to resolve)	93.75%	92.29%	☹
ICT 4	Server (key systems) uptime	96.75%	99.99%	☺
ICT 5	Local Area Network Availability (data)	99.62%	99.80%	☺
ICT 6	Wide Area Network Availability (data)	99.57%	99.62%	☺
ICT 7	Voice Network Availability	100%	100%	☺

Summary Performance Report

During 2006/07 all service level agreements with Serco were met and in places were exceeded. There have been a number of improvements to processes made throughout the year as issues were identified, including changing the method of allocation for incidents and service requests.

Serco have been involved a number of major projects over the last 12 months, including

- Assisting with the preparation for housing transfer,
- Implementation of Active Directory which was successfully managed by Serco
- Personal Digital Assistance (PDA) pilot with senior managers and mobile workers
- Member ICT

There have been a number of events which the ICT team and Serco have in partnership contributed to including local democracy week, and the CPA peer review process.

Serco have facilitated shared services opportunities, specifically with Colchester BC and the IDOX (document management system) web access module, and are assisting us with looking into further shared services opportunities moving forward.

Serco have also supported the ICT business planning process and the corporate business continuity planning process.

Leisure Partnership Agreement

Value of Contract: £726,000

Contract took effect from 1st September 2002

Braintree District Council (1) and DC Leisure (2)

Client Manager: Taiwo Ajayi – Community Manager (Health and Leisure) - Braintree District Council

Contract Manager: Mark Taylor – DC Leisure

Braintree District Council confirms that it is adopting the Code of Practice on Workforce Matters in relation to this Local Authority Service Contract

Annual Performance Report - DC Leisure – May 2007

1.1 Introduction:

1. The Leisure Partnership Key Performance Indicators (KPI) for 06/07 were developed from the 05/06 KPIs by adding 1% increase, which is best practice and recommended by Sport England. These targets were agreed between DC Leisure (DCL) and Braintree District Council (BDC).

2. DC Leisure reported a significant reduction in performance of the KPIs against the previous year and in some areas they were not met. The decrease in performance is due to a number of contributing factors that had an effect to the overall attendance to leisure centres with the majority of losses attributed to Bramston and Riverside and Halstead (See below).

2.1 Bramston Sports Centre.

Bramston Sports Centre shows a significant decline in attendance for a number of reasons. The site suffered plant break down causing some services of the centre to close and activities cancelled while repairs took place. With the opening of Benton Hall, this is the first time that Bramston had competition in the area. This caused a natural migration by some gym members to use Benton Hall and consequently the membership and attendance declined. DC Leisure believed another contributing factor for the decline in attendance was the negative media attention that Bramston received. The Local media reported uncertainty for the future of the centre.

2.2 Halstead

Halstead Leisure Centre continues to grow steadily.

2.3 Braintree Leisure Centre

Braintree Leisure Centre sees a big increase in total attendance for the same periods in 05/06 with particular growth areas being the Main Hall and Outdoor Activities. DC Leisure reported these areas have seen increased usage against last year and with the introduction of Torex Management system and reporting processes there has been the ability to provide more accurate usage data.

2.4 Riverside

Riverside continues to show a downturn in attendance against previous year. DC Leisure is suggesting contributing factors to the down turn is it's an ageing facility and publicity regarding the imminent closure. In addition, there is a migration of users from Riverside to Halstead Leisure Centre. Total attendance figures at Riverside has also seen downturn in key activities and it is predicted this is a trend likely to continue through to the closure of the facility.

2.5 Notley Sports Centre

Notley Sports Centre shown an increase in its outdoor use but its overall attendance figures has remained the same.

The information on the next page shows the Visits to Leisure Centres for 2006/7 and a bar chart for 2005/6 vs. 2006/7

3. Highlights of the year.

LC1 (number of Visitors to Leisure Facilities) is 28 % below target.

LC6 (Use of Squash Courts) is 25% below target.

LC4 (Main Halls) is 26% above the end of year target

LC5 (Use of Activity Hall) is 82% above the end of year target

3.1 Bramston Sports Centre

Has been involved in a project with the Fitness Industry Association (FIA) called Active schools where they adopt a local school in the Witham area and invite the students to the leisure centre to discuss and talk about keeping active and participating in physical exercise. Bramston also went through the quest assessment and gained a 70% mark, which is an improvement on the last quest assessment.

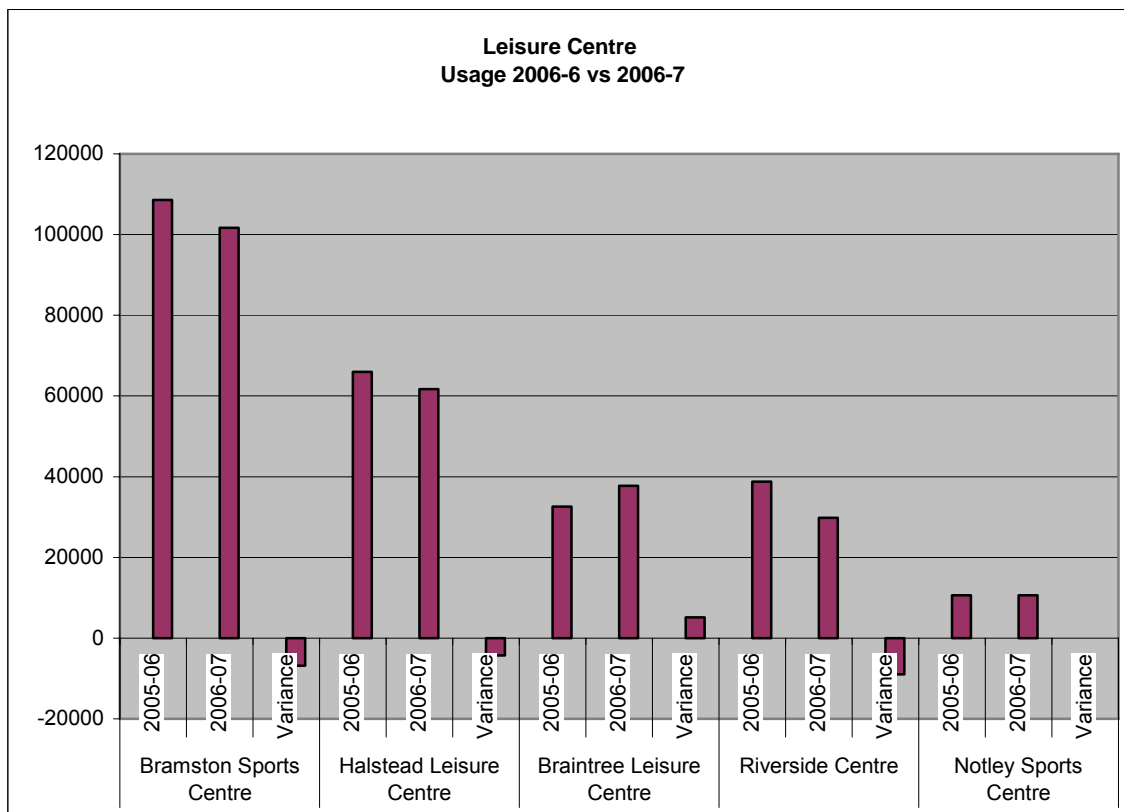
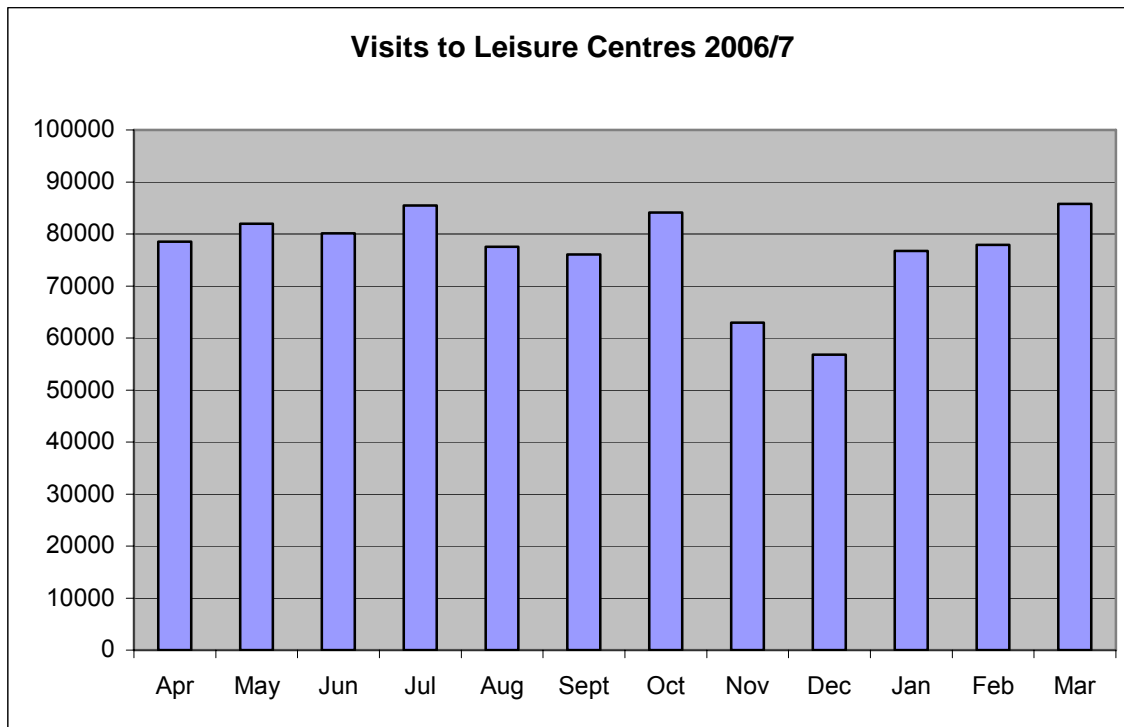
3.2 Halstead leisure centre

Halstead leisure Centre passed the last assessment for the inclusive Fitness initiative (IFI) and is now a fully accredited centre for IFI.

3.3 District wide

Essex Social Services Braintree locality contacted the Leisure Department to work on a project for their young carers. DC Leisure has now provided young carers with swimming passes for all leisure centres at a reasonable cost to Essex Social Services.

The table at Appendix 1 shows the full results for the end of year Leisure centre's LCIs.



**APPENDIX 1
KEY PERFORMANCE INDICATORS – 2005 – 2008**

Ref	Performance Indicator	Mar-05 Baseline	Mar-06 Target	March 07 Target	March 07 Actual	% Differences
LC1	Number of visits to Leisure Facilities	859390	1,100,000 actual 1,277,206	1,290,000	924,047	-28%
LC2	School use of Leisure Facilities	New Indicator	Being reviewed		400	N/A
LC3	Instructor Led Activities	New Indicator	New Indicator	Baseline for 07	82,254	N/A
LC4	Main Halls:	94091	95000 actual 120923	122,000	153,473	26%
LC5	Use of Activity Hall	New Indicator	50,000 actual 69157	50,000	90,894	82%
LC6	Use of Squash Courts	16714	20,000 actual 24287	24,000	18,007	-25%
LC7	Use of Swimming Facilities (Non school use)	New Indicator	200000 actual 216,670	202,000	234,163	16%
LC 8	Athletics – Use of Facilities	New Indicator	N/A actual 3938	New Indicator	2522	N/A
LC9	Outdoor Use	New Indicator	27000 actual 43094	50,000	47,355	-5%
LC10	Health and Fitness: Number of Users	80672	90000 actual 110,000	108,000	114,192	6%
LC11	Crèche: Use	New Indicator	New Indicator	Baseline for 07	4,142	
LC12	Exercise Referral and Cardiac Rehabilitation Scheme: No of Admissions	New Indicator	3000 actual 2775	2800	2,119	-24%
	Number of children taught to swim 25 meters	New Indicator	1500	1250	983	-21%

LC13	(School and non school use)		actual 1232			
LC14	Comments	New Indicator	New Indicator	Baseline for 07	237	N/A
LC15	Complaints	337	50 actual 95	<95	131	N/A
LC16	Compliments	New Indicator	New Indicator actual 100	Baseline for 07	58	N/A

**APPENDIX 2
EXAMPLE OF DRAFT PERFORMANCE MONITORING SHEET**

(to be completed for all performance indicators (not activity indicators) and updated on a quarterly basis for all high priority indicators)

BV Detail:	05/06 actual *	06/07 actual *	Profiled Quarterly Figures 07/08 (if applicable)				07/08 Target *	07/08 projected outturn to date (high priority only)	% within target to date for 07/08 (high priority only) (smiley face)
			1	2	3	4			
Responsible Manager:			Target	Target	Target	Target			
Cabinet Sponsor(s):									
Type of Indicator: Best Value PI * Local PI *	Frequency of Reporting *		2007 / 2008 Target figure and quartile *		2008 / 2009 Target figure and quartile *		2009/2010 Target figure and quartile *		Improvement trend from 06/07 to date (high priority only) (arrow)
Direction of Travel * Re-Categorisation *									
PRIORITY LEVEL (High, Medium or Low) *	05/06 Quartile Parameters (District Councils) *	04/05 Quartile Parameters (District Councils) *	National Quartile Status & Trend	2006/07*					
				2005/06*					
				2004/05*					
				2003/04*					
Comment:									
<ul style="list-style-type: none"> * figure should be taken from the 2007/08 Performance Plan 									

Is non-achievement of this target high, medium or low risk? Insert reasons and any mitigating action	Target date
<ul style="list-style-type: none"> - - 	

Actions and Improvements which are to be put in place to ensure target is achieved	Target date
<ul style="list-style-type: none"> - - 	

Key Milestones	Target date
<ul style="list-style-type: none"> - - 	

Resource Implications / issues to be addressed	Target date (if applicable)
<ul style="list-style-type: none"> - - 	

Unit cost assessments	

APPENDIX 3
DRAFT LIST OF ALL HIGH PRIORITY INDICATORS 2007 / 2008 (total 55)

BV3	The percentage of citizens satisfied with the overall service provided by the authority	Allan Reid
BV8	Percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	Chris McCloud
BV9	The percentage of council tax collected by the Authority in the year	Chris McCloud
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	Chris McCloud
BV12	The number of working days/shifts lost to the Local Authority due to sickness absence	Helen Krischock
CHLP7	The average telephone response time in the Customer Service Centre	Chris McCloud
BV63	The average SAP rating of local authority-owned dwellings.	Steve Ketley
BV82a (i)	The percentage of household waste arisings which have been sent by the Authority for recycling	Peter Chisnall
BV82b (i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	Peter Chisnall
BV84a	Number of kilograms of household waste collected per head of the population	Peter Chisnall
BV86	Cost of household waste collection per household	Peter Chisnall
BV89	The percentage of people satisfied with the standard of cleanliness in their area	Paul Partridge
BV90a	The percentage of people satisfied with household waste collection	Peter Chisnall
BV90b	The percentage of people satisfied with waste recycling facilities	Peter Chisnall
BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	Peter Chisnall
BV109a	Percentage of major Planning Applications determined in 13 weeks.	Alan Southerby
BV109b	Percentage of minor applications determined within 8 weeks	Alan Southerby
BV109c	Percentage of other applications determined within 8 weeks	Alan Southerby
BV111	The percentage of applicants satisfied with the planning service received from the authority	Alan Southerby
BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	Alan Southerby
BV205	The local authority's score against a 'quality of planning services' checklist	Alan Southerby
BV166a	Score against a checklist of best practice for Environmental Health.	Lee Crabb
BV199a	The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	Paul Partridge
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	Paul Partridge
WCLP2	The Percentage and Number of Fly Tips cleared within 24 hours of being reported	Paul Partridge
WCLP1	Number of missed bins per 100,000	Peter Chisnall
WCLP3	Percentage of cases of Graffiti removed from the public highway within 5 days of being reported	Paul Partridge
WCLP4	Percentage of cases of offensive Graffiti removed from the Public Highway within 24 hours of being reported	Paul Partridge
BV119a	The % of residents satisfied with sports and leisure facilities	Charmaine Dean
BV119c	The percentage of residents satisfied with museums and galleries	Charmaine Dean
BV119d	The % of residents satisfied with theatres and concert halls	Charmaine Dean
BV119e	The percentage of residents satisfied with parks and open spaces	Paul Partridge
BV175	The percentage of racial incidents reported to the Local Authority that resulted in further action	Charmaine Dean
BV183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	Joanne Albini
BV183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	Joanne Albini
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	Joanne Albini
BV66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	Joanne Albini
BV66b	The number of local authority tenants with more than seven weeks (gross) rent arrears as a percentage of the total number of council tenants	Joanne Albini
BV74a	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed	Joanne Albini
BV75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord (not surveyed in 05/06)	Joanne Albini
BV184a	The proportion of local authority dwellings which were non-decent at the start of the financial year	Steve Ketley
BV184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	Steve Ketley
BV212	Average time taken to re-let local authority housing	Steve Ketley
HLP2	Percentage of emergency repairs which were completed within government time limits	Steve Ketley
HLP3	Average number of days taken to complete non-urgent repairs	Steve Ketley
HLP4	Percentage and number of private sector homes which remain vacant for more than 6 months	Joanne Albini Steve Ketley
HLP5	Average weekly management cost	Joanne Albini
BV78a	The average processing time taken for all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	Chris McCloud
BV78b	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority	Chris McCloud
BV79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct	Chris McCloud

BV79b (i)	The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	Chris McCloud
BV79b (ii)	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	Chris McCloud
BV79b (iii)	Housing benefit overpayments as a percentage of the total amount of Housing Benefit overpayment debt outstanding at the start of the year, plus the amount of Housing Benefit overpayments identified during the year	Chris McCloud
CSLP4	The percentage of people surveyed who said they felt fairly safe or very safe outside in their local area during the day	Charmaine Dean
CSLP5	The percentage of people surveyed who said they felt 'not very safe' or not at all safe' outside in their local area during the night	Charmaine Dean

APPENDIX 4
DIRECTION OF TRAVEL AND RE-CATEGORISATION BEST VALUE PERFORMANCE INDICATORS
2005 / 2006 QUARTILE POSITION SUMMARY, OUTTURN FOR 2006/07 AND TARGETS FOR 2007/08

This Appendix focuses specifically on those Performance Indicators which are used by the Audit Commission in their assessment of Braintree District Council's Direction of Travel (ie: the extent to which we are improving as an organisation) and Re-Categorisation (ie: those which the Audit Commission uses to assess whether our Comprehensive Performance Assessment rating needs to be changed).

It sets out the number of indicators in each quartile in 2005/06 and 2006/07 (enabling comparisons to be made) and the projected quartile status at the end of 2007/08.

It should be noted that:

- (in relation to the Direction of Travel Indicators) information remains outstanding in relation to 2 indicators for 2006/07 and 1 is discontinued in 2007/08
- (in relation to the Re-categorisation Indicators) information remains outstanding in relation to 2 indicators for both 2006/07 and 2007/08. 1 indicator is added in 2006/07 and 1 is discontinued in 2007/08
- Housing management indicators need to be calculated by the local authority up to the date of transfer.

DIRECTION OF TRAVEL INDICATORS - SUMMARY

	Top Quartile	2 nd Quartile	3 rd Quartile	Bottom
Total 05/06 (based on 46 indicators)	10 (22%)	18 (39%)	6 (13%)	12 (26%)
Total for 06/07 (based on 46 indicators)	18 (39%)	15 (33%)	8 (17%)	5 (11%)
Total currently targeted for 07/08 (based on 45 indicators)	26 (58%)	12 (27%)	5 (11%)	2 (4%)

Above median for 05/06 (based on 46 targets)	28 (61%)
Above median for 06/07 (based on 46 targets)	33 (72%)
Above median for 07/08 (based on 45 targets)	38 (84%)

RE-CATEGORISATION INDICATORS

	Top Quartile	2 nd Quartile	3 rd Quartile	Bottom
Total 05/06 (based on 29 indicators)	2	9	7	11
Total for 06/07 (based on 29 indicators)	10	10	6	3
Total currently targeted for 07/08 (based on 28 indicators)	12	7	7	2

Above median for 05/06 (based on 29 indicators)	11 (38%)
Above median for 06/07 (based on 29 indicators)	20 (70%)
Above median for 07/08 based on targets for 28 indicators)	19 (68%)