

REPORT OF THE PRINCIPAL PERFORMANCE MANAGEMENT OFFICER
TO THE EXECUTIVE 4 APRIL 2008
AND TO SCRUTINY COMMITTEE 17 APRIL 2008

**Best Value Performance Indicators – Performance against Top and Bottom Quartile
2006/07**

1.0 Introduction and Report Summary

- 1.1 This report compares the Council's performance for 2006/07 against that of the national top and bottom quartile data for 2006/07 which have been published by the Audit Commission.
- 1.2 The Contact Officer for this report is Robert Woodside, Principal Performance Management Officer (01235 520202 ext 499).

2.0 Recommendations

Executive

- (a) *That Members note the Council's performance against the national top and bottom quartile results for 2006/07*

Scrutiny Committee

- (a) *That Members note the Council's performance against the national top and bottom quartile results for 2006/07*

3.0 Relationship with the Council's Vision, Strategies and Policies

- (a) Vision Statement aims A and E.
(b) The report does not conflict with any Council Strategies.

4.0 Background

- 4.1 The Audit Commission has published top and bottom quartile data for Best Value Performance Indicators (BVPIs) for 2006/07. This allows a comparison to be made between the Vale's audited actual performance for 2006/07 with that of all other Councils in England.
- 4.2 The table attached to this report (Appendix A) contains all 2006/07 BVPIs where the Audit Commission has supplied top and bottom quartile data. The headline totals for 2006/07 from Appendix A are:

Top Quartile	18	35%
Middle Quartiles	24	47%
Bottom Quartile	9	18%
Total	51	

The third quarter Quarterly Corporate Governance Report includes the latest quartiles (2006/07) which will enable a comparison to be made with the current year's performance.

- 4.3 The following table shows the relative numbers of BVPIs in the top and bottom quartiles between 2001/02 – 2006/07. Members should note that it is not possible to do a direct comparison between the years because there are changes each year to BVPIs; new ones are added and others deleted

Comparison of numbers of BVPIs in top, middle and bottom quartile: 2001/02 – 2006/07

Quartile	2001/02		2002/03		2003/04		2004/05		2005/06		2006/07	
Top	13	31%	18	38%	14	34%	20	43%	21	38%	18	35%
Middle	20	48%	21	45%	17	42%	16	35%	23	42%	24	47%
Bottom	9	21%	8	17%	10	24%	10	22%	11	20%	9	18%
Total												
	42		47		41		46		55		51	

The table in Appendix A includes a column of the quartiles for 2005/06 (where available) which enables any change in the quartiles between the two years to be seen. There are 9 indicators where performance has moved to a better quartile, 11 indicators where performance has moved to a worse quartile, and 26 indicators where performance has stayed in the same quartile.

- 4.4 Appendix B is a table which lists the 9 BVPIs which were in the bottom quartile in 2006/7. The table includes the third quarter 2007/8 results and includes the current quartile position where this can be calculated (for some indicators this is not possible because progress is reported annually).
- 4.5 A detailed commentary on the third quarter performance for all BVPIs for 2007/8 is included in the third quarter Corporate Governance Report which is also on this agenda.
- 4.6 The Department for Communities and Local Government (CLG) have developed a new set of National Indicators which will replace Best Value Performance indicators from 2008/9. The new set comprises 198 indicators only some of which will be collected and reported on by this Council. The relevant new indicators will be included in the appropriate service plan 2008/9 and progress will be reported quarterly as part of the Corporate Governance Report during 2008/9. Some key issues have not yet been decided on by the DCLG, for example, on target setting and reporting annual results. Members will be advised on this when they become known.

ROBERT WOODSIDE
PRINCIPAL PERFORMANCE MANAGEMENT OFFICER

Background Papers: None

Appendix A Best Value Performance Indicators – Top, Middle and Bottom Quartile Report 2006/07

18	Top Quartile (T)
24	Middle Quartiles (M)
9	Bottom Quartile (B)
51	Total

Top and Bottom quartile data is against all England Authorities									
Quartile 06/07 column: actual 06/07 against 06/07 quartile performance data									
T = top; B = bottom; M = middle quartile									
Target / Indicator column - Target (T) / Indicator (I)									
BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 2006/07	Quartile 2006/07	Quartile 2005/06	Trend	
Affordable Housing Priority									
64	No of vacant private sector dwellings returned into occupation	T	95	8	67	M	B	↑	
183b	Average length of stay in Hostel (weeks)	T	0	14.11	11.21	M	M	→	
202	No of people sleeping rough on a single night	T	0	4	0	T	T	→	
213	Number of households considered homeless for whom housing advice casework intervention resolved their situation (per 1,000 households)	I	5	2	5.49	T	M	↑	
78a	Average time for processing new claims	T	24.5	33.8	29.77	M	T	↓	
Cleaner, Greener , Healthier and Safer Priority									
82ai	% of household waste recycled	T	22.88	15.79	22.81	M	T	↓	

BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 2006/07	Quartile 2006/07	Quartile 2005/06	Trend
82a	Total tonnage of waste recycled	T	16862	6951	9689	M	M	→
82b	% of household waste composted	T	15.53	5.49	6.3	M	B	↑
82bii	Total tonnage of waste composted	T	10795	2616	2665	M	B	↑
84a	Household waste collected (Kg per head of population)	I	395	480	366	T	T	→
84b	% change (from previous year) in the waste collected (KG per head per annum)	T	-1.78	2.51	4.2	B	M	↓
86	Cost of waste collection (£)	T	42.04	55.81	45.97	M	M	→
91a	The % of households served by a kerbside collection of recyclables	T	100	95.4	99.2	M	M	→
91b	The % of households served by a kerbside collection of at least 2 recyclables	T	100	93.5	99.2	M	M	→
166a	Environmental health checklist (%)	T	100	90	93.33	M	B	↑
199a	Cleanliness of relevant land and highways (%)	T	7	17	16	M	M	→
199b	Proportion relevant land and highways with unacceptable levels of graffiti visible %	T	1	5	1	T	T	→
199c	Proportion of relevant land and highways with unacceptable levels of fly postings visible %	T	0	1	0	T	T	→

BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 2006/07	Quartile 2006/07	Quartile 2005/06	Trend
199d	Year on year reduction of incidents / increase in enforcement actions to deal with fly tipping (graded 1 very effective - 4 poor)	T	1	3	3	B	-	-
216b	Number sites where remediation of land necessary as % of 'sites of potential concern'	I	10	2	1.71	B	M	↓
217	% pollution control improvements to existing installations completed on time	T	100	93	100	T	M	↑
218a	% of reports of abandoned vehicles investigated within 24 hours of notification	T	98.55	82	92	M	M	→
218b	% of abandoned vehicles removed within 24 hours (of legally being able to)	T	97.87	75.5	57	B	B	→
106	% new homes on brown field sites	T	96.92	65.93	88	M	M	→
109a	% of major planning applications in 13 weeks	T	80.65	65.22	80	M	B	↑
109b	% of minor planning applications in 8 weeks	T	83.38	71.4	75.06	M	M	→
109c	% of other planning applications in 8 weeks	T	92.46	84.81	84.12	B	M	↓
204	% appeals allowed against authorities' decisions to refuse planning permission	T	25.6	37.9	25	T	-	-

BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 2006/07	Quartile 2006/07	Quartile 2005/06	Trend
Access to Services Priority								
2b	The duty to promote race equality checklist score	T	84	58	68.4	M	B	↑
General - Non Priority								
8	% Invoices paid on time	T	97	91	94.76	M	M	→
9	Council tax collected (%)	T	98.48	96.49	98	M	T	↓
10	NNDR collected (%)	T	99.3	98.43	98.8	M	T	↓
11a	% of top 5% of earners that are women	I	43.56	24.11	21.43	B	B	→
11b	% of top 5% of earners that are from ethnic minorities	I	4.53	0	0	B	T	↓
11c	% of top 5% earners with a disability	I	5.49	0	16.67	T	-	-
12	Days sick per member of staff	T	8.09	10.73	8.06	T	M	↑
14	Early retirements / staff	I	0.18	0.97	0	T	T	→
15	Ill health retirements / staff	I	0	0.32	0	T	T	→
16a	% staff with disabilities	I	4.43	1.9	5.78	T	T	→
17a	% staff from ethnic minorities	I	5.2	1	2.36	M	M	→
78b	Average time for processing changes of circumstances	T	7.8	15.6	6.45	T	T	→

BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 2006/07	Quartile 2006/07	Quartile 2005/06	Trend
79a	% of cases where calculation was correct	T	99.2	97	88	B	T	↓
79b(i)	% of overpayments recovered as a % of Housing Benefit deemed recoverable	T	80.61	63.01	81.2	T	T	→
79b(ii)	% overpayments recovered during the period including overpayments identified during the period	I	38.38	26.8	37.63	M	T	↓
205	Quality of service checklist (%)	T	100	88.9	94.44	M	-	-
219b	% of conservation areas with an up to date character appraisal	I	43.63	5	5	B	B	→
126	Domestic burglaries per 1000 households	I	5.8	13.2	4.63	T	T	→
127a	Violent crimes per 1000 population	I	13.1	22.9	15.56	M	T	↓
127b	Robberies per 1000 population	I	0.3	1.3	0.27	T	T	→
128	Vehicle crimes per 1000 population	I	7	13.9	4.24	T	T	→
175	% of racial incidents that resulted in further action	T	100	100	100	T	T	→

Appendix B - Best Value Performance Indicators in Bottom Quartile 2006/07 (position at end of third quarter 2007/8)

Quartile 06/07 column: actual 2006/07 against 2006/07 quartile performance data

BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 06/07	Quartile 06/07	Third Quarter 2007/8	Quartile as at third quarter	Comments
	Cleaner, Greener , Healthier and Safer Priority								
84b	% change (from previous year) in the waste collected (KG per head per annum)	T	-1.78	2.51	4.2	B	0.22	M	Performance has improved significantly during the current year
199d	Year on year reduction of incidents / increase in enforcement actions to deal with fly tipping (graded 1 very effective - 4 poor)	T	1	3	3	B	N/a	-	Annual reporting
216b	Number sites where remediation of land necessary as % of 'sites of potential concern'	I	10	2	1.71	B	N/a	-	Annual reporting
218b	% of abandoned vehicles removed within 24 hours (of legally being able to)	T	97.87	75.5	57	B	87	M	Performance has improved significantly and overall numbers of abandoned vehicles remain low (15 reported by the end of the 3 rd quarter)
109c	% of other planning applications in 8 weeks	T	92.46	84.81	84.12	B	88.52	M	Performance has improved and is now in the middle quartiles
BVPI	Indicator Description	Tgt/ Ind	TQ 06/07	BQ 06/07	Actual 06/07	Quartile 06/07	Third Quarter	Quartile as at	Comments

									2007/8	third quarter	
General - Non Priority											
11a	% of top 5% of earners that are women	I	43.56	24.11	21.43	B	B	14.29	B	Performance remains in the bottom quartile	
11b	% of top 5% of earners that are from ethnic minorities	I	4.53	0	0	B	B	0	B	Performance remains in the bottom quartile	
79a	% of cases where calculation was correct	T	99.2	97	88	B		91.7	B	Performance remains in the bottom quartile. Whilst accuracy remains a key focus and, Capita has appointed a performance and quality supervisor to identify key trends for improvement, the annual target will not be achieved. Current outturn prediction is 92%	
219b	% of conservation areas with an up to date character appraisal	I	43.63	5	5	B		N/a	-	3 more Conservation Area appraisals were approved by the Strategic and Local Planning Advisory Group on the 19.3.08	

N/a – not applicable