

Quarterly Corporate Governance Report - First Quarter  
Best Value Performance Indicators. Our current performance in 2006/07.

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BVPI	Indicator Description	Tgt/ Ind	TQ 04/05	BQ 04/05	Actual 05/06	Quartile 05/06	Target 06/07	Actual Q1	Actual Q2	Actual Q3	Actual Q4	on/off Tgt	Comments	Performance Trend	Target 07/08
<b>Corporate Health</b>															
2a	Equality Standard for Local Government Level	T	0	0	1		2	1	0	0	0		Additional resources being considered as part of a review of the staffing structure of Organisational Development and Support	→	2
2b	The duty to promote race equality checklist score	T	72	42	47	M	78	47	0	0	0		As for 2a	→	84
8	% Invoices paid on time	T	95.97	88.65	92.88	M	92.93	94.83	0	0	0		See detailed comment in section 4.4 of main report	↑	95.94
9	Council tax collected (%)	T	98.3	96.36	99.08	T	98.5	28.81	0	0	0	N/a	Annual Reporting	N/a	98.5
10	NNDR collected (%)	T	99.14	98	99.21	T	99.2	32.69	0	0	0	N/a	Annual reporting	N/a	99.2
11a	% of top 5% of earners that are women	I	40.23	19.63	14.29	B	14	14.29	0	0	0			→	21
11b	% of top 5% of earners that are from ethnic minorities	I	3.48	0	7.14	T	7	7.69	0	0	0			↑	7
11c	% of top 5% earners with a disability	I	0	0	7.69		7	7.69	0	0	0			→	7
12	Days sick per member of staff	T	8.4	11.1	10	M	9	6.12	0	0	0		See detailed comment in section 4.4 of main report and Key Staffing Data report	↑	8.93
14	Early retirements / staff	I	0.16	0.84	0	T	0	0	0	0	0		Actual Q1 is Zero	→	0
15	Ill health retirements / staff	I	0.12	0.44	0	T	0	0	0	0	0		Actual Q1 is Zero	→	0
16a	% staff with disabilities	I	3.73	1.49	5.9	T	5.9	5.96	0	0	0			↑	5.9
17a	% staff from ethnic minorities	I	4.6	0.9	2.51	M	2.4	2.95	0	0	0			↑	2.4
<b>Housing</b>															
64	No of vacant private sector dwellings returned into occupation	T	56.25	4	5	M	6	6	0	0	0		Achieved target for year in first quarter due to the number of schemes coming to fruition at once	↑	6
183a	Average length of stay in B&B (weeks)	T	1	5	3.26	M	4	1.85	0	0	0		2 clients in calculation for Q1. See detailed comment in section 4.4 of the main report	↑	4
183b	Average length of stay in Hostel (weeks)	T	0	18	12.32	M	12	8	8	0	0		1 client in calculation for Q1. Above target	↑	11
202	No of people sleeping rough on a single night	T	0	0	0		1	0	0	0	0	N/a	Annual Reporting	N/a	1
203	% change in average number of families with dependant children in temporary accomodation	T	-6.94	28.31	-14.2	T	-10	0	0	0	0	N/a	Annual Reporting	N/a	-13
213	Number of households considered homeless for whom housing advice casework intervention resolved their situation.	I	0	0	2		2.5	1.72	0	0	0		84 Successful prevention cases in Q1	↑	N/a
214	Housing advice service: Repeat homelessness (%)	I	0	0	3.33		3.33	4.17	0	0	0		1 repeat homeless case in Q1 and 24 acceptances	↓	N/a
<b>Benefits</b>															
76a	Benefit security - no of visits per 1000 cases	T	282.16	155.86	283.84	T	284	79.26	0	0	0		On target	↑	296.6

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76b	Benefit security - no of investigators per 1000 cases	T	0	0	0.32		0.38	0.38	0	0	0		On target	↑	0.38
76c	Benefit security - no of investigations per 1000 cases	T	53.4	24.01	118.65	T	59.53	28.55	0	0	0		On target	↓	59.53
76d	Benefit security - no of prosecutions per 1000 cases	T	5.31	2.06	15.02	T	6.25	2.44	0	0	0		On target	↓	6.25
78a	Average time for processing new claims	T	29.38	44.55	25.96	T	28	24.33	0	0	0		On target	↑	28
78b	Average time for processing changes of circumstances	T	7.4	14.9	6.17	T	6.8	6.66	0	0	0		On target	↓	6.8
79a	% of cases where calculation was correct	T	99	96.2	99.6	T	99	99	0	0	0		Quarterly report. This is an estimate based on work to date on the N128 which is due with DWP on 28th July.	↓	99
79b(i)	% of overpayments recovered as a % of Housing Benefit deemed recoverable	T	49.93	33.13	102.85	T	87	60.39	0	0	0		Because overpayments are created as a lump sum and then recovered from some ongoing Benefit as a scheduled amount this figure is not meaningful until the annual return. However we can use the quarter calculation to show a trend to compare to next quarter.	↓	87
79b(ii)	% overpayments recovered during the period including overpayments identified during the period	I	0	0	49.97		42	16.45	0	0	0		Quarterly calculation but this is an annual return. This target may need to be revised. We cannot now compare this performance to the previous year because of the regulation change to recovery from landlord, This brought to an end a local agreement with Vale Housing Association whereby we automatically recovered all overpayments in one lump sum. We now have to apply scheduled recovery within the benefit system so overpayments remain outstanding until repaid by the customer at a set weekly rate	↓	42
79b (iii)	% of overpayments written off	I	0	0	1.84		6.6	0.15	0	0	0		This is a sundry debt function. Results of new arrangement with debt collecting agency need to be looked at.	↑	6.6
<b>Environment</b>															
82ai	% of household waste recycled	T	17.89	11.78	22.14	T	24.5	21.8	0	0	0		Recycling tonnages increased by 5% on previous year, but additional tonnage of green waste collected led to increase in waste arising of 4% leading to a reduced recycling rate. Overall recovering rate was 27.8% compared with overall combined target of 29%.	↓	25
82aii	Total tonnage of waste recycled	T	0	0	9038		9700	2326	0	0	0		Minimal variation from target which should be adjusted seasonally during the year	↑	10150
82bi	% of household waste composted	T	9.8	1.53	1.71	M	4.5	6	0	0	0		See 82ai abovw. Tonnage of green waste higher than projected.	↑	6
82bii	Total tonnage of waste composted	T	0	0	699		1900	640.7	0	0	0		See above	↑	2600
84a	Household waste collected	I	397.7	491.6	352	T	353	91.9	0	0	0		Above target due to additional green waste collected.	↓	352
84b	% change (from previous year) in the waste collected (KG per head per annum)	T	0	0	1.09		-0.3	2.8	0	0	0		See above	↓	-0.3
86	Cost of waste collection (£) -Annual Reporting	T	35.31	48.13	43.8	M	42.56	0	0	0	0	N/A	Annual reporting	N/a	43.24
166a	Environmental health checklist (%)	T	97	79.1	66.25	B	83	66.25	0	0	0		Environmental Health Enforcement Policy and other relevant policies being revised. To be reported to October Council. Key officers from relevant service areas implementing a detailed programme to action remaining tasks to achieve targets for rest of this year and next year.	→	93

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199a	Cleanliness of relevant land and highways (%)	T	11	24	12	M	15	0	0	0	0	N/A	Annual reporting	N/a	13
199b	Proportion relevant land and highways with unacceptable levels of graffiti visible %	T	0	0	1		1	0	0	0	0	N/A	Annual reporting	N/a	1
199c	Proportion of relevant land and highways with unacceptable levels of fly postings visible %	T	0	0	0		0	0	0	0	0	N/A	Annual reporting	N/a	0
199d	Year on year reduction of incidents / increase in enforcement actions to deal with fly tipping (graded 1 very effective - 4 poor)	T	0	0	4		3	0	0	0	0	N/A	Annual reporting	N/a	2
216a	Contaminated land - number of sites of potential concern	I	0	0	1078		1064	0	0	0	0	N/A	Annual reporting	N/a	1050
216b	Number sites where remediation of land necessary as % of 'sites of potential concern'	I	0	0	1.32		1.33	0	0	0	0	N/A	Annual reporting	N/a	1.35
217	% pollution control improvements to existing installations completed on time	T	0	0	97		95	0	0	0	0	N/A	Annual reporting	N/a	95
<b>Planning</b>															
106	% new homes on brown field sites	T	94	57.14	95.29	T	60	0	0	0	0	N/A	6 monthly reporting	N/a	60
109a	% of major planning applications in 13 weeks	T	68.9	46.88	50	M	60	64.28	0	0	0		Measures on the Major and Minor Applications Improvement Plan have been implemented, with particular focus on Major applications resulting in performance exceeding the target.	↑	60
109b	% of minor planning applications in 8 weeks	T	75.4	61.12	71.8	M	65	51.04	0	0	0		The focus on Major applications, together with significant staff resourcing issues (two posts not being filled and one post with long term illness) in the registering of applications, has resulted in performance being below the target. However, it is now expected that, with the two posts filled and the employment of temporary staff to cover for the post affected by long term illness performance will now improve over the next quarter.	↓	65
109c	% of other planning applications in 8 weeks	T	88	80	86.66	M	80	65.93	0	0	0		The focus on Major applications, together with significant staff resourcing issues (two posts not being filled and one post with long term illness) in the registering of applications, has resulted in performance being below the target. However, it is now expected that, with the two posts filled and the employment of temporary staff to cover for the post affected by long term illness performance will now improve over the next quarter.	↓	80
200a	Did authority submit the Local Development Scheme by 28.3.2005 (new 2005-6)	T	0	0	yes		yes	0	0	0	0	N/A	Annual reporting	N/a	yes
200b	Has authority met the Local Development Scheme milestones (new for 2005-6)	T	0	0	yes		yes	0	0	0	0	N/A	6 monthly reporting	N/a	yes
200c	Did the authority publish an annual monitoring report by December of the last year	I	0	0	yes		yes	0	0	0	0	N/A	Annual reporting	N/a	yes

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204	% appeals allowed against authorities decisions to refuse planning permission	T	25	37.5	25	T	35	0	0	0	0	N/A	6 monthly reporting	N/a	35
205	Quality of service checklist (%)	T	88.9	72.2	83	M	94	0	0	0	0	N/A	6 monthly reporting	N/a	94
219a	Total number of conservation areas	I	0	0	52		52	0	0	0	0	N/A	Annual reporting	N/a	52
219b	% of conservation areas with an up to date character appraisal	I	0	0	0		5	0	0	0	0	N/A	Annual reporting	N/a	15
219c	% of conservation areas with published management proposals	I	0	0	0		5	0	0	0	0	N/A	Annual reporting	N/a	15
<b>Community Development</b>															
126	Domestic burglaries per 1000 households	I	6.9	14.23	5.94	T	5.76	1.3	0	0	0		These has been a reduction compared to the first quarter last year. Numbers are down 21%, 76 have been recorded so far this year compared to 96 during 2005/6	↑	5.59
127a	Violent crimes per 1000 population	I	3	8.71	12.39	B	12.02	3.98	0	0	0		This includes wounding and common assaultthere has been a rise from 249 offences in the first quarter of 2005/6 to 333 in the first quarter of 2006/7. this is a rise of 25%. The rise is directly attributable to the rise in the common assault category ((no injury is sustained. this has risen from 73 incidents to 156, a rise of 115%.	↓	11.66
127b	Robberies per 1000 population	I	5.96	12.7	0.16	T	0.15	0.09	0	0	0		have increased from 5 to 8 over the same period as last year. 3 of the 8 recorded robberies started as burglaries and then became the more serious offence when violence or the threat of violence was to the inhabitants who happened to be on the premises	↓	0.15
128	Vehicle crimes per 1000 population	I	7.77	15.04	5.88	T	5.71	1.22	0	0	0		This inclues theft of, and interference with, vehicles. It is down over the same period as last year by 12.8% from 258 to 225 recorded incidents	↑	5.53
156	% of authority buildings open to the public accessible for disabled	T	0	0	83		100	83	0	0	0		Q1 Actual 83%. Completion of the Charter Car Park is scheduled for July of this year. This should take this indicator upto 90% plus - assuming no changes across the cohort of portfolio which falls within the definition	→	100
174	No of racial incidents recorded per 100,000 population	I	0	0	0.86		0.86	0	0	0	0		Actual Q1 is Zero	↑	0.86
175	% of racial incidents that resulted in further action	T	0	0	100		100	N/A	0	0	0	N/A	No incidents reported during Q1	N/a	100
225	Actions against domestic violence	I	0	0	45.5		54.5	0	0	0	0	N/A	Annual Reporting	N/a	80
226a	Advice and guidance services - total spent £	I	0	0	200000		200000	200000	0	0	0		Annual reporting. Estimate only - calculated at year end once final accounts have been closed down.	→	200000
226b	CSL Quality Mark % monies spent on advice and guidance provided by external organisations	I	0	0	75		75	75	0	0	0		Annual reporting. Estimate only - calculated at year end once final accounts have been closed down.	→	75
226c	Advice and guidance services - direct provision £	I	0	0	450000		450000	450000	0	0	0		Annual reporting. Estimate only - calculated at year end once final accounts have been closed down.	→	450000