

## 2007/08 Best Value Performance Indicator Report

Full Name	Our Actual 06/07	Top Quartile All 06/07	Top Quartile Districts 06/07	Our Target 07/08	Our Actual 07/08	Performance in relation to Target	Reason for variation between the target and actual
<b>A Well Managed Council</b>							
BV002a - Equality Standard for Local Government	2.00	N/A	N/A	3.00	2.00		
BV002b - Duty to Promote Race Equality	50.00%	84.00%	79.00%	70.01%	52.63%		The Council has not made sufficient progress on the areas dealt with at questions 2j to 2r.
BV003 - Satisfaction - Corporate Health - Overall Service.	50.00%	58.00%	60.00%	70.00%	50.00%		Survey lasted conducted in 06/07
BV004 - Satisfaction - Corporate Health - Complaint Handling.	32.00%	37.00%	38.00%	50.00%	32.00%		Survey lasted conducted in 06/07
BV008 - Percentage of Invoices Paid on Time (Annual)	94.00%	97.00%	98.00%	100.00%	92.55%		The weakest areas in terms of BVPI8 are both areas where there is no one person line managing the areas (Buildings and Capital). These areas need to be investigated and rectified. On the Capital side a number of the invoices require payment within 7 or 14 days. There was particularly poor performance in December which has impacted adversely on the annual figure.
BV009 - Percentage of Council Tax Collected (Annual)	98.90%	98.48%	98.60%	98.85%	98.60%		The actual collection rate of 98.6% was below the target of 98.9% as a result of 2 main issues: 1. The i5 back office computer system is incapable of producing a reliable in-year collection rate on a weekly basis. The information indicated a higher collection rate than was achieved. 2. The Council Tax team was running 1 FTE short for a period of time during 2007/08 leading to a lowering in the previous pro-active approach to recovery.
BV010 - Percentage of Non-domestic Rates Collected (Annual)	99.20%	99.30%	99.36%	99.50%	98.90%		1. The inability for the i5 computer system to produce accurate collection statistical collection rate details throughout the financial year. 2. Approximately £30,000 (0.3%) of the arrears were as a result of late accounts being issued and not coming within the 2007/08 recovery cycle.

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BV011a - Top 5% of Earners: Women	25.00%	43.56%	33.31%	37.50%	26.30%		
BV011b - Top 5% of Earners: Ethnic Minorities	0.00%	4.53%	3.70%	1.00%	0.00%		
BV011c - Top 5% of Earners: with a disability	0.00%	5.49%	6.25%	1.00%	0.00%		

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BV012 - WMC3a Working Days Lost Due to Sickness Absence (Annual)	8.42	8.09	8.08	7.00	10.59		There was a greater number of staff absent on long term sickness during 2007/08
BV014 - Percentage of Early Retirements	0.32%	0.18%	0.00%	0.45%	0.00%		
BV015 - Percentage of Ill-health Retirements (Annual)	0.32%	0.00%	0.00%	0.33%	0.00%		
BV066a - Rent Collection and Arrears Recovery (Annual)	96.62%	98.57%	98.81%	97.00%	95.99%		
BV066b - Rent Collection and Arrears Recovery	7.66%	3.89%	3.43%	9.00%	8.27%		
BV066c - Rent Collection and Arrears Recovery	19.09%	16.55%	13.61%	12.00%	26.94%		
BV066d - Rent Collection and Arrears Recovery	0.37%	0.20%	0.17%	1.35%	0.25%		
BV074a - Satisfaction - Tenants/Housing - Landlord.	83.00%	83.00%	85.00%	86.00%	83.00%		Survey lasted conducted in 06/07
BV074b - Satisfaction - Tenants/Housing - BME Groups Landlord.	50.00%	80.00%	86.00%	88.00%	50.00%		Survey lasted conducted in 06/07
BV074c - Satisfaction - Tenants/Housing - Non-BME Groups Landlord.	84.00%	84.00%	85.00%	86.00%	84.00%		Survey lasted conducted in 06/07
BV075a - Satisfaction - Tenants/Housing - Opportunities for Participation.	68.00%	69.00%	70.00%	70.00%	68.00%		Survey lasted conducted in 06/07
BV075b - Satisfaction - Tenants/Housing - Opportunities for Participation BME Groups.	25%	73.00%	75.75%	100.00%	25.00%		Survey lasted conducted in 06/07
BV075c - Satisfaction - Tenants/Housing - Opportunities for Participation Non-BME Groups.	68%	69.50%	70.00%	70.00%	68.00%		Survey lasted conducted in 06/07
BV076b - Housing Benefit Security - investigators	0.48	N/A	N/A	0.63	0.51		The fraud section has been understaffed for much of the year. Following the restructure of Revenues and Benefits the appointment of the New Team Leader was delayed and the new Fraud Assistant is not due to start until 30/06/08.

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BV076c - Housing Benefit Security - investigations	22.57	N/A	N/A	55.00	69.72		The results are above target and are substantially higher than in previous years. This is due to a period in 07/08 when both the Fraud & Verification Team Leader and the Fraud Assistant were both involved in investigations. Additionally, we looked into the legislation surrounding referrals via HBMS and included these. It is envisaged that once section is fully staffed that this level should continue to be supported.
BV076d - Housing Benefit Security - Prosecutions and Sanctions	6.05	N/A	N/A	7.00	7.65		No significant variation

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BV078a - Speed of Processing: New HB/CTB Claims (Annual)	24.94	24.5	24.0	24.00	29.34		Staff turnover and sickness led to work backlogs in the early part of the financial year. All figures are now within target but this has affected the overall average.
BV078b - Speed of Processing: Change in Circumstances for HB/CTB Claims (Annual)	12.84	7.8	7.1	10.00	12.44		Staff turnover and sickness led to work backlogs in the early part of the financial year. All figures are now within target but this has affected the overall average.
BV079b (i) - Percentage of Recoverable Overpayments Recovered (HB) (Annual)	86.42%	80.61%	81.71%	90.00%	87.51%		
BV079b (ii) - Percentage of Recoverable Overpayments Recovered (HB) (Annual)	56.20%	38.38%	39.02%	65.00%	57.21%		The council is still attempting to collect overpayments relating to 2001/02 onwards. Statistically we have a substantially better collection rate the more recent the overpayments are. As we are not writing off amounts from 2001/02 that are still recoverable the overall recovery figure will increase year on year making the target more difficult to attain.
BV079b (iii) - Percentage of Recoverable Overpayments Recovered (HB) (Annual)	5.59%	N/A	N/A	5.50%	2.99%		Debt was deemed recoverable, hence minimal amount was written off.
BV080a - Satisfaction - Benefits - Office Contact.	89.00%	83.00%	84.00%	90.00%	89.00%		Survey lasted conducted in 06/07
BV080b - Satisfaction - Benefits - Office Service.	93.00%	85.00%	86.00%	86.00%	93.00%		Survey lasted conducted in 06/07
BV080c - Satisfaction - Benefits - Telephone Service.	89.00%	77.00%	80.00%	90.00%	89.00%		Survey lasted conducted in 06/07
BV080d - Satisfaction - Benefits - Office Staff.	92.00%	85.00%	86.00%	90.00%	92.00%		Survey lasted conducted in 06/07
BV080e - Satisfaction - Benefits - Forms.	79.00%	67.00%	67.50%	75.00%	79.00%		Survey lasted conducted in 06/07
BV080f - Satisfaction - Benefits - Speed of Service.	90.00%	76.00%	77.00%	83.00%	90.00%		Survey lasted conducted in 06/07
BV080g - Satisfaction - Benefits - Overall Satisfaction.	92.00%	83.00%	84.00%	88.00%	92.00%		Survey lasted conducted in 06/07

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BV086 - Cost of Household Waste Collection (£)	55.16	42.04	42.14	53.91	45.45		Lower transport costs due to lease being entered in 08/09, however vehicles were purchased 07/08. Higher recycling credits, higher income than budgeted. Budget restructure which reduced some overhead costs
BV119a - (HLP13a) Satisfaction - Culture - Sports and Leisure Facilities.	51.00%	60.00%	60.00%	55.00%	51.00%		Survey lasted conducted in 06/07
BV119c - (HLP13b) Satisfaction - Culture - Museums and Galleries.	44.00%	50.00%	50.00%	80.00%	44.00%		Survey lasted conducted in 06/07

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BV119e - (HLPI3c) Satisfaction - Culture - Parks and Open Space.	72.00%	77.00%	77.00%	75.00%	72.00%		Survey lasted conducted in 06/07
BV205 - Quality of Planning Services Checklist	100.00%	100.00%	100.00%	100.00%	100.00%		No variation - target achieved.
BV016a - Percentage of Employees with a Disability	4.85%	4.43%	5.25%	5.00%	5.95%		
BV016b - Percentage of Economically Active People who have a Disability	12.06%	N/A	N/A	12.06%	12.06%		
BV017a - Ethnic minority representation in the workforce - employees	0.00%	5.20%	3.10%	1.50%	1.50%		
BV156 - Buildings Accessible to People with a Disability	89.00%	N/A	N/A	100.00%	81.81%		Springwell House regained ad-hoc public access with the introduction of RSVCI office.
<b>Green Living</b>							
BV082a (i) - Household Waste Management (recycling) (Annual)	16.89%	22.88%	24.19%	19.00%	20.92%		Target achieved.
BV082a (ii) - Household Waste Management (recycling) (Annual)	3421.32	16862.25	10069.95	4175.00	3989.83		Total tonnage of materials recycled were not achieved as services were not expanded as planned due to delayed arrival of vehicles.
BV082b (i) - Household Waste Management (composting) (Annual)	14.75%	15.53%	17.97%	15.00%	11.86%		This fell below target for 2 reasons: 1. No expansion of services as planned due to delays in vehicle delivery. 2. Lower tonnages from previous year due in combination to a major home composting campaign and possibly bad weather had an effect.
BV082b (ii) - Household Waste Management (composting) (Annual)	2987.86	10795.86	7513.87	3000.00	2262.00		This fell below target for 2 reasons: 1. No expansion of services as planned due to delays in vehicle delivery. 2. Lower tonnages from previous year due in combination to a major home composting campaign and possibly bad weather had an effect.

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BV084a - Household Waste Collection (kilograms per head)	399.57	395.0	380.8	397.00	374.04		Many campaigns have been undertaken to minimise waste as an ongoing York & North Yorkshire Waste Partnership priority, including a major subsidised home composting scheme, real nappies, junk mail etc. The 6% reduction from the 2004 baseline figure means that the Council's strategy target of 5% reduction by 2012/2013 has been achieved 5 years ahead of schedule.
BV084b - Household Waste Collection (% change in kilograms per head)	5.90%	-1.78%	-1.87%	-0.76%	-6.39%		Many campaigns have been undertaken to minimise waste as an ongoing York & North Yorkshire Waste Partnership priority, including a major subsidised home composting scheme, real nappies, junk mail etc. The 6% reduction from the 2004 baseline figure means that the Council's strategy target of 5% reduction by 2012/2013 has been achieved 5 years ahead of schedule.
BV089 - GL2 Satisfaction - Environment - Cleanliness.	74.00%	66.00%	68.00%	75.00%	74.00%		Survey lasted conducted in 06/07
BV090a - GL1a Satisfaction - Waste - Collection.	76.00%	89.00%	90.00%	77.00%	76.00%		Survey lasted conducted in 06/07
BV090b - GL1b Satisfaction - Waste - Recycling.	71.00%	75.00%	75.50%	75.00%	71.00%		Survey lasted conducted in 06/07
BV106 - New Homes on Previously Developed Land	78.26%	96.92%	91.00%	55.00%	75.51%		
BV109a - Planning Applications: Major Applications (Annual)	100.00%	80.65%	80.71%	60.00%	90.50%		
BV109b - Planning Applications: Minor applications (Annual)	100.00%	83.38%	83.66%	65.00%	87.90%		
BV109c - Planning Applications: 'Other' applications (Annual)	97.00%	92.46%	92.57%	80.00%	90.50%		
BV111 - Satisfaction - Planning - Overall Satisfaction.	81.00%	81.00%	81.00%	81.00%	85.00%		Survey lasted conducted in 06/07
BV166a&b - Environmental Health & Trading Standards Checklist	100.00%	100.00%	100.00%	100.00%	100.00%		

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BV199a - Local Street and Environmental Cleanliness - Litter & Detritus (Annual)	9.00%	7.0%	6.0%	5.00%	5.00%		The significant changes made in 2006-2007, including a new service level agreement in 2007-2016 for the street cleaning service, additional resources for street cleaning and education/promotion initiatives relating to street scene have helped to improve standards year on year.
BV199b - Local Street and Environmental Cleanliness - Graffiti (Annual)	1.00%	1.00%	0.00%	1.00%	0.00%		The PI records actual occurrences of graffiti and these were found to be less than estimated. Graffiti continues to be of low significance in Richmondshire.
BV199c - Local Street and Environmental Cleanliness - Fly-posting (Annual)	0.00%	0.00%	0.00%	1.00%	0.00%		
BV199d - Local Street and Environmental Cleanliness - Fly-tipping (Annual)	3.00	1.00	1.00	1.00	1.00		This is because the number of fly tips has gone down from 175 (91.6 weighted score) to 123 (52.4 weighted). Whilst the number of investigative actions has also gone down from 52 to 18 the weighted score has risen from 5.5 to 10.6 due a successful prosecution in 2007-2008 (albeit proceedings commenced in 2006-2007) because a prosecution has a very high weighting of 100 compared with an 'investigation' of 1.
BV200a - Plan-making: Development Plan - Yes/No	Yes	N/A	N/A	Yes (earliest date for LDF)	Yes		
BV204 - Planning Appeals	17.65%	25.60%	25.0%	20.00%	9.09%		

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BV216a - Identifying Contaminated Land	864.00	N/A	N/A	854.00	854.00		Based on a site inspection rate of 74 inspections per year we predicted that after a detailed site inspection 50% of these (i.e. 37) will be determined as no longer being a 'site of potential concern' and as such will be deducted from the start of year figure in subsequent years. There are many factors which determine how many sites can be determined in any particular year and for 2006/7 the actual number was slightly ahead of the estimate.
BV216b - Information on Contaminated Land	3.01%	10.00%	10.00%	3.98%	5.04%		

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BV218a - Abandoned Vehicles	100.00%	98.55%	98.22%	92.00%	92.00%		
BV218b - Abandoned Vehicles - removal	96.15%	97.87%	97.76%	80.00%	90.91%		Very low numbers of abandoned vehicles in 2007-2008. Of the 50 reported only 11 were confirmed to be abandoned. Our contractor failed to remove only one of these within 48 hours from the time reported.
BV219b - Preserving the Special Character of Conservation Areas: Character Appraisals	100.00%	43.63%	35.07%	100.00%	21.95%		

### Healthy Lives

BV170a - Visits To and Use Of Museums (and Galleries): all visits	114.79	106.7	92.8	115.00	100.88		Target was 115. Museum is below target due to a reduction in general visitors and a very significant drop of 288 school visits. The reduction in school visits is due to the museum no longer having volunteers who manage the school programme. The museum now has a school loan box programme which allows schools to borrow museum objects and use them in the classroom. Consequently schools can still access museum collections.
BV170b - Visits To and Use Of Museums and Galleries: visits in person	90.09	62.0	55.7	95.00	76.19		Target was 91. Museum is below target due to a reduction in general visitors and a very significant drop of 288 school visits. The reduction in school visits is due to the museum no longer having volunteers who manage the school programme. The museum now has a school loan box programme which allows schools to borrow museum objects and use them in the classroom. Consequently schools can still access museum collections.

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BV170c - Visits To and Use Of Museums: school groups	344.00	886.6	380.5	350.00	56.00		The reduction in school visits is due to the museum no longer having volunteers who manage the school programme. The museum now has a school loan box programme which allows schools to borrow museum objects and use them in the classroom. Consequently schools can still access museum collections.

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<b>Safe Places</b>							
BV126 - Domestic Burglaries per 1,000 Households (Annual)	3.40	5.8	5.0	4.02	2.50		
BV127a - Violent Crime per 1,000 Population (Annual)	11.64	13.1	11.4	7.00	8.80		
BV127b - Robberies per 1,000 Population (Annual)	0.06	0.3	0.2	0.12	0.12		
BV128 - Vehicle Crime per 1,000 Population (Annual)	4.54	7.0	6.2	3.28	3.76		
BV174 - Racial Incidents Recorded	0.00	N/A	N/A	0.00	0.00		
BV175 - Racial Incidents Resulting in Further Action	0.00%	100.00%	100.00%	0.00%	0.00%		
BV225 - Actions Against Domestic Violence	81.81%	N/A	N/A	100.00%	81.81%		
<b>Strong Neighbourhoods</b>							
BV063 - Energy Efficiency of Housing Stock (Annual)	66.00	72.00	72.00		66.85%		
BV064 - Vacant Dwellings Returned to Occupation or Demolished	0.00	95	55	0.00	0.00		
BV183a - (SNPI1a(i)) Length of Stay in Temporary Accommodation (Bed & Breakfast) (Annual) (not statutory after 06/07)	3.00	1.00	1.00	5.00	0.00		Improved used of alternative temporary accommodation and the use of options to avoid using temp accommodation
BV183b - (SNPI1a(ii)) Length of Stay in Temporary Accommodation (Hostel) (Annual)	15.00	0.00	0.00	15.00	13.00		
BV184a - Non-Decent Local Authority Dwellings (percentage)	6.39%	13.00%	10.00%	20.10%	0.00%		
BV184b - Non-Decent Local Authority Dwellings (change)	13.00%	31.50%	32.90%	8.71%	1.00%		
BV202 - Number of Rough Sleepers	0.00	0	0	0.00	0.00		Target was originally set using anecdotal evidence - actual figure is based on the Rough Sleeper count and ongoing monitoring
BV213 - Housing Advice Service: preventing homelessness	5.40	5	4	0.04	9.90		Two funded services working to assist us in Homeless prevention and continuing work within the homeless team

We are adopting the Code of Practice on Workforce Matters in Local Authority Service Contracts for all contracts awarded in the past year which involve a transfer of staff