

Quarterly Governance Report Quarter 3  
Best Value Performance Indicators. Our current performance in 2006/07.

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BVPI	Indicator Description	Tgt/ Ind	TQ 05/06	BQ 05/06	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
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Corporate Health

2a	Equality Standard for Local Government Level	T	0	0	1		2	1	1	1	0		Failing to meet target and expect to miss end 06-07 target. Equalities agenda now revived and improvement programme is being developed which will set out revised targets and timescales for 07-08.	→	2
2b	The duty to promote race equality checklist score	T	79	53	47	B	78	47	47	31.6	0		This indicator has been re-evaluated and the % score has been reduced. The target for the end of the fourth quarter is 63.2%	↓	84
8	% Invoices paid on time	T	96.71	89.24	92.88	M	92.93	94.83	92.78	93.92	0		Performance is now improving following the intervention of the client team	↑	95.94
9	Council tax collected (%)	T	98.4	96.39	99.08	T	98.5	28.81	56.86	0	0		December performance figures are not yet available due to the computer system conversion	N/a	98.5
10	NNDR collected (%)	T	99.26	98.1	99.21	T	99.2	32.69	63.29	0	0		December performance figures are not yet available due to the computer system conversion	N/a	99.2
11a	% of top 5% of earners that are women	I	42.58	22.22	14.29	B	14	14.29	15.38	15.38	0		Just above target	→	21
11b	% of top 5% of earners that are from ethnic minorities	I	4.33	0	7.14	T	7	7.69	0	0	0		No opportunity to recruit within the top 5% of earners during this quarter	→	7
11c	% of top 5% earners with a disability	I	0	0	7.69		7	7.69	7.69	7.69	0		Slightly above target	→	7
12	Days sick per member of staff	T	8.34	10.94	10	M	9	6.12	6.36	7.28	0		Sickness still below target although it has increased on last quarter. This is not unexpected as sickness tends to be higher during winter months.	↓	8.93
14	Early retirements / staff	I	0.17	0.78	0	T	0	0	0	0	0		On target	→	0
15	Ill health retirements / staff	I	0.1	0.37	0	T	0	0	0	0	0		On target	→	0
16a	% staff with disabilities	I	3.86	1.86	5.9	T	5.9	5.96	6.16	5.8	0		Slightly below target as a member of staff declaring that they met the DDA definition left during this quarter	↓	5.9
17a	% staff from ethnic minorities	I	4.8	0.9	2.51	M	2.4	2.95	2.14	2.47	0		Slightly above target	↑	2.4




Housing


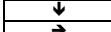
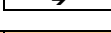
64	No of vacant private sector dwellings returned into occupation	T	77	7	5	B	6	6	6	49	0		Rent Deposit Guarantee Scheme lets now included in calculation as per guidance.	↑	6
183a	Average length of stay in B&B (weeks)	T	1	4.27	3.26	M	4	1.85	3.98	3.5	0		10 clients currently in sample for YTD calculation. Small population therefore just one case has significant impact	↑	4
183b	Average length of stay in Hostel (weeks)	T	0	17	12.32	M	12	8	7.95	7.95	0		3 clients currently in sample for YTD calculation	→	11
202	No of people sleeping rough on a single night	T	0	5	0	T	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	-15.84	19.27	-14.2	M	-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.(per 1,000 households)	I	5	1	2	M	2.5	1.72	3.08	4.22	0	N/a	205 Successful cases YTD - in total 349. This gives a successful prevention outcome rate of 58.74% Exceeding target and approaching top quartile	↑	N/a
214	Housing advice service: Repeat homelessness (%)	I	0.32	4.26	3.33	M	3.33	4.17	4	2.99	0	N/a	2 repeat homeless cases YTD and 67 Acceptances (these cases were accepted as homeless in the last 2 years and we once again accepted a duty to them during the period).	↑	N/a

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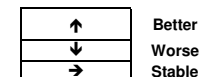
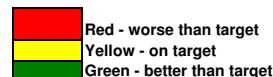
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<b>Benefits</b>															
76a	Benefit security - no of visits per 1000 cases	T	0	0	283.84		284	75.58	163.13	302.47	0		Above target	↑	296.6
76b	Benefit security - no of investigators per 1000 cases	T	0	0	0.32		0.38	0.37	0.37	0.37	0		Below target. If caseload does not fall then the target will not be met as resources are fixed. Resources will not be increased just to meet this target. However the main output targets, which must take priority, will be met.	→	0.38
76c	Benefit security - no of investigations per 1000 cases	T	53.4	24.01	118.65		59.53	28.31	61.76	96.74	0		On target	↑	59.53
76d	Benefit security - no of prosecutions per 1000 cases	T	0	0	15.02		6.25	2.42	4.46	8.57	0		On target	↑	6.25
78a	Average time for processing new claims	T	26.4	39.1	25.96	T	28	24.33	26.03	26.98	0		On target. The additional resources which Capita put in place to counter the downtime as a result of the Academy conversion have proved dividends this quarter.	↓	28
78b	Average time for processing changes of circumstances	T	9.1	18.8	6.17	T	6.8	6.66	6.46	6.89	0		Below target. The additional resources which Capita put in place to counter the downtime as a result of the Academy conversion have kept performance in the top quartile but has dipped below the Council's stretching target. It should recover in Q4	↓	6.8
79a	% of cases where calculation was correct	T	99	96.6	99.6	T	99	88	87.6	87.47	0		Below target. The third quarter actual figure is 87.2%. 16 errors were identified - 6 pre contract and 9 (Capita) post contract. Accuracy is a key focus for Capita and checking processes are being reviewed	↓	99
79b(i)	% of overpayments recovered as a % of Housing Benefit deemed recoverable	T	79.39	58.98	102.85	T	87	60.39	60.39	79.02	0		On track.	↑	87
79b(ii)	% overpayments recovered during the period including overpayments identified during the period	I	39.69	27.35	49.97	T	42	16.45	20.85	13.91	0		Additional resource planned for post Academy conversion to maximise overpayment recovery.	↓	42
79b(iii)	% of overpayments written off	I	0	0	1.84		6.6	0.1	4.03	0.95	0		Additional resource planned for post Academy conversion to maximise overpayment recovery.	↓	6.6
<b>Environment</b>															
82ai	% of household waste recycled	T	20.87	14.22	22.14	T	24	21.8	22.1	22.32	0		Making steady progress towards target	↑	25
82aii	Total tonnage of waste recycled	T	15126	6086	9038	M	9700	2326	4724.1	7140	0		1.9% below target. Some additional bring sites & Mini Recycling Centres established, to be rolled out 4th quarter.	↑	10150
82bi	% of household waste composted	T	13.05	3.54	1.71	B	4.50	6	6.47	6.86	0		Above target and out of bottom quartile due to success of brown bin scheme	↑	6.00
82bii	Total tonnage of waste composted	T	8770	1802	699	B	1900	640.7	1383.84	2196	0		73% above target due to continued expansion of the Brown Bin service	↑	2600
84a	Household waste collected (Kg per head of population)	I	393	478	352	T	365	91.9	184.3	275.4	0		0.6% marginally above target	↑	369
84b	% change (from previous year) in the waste collected (KG per head per annum)	T	-3.74	1.31	1.09	M	3.70	2.8	4.5	2.87	0			↑	1.20
86	Cost of waste collection (£)	T	39.48	52.42	45.9	M	42.56	0	0	0	0	N/A	Annual reporting	N/a	43.24

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91a	The % of households served by a kerside collection of recyclables	T	100	93.5	98.6	M	99	98.6	98.3	98.3	0			→	99
91b	The % of households served by a kerbside collection of at least 2 recyclables	T	100	90.1	98.6	M	99	98.6	98.3	98.3	0			→	99

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166a	Environmental health checklist (%)	T	100	85	66.25	B	83	66.25	66.25	66.25	0		See detailed comment in section 4.2 of the Corporate Governance Report	→	93
199a	Cleanliness of relevant land and highways (%)	T	8.8	21	12	M	15	16	0	0	0	N/A	Annual reporting	N/a	93
199b	Proportion relevant land and highways with unacceptable levels of graffiti visible %	T	1	6	1	T	2	0	19	0	0	N/A	Annual reporting	N/a	2
199c	Proportion of relevant land and highways with unacceptable levels of fly postings visible %	T	0	2	0	T	1	0	0	0	0	N/A	Annual reporting	N/a	1
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		1	0	0	0	0	N/A	Annual reporting	N/a	1
216a	Contaminated land - number of sites of potential concern	I	1428	325	1078	M	1064	0	0	0	0	N/A	Annual reporting. This indicator is significantly affected by a factor outside the Council's control – which new sites of concern arise each year through applicants seeking permission to develop through the planning system. The annual target is set in the light of experience	N/a	1050
216b	Number sites where remediation of land necessary as % of 'sites of potential concern'	I	9	1	1.32	M	1.33	0	0	0	0	N/A	Annual reporting. This indicator is most significantly affected by factors outside the Council's control – which sites arise each year through applicants seeking permission to develop through the planning system, and at what speed the developers investigate and report on any contaminated land issues.	N/a	1.35
217	% pollution control improvements to existing installations completed on time	T	100	83	97	M	95	0	0	0	0	N/A	Annual reporting. Due to the combination of Defra requirements per year and the nature of the prescribed industrial processes in the Vale, no pollution control improvements are due for 2006/07 and therefore the annual score will be 100%	N/a	95
218a	% of reports of abandoned vehicles investigated within 24 hours of notification	T	96.64	73	95	M	95	100	100	100	100	N/A		N/a	0.95
218b	% of abandoned vehicles removed within 24 hours (of legally being able to)	T	95	61.11	61.11	B	0.9	73.53	26.32	42.86	0	N/A		N/a	0.9
<b>Planning</b>															
106	% new homes on brown field sites	T	96.47	62.43	95.29	M	60	0	82	0	0	N/A	6 monthly reporting	N/a	60
109a	% of major planning applications in 13 weeks	T	74.9	57.08	50	B	60	64.28	72.72	79.31	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. In this last quarter the performance was 100% of Major applications decided within 13 weeks.	↑	60
109b	% of minor planning applications in 8 weeks	T	81.07	69	71.8	M	65	51.04	66.66	69.96	0		The performance has exceeded the target and as stated previously it had been expected that the results would improve due to staffing issues in the registering team being resolved.	↑	65
109c	% of other planning applications in 8 weeks	T	91.39	83.37	86.66	M	80	65.93	78.58	82.26	0		The performance has exceeded the target and as stated previously it had been expected that the results would improve due to staffing issues in the registering team being resolved. Similar to the previous quarter the 3rd quarter performance exceeded the target by 12% and as a result with the good performance of the previous quarter the result for the cumulative performance figure has exceeded the target.	↑	80

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

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		0	0	0	0		0	0	0	0	0				0
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

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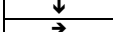
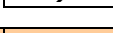
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200c	Did the authority publish an annual monitoring report by December of the last year	I	0	0	yes		yes	0	0	0	0	N/A	Annual reporting	N/a	yes
204	% appeals allowed against authorities decisions to refuse planning permission	T	0	0	25		35	0	19.04	0	0	N/A	6 monthly reporting	N/a	35
205	Quality of service checklist (%)	T	94.5	83.3	83	B	94	0	88.88	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	31.81	0	0	B	5	0	0	0	0	N/A	Work in progress to improve score	N/a	15
219c	% of conservation areas with published management proposals	I	7.7	0	0	B	5	0	0	0	0	N/A	No work planned until 2007/08	N/a	15
Community Development															
126	Domestic burglaries per 1000 households	I	6.4	13.7	5.94	T	5.76	1.3	2.41	3.46	0		This is an indicator collated on the Council's behalf by Thames Valley Police	↑	5.59
127a	Violent crimes per 1000 population	I	12.4	22.8	12.39	T	12.02	3.98	7.95	11.82	0		This is an indicator collated on the Council's behalf by Thames Valley Police. Indicator now includes common assault which can be dealt with by FPNs (Fixed Penalty Notice) which means these incidents are now reported when they would have previously not have been.	↑	11.66
127b	Robberies per 1000 population	I	0.3	1.3	0.16	T	0.15	0.09	0.16	0.22	0		This is an indicator collated on the Council's behalf by Thames Valley Police. A fall in the burglary and theft from vehicle rates is usually accompanied by a rise in the street crime rate and although the actual robbery numbers are comparatively small, the relationship between reduced incidences in burglary would go some way to explaining the high figure of 0.22 for BVPI 127b. The Community Safety Team has suggested that this is a definitely a strong possibility as street robbery has become a relatively easy and attractive option.	↑	0.15
128	Vehicle crimes per 1000 population	I	7.3	14.6	5.88	T	5.71	1.22	2.56	3.72	0		This is an indicator collated on the Council's behalf by Thames Valley Police	↑	5.53
156	% of authority buildings open to the public - accessible for disabled	T	84.7	44.66	83	M	100	83	92	100	0		All buildings compliant from the end of December 2006	↑	100
174	No of racial incidents recorded per 100,000 population	I	0	0	0.86		0.86	0	0.86	0.86	0		1 incident reported YTD	→	0.86
175	% of racial incidents that resulted in further action	T	100	100	100	T	100	N/A	100	100	0	N/A		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	N/A	Annual Reporting	N/a	200000
226b	CSL Quality Mark % monies spent on advice and guidance provided by external organisations	I	0	0	75		75	75	0	0	0	N/A	Annual Reporting	N/a	75

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226c	Advice and guidance services - direct provision £	I	0	0	450000		450000	450000	0	0	0	N/A	Annual Reporting	→	450000