

NORTHAMPTON BOROUGH COUNCIL

CABINET

Your attendance is requested at a meeting to be held at the Jeffrey Room, Guildhall on Monday, 11 June 2007 at 6:00 pm.

J. Edwards
Interim Chief Executive

AGENDA

K= Key decisions

1. APOLOGIES
2. MINUTES
3. DEPUTATIONS/PUBLIC ADDRESSES
(Members of the public wishing to address the Cabinet must register by 12noon on the day of the meeting by contacting Frazer McGown 01604 837101 or by e-mail to fmcgown@northampton.gov.uk)
4. DECLARATIONS OF INTEREST
- .K.. 5. CORPORATE PLAN N.Marzec
x7431
Report of Corporate Manager Governance and Communications (copy herewith)
- .K.. 6. DRAFT BEST VALUE PERFORMANCE PLAN (CPFSP) D.
Phillipson
x 7289
Report of Corporate Manager, Performance, IT and Improvement (copy herewith)
7. ANNUAL AUDIT MANAGEMENT LETTER I. Procter
x 8757
Report of Director of Finance (copy to follow)
8. EXCLUSION OF PUBLIC AND PRESS
THE CHAIR TO MOVE:
"THAT THE PUBLIC AND PRESS BE EXCLUDED FROM THE REMAINDER OF THE MEETING ON THE GROUNDS THAT THERE IS LIKELY TO BE DISCLOSURE TO THEM OF SUCH CATEGORIES OF EXEMPT INFORMATION AS DEFINED BY SECTION 100(1) OF THE LOCAL GOVERNMENT ACT 1972 AS LISTED AGAINST SUCH ITEMS OF BUSINESS BY REFERENCE TO THE APPROPRIATE PARAGRAPH OF SCHEDULE 12A TO SUCH ACT."

SUPPLEMENTARY AGENDA

**Exempted Under Schedule
12A of L.Govt Act 1972
Para No:-**

9. APSE- DSO VALUE FOR MONEY HIGH LEVEL (3) D. Taylor
REVIEW x 7379

Report of Director of Customers and Service Delivery
(copy to follow)

<TRAILER_SECTION>
A5305

Item No.



Name of Committee	Cabinet
Date	11 June 2007
Report Title	Corporate Plan 2007 – 2011
Key Decision	Yes

1. Recommendations

Cabinet recommends to Full Council for adoption the Corporate Plan for 2007-2011, attached to this report.

2. Purpose and Summary of the report

The Council's corporate plan was published in draft on 30th April 2007 and brings together the Council's vision, corporate objectives and annual priorities and translates these into a small number of high level measures and targets.

The plan reflects our current performance as assessed by a number of independent auditors, inspectors and current commitments. It also reflects the realignment of this year's objectives and priorities to meet with existing financial resources. It was necessary to delay the production of the Corporate Plan as a result of delays to the publication of the CPA progress assessment and the financial position that the Council faced in 2007/ 08 and future years to ensure that objectives and priorities could be aligned with improvement priorities and financial resources.

The plan links to our existing improvement plans, service plans and our performance management framework. It sets out a range of high level corporate measures which will be reflected in service and team plans. Progress against targets and milestones will be monitored by the Cabinet and Management Board to ensure that they are met and that corrective action is taken where required.

The plan has been developed through discussions with local people, communities and partners. The plan reflects their priorities and takes account of the community vision for the town recognising that this will need to be realised through the alignment of other public services within the town.

It is intended that, following the change of administration in the Council, the plan will be revised in line with the development of the Council's medium term planning and financial processes to ensure alignment of priorities and resources for future years.

3. Options Available

Option Summary	
a	The Council is required to have a corporate plan in order to demonstrate its priorities and objectives for service delivery. The Corporate Plan is a key priority in the Improvement Plan. It is recommended that this plan is adopted by the Council for 2007 – 2011, subject to revision and realignment with the medium term planning and financial processes.

4. Relevant Background

The plan has been developed in line with the community vision, consultation responses and the council's improvement and financial resource commitments.

5. Evaluation of Alternative Options

Option	Evaluation Summary
a	This is the only option if the council is to demonstrate the requirement to adopt a corporate plan as part of the improvement plan.

6. Consultees (Internal and External)

Internal	Councillors, Overview & Scrutiny, Directors, Corporate Managers, staff
External	LSP partners, Community Forums, Area Partnerships, and the public

7. Compliance Issues

Links to Relevant Council Priorities
Recovery Plan
The production of a community vision and a longer term Corporate Plan is a key objective in the Council's Improvement Plan. This work addresses the criticisms about lack of long-term strategic planning made in the original CPA report and the issues raised in the subsequent CPA progress assessment report published in March 2006.
Corporate Plan
Not applicable
Other Strategies
Provides direction for policy and strategy development.
Financial Implications
There are currently no direct financial implications, however the associated delivery plans will have costs attached which will require further consultation and decision making.
Legal Implications

This meets the requirements of the Council's Governance arrangements.

Crime & Disorder Issues

The community vision contains elements relating to the reducing the fear of crime

Children Act Issues

There are no direct implications within this proposal related to the Children Act although the Corporate Plan will obviously impact on the children and young people in our community.

Risk Management Issues

Failure to develop an appropriate Corporate Plan within the timescales will impact on the effective production of service and team plans for the delivery of services. It will also impact on the Council's ability to demonstrate improvement to the community and our partners and stakeholders. Such failure would also have a negative impact on our CPA score now and in the future.

Equalities Compliance Issues

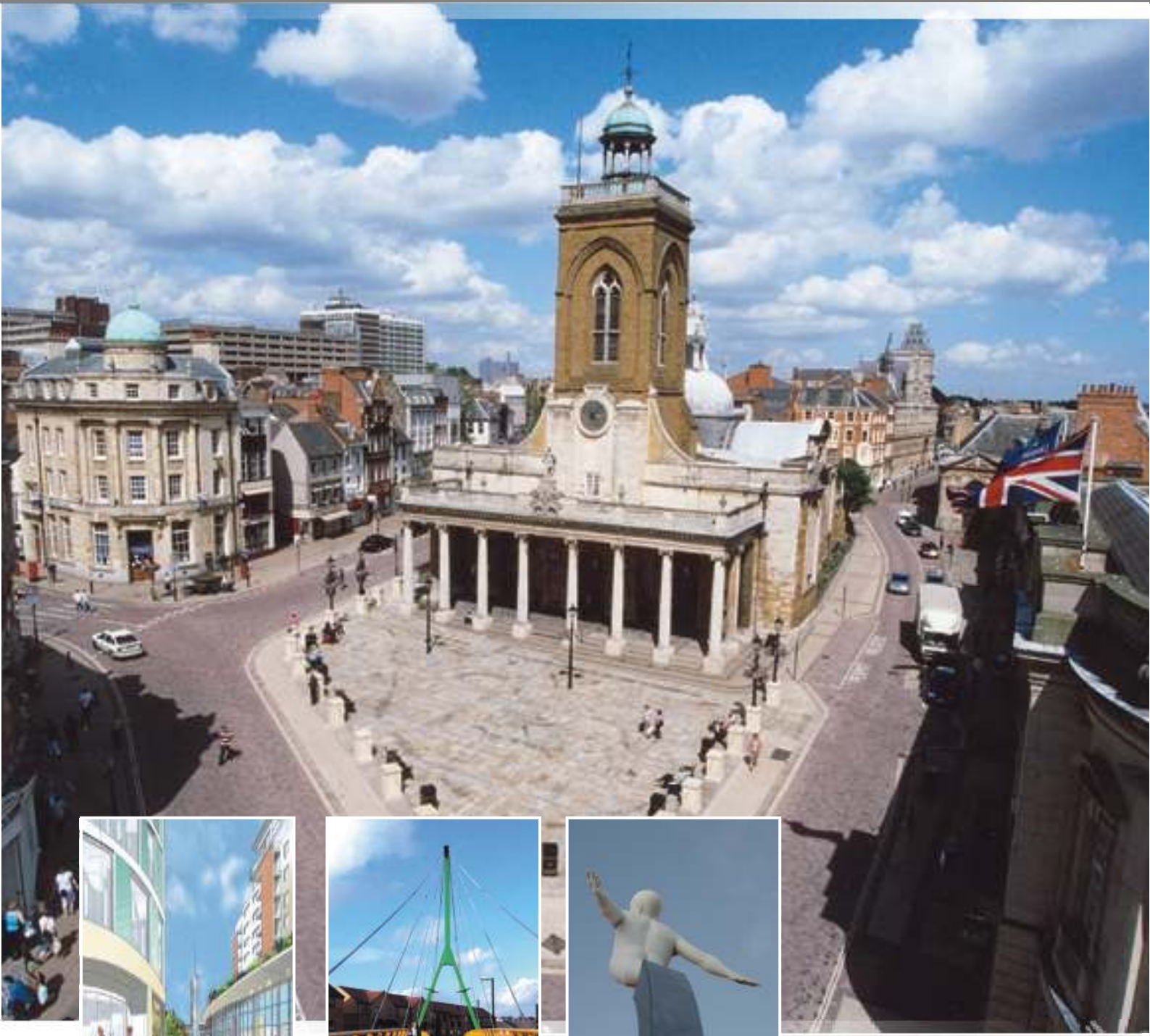
The Corporate Plan includes how the Council will provide accessible and equitable services

8. Background Papers

Title	Description	Source
None		

Name	Signature	Date	Ext.
Author	Nicci Marzec, Governance & Communications	6 June 2007	Ext 8569, Mobile 07977 047506
Corporate Manager	Nicci Marzec, Governance & Communications	6 June 2007	Ext 7431 Mobile 07956 820190
Monitoring Officer	Francis Fernandes Solicitor to the Borough Council	6 June 2007	Ext 7334
Section 151 Officer	Isabell Procter Director – Finance and Asset Management	6 June 2007	Ext 8718

NB: In relation to Key Decisions both the Monitoring Officer and the Section 151 Officer (or their deputies) will need to sign the report before it can be accepted by meeting services



corporate plan

2007- 2011



NORTHAMPTON
BOROUGH COUNCIL

Delivering promises, providing better services and creating futures

This document is Northampton Borough Council's Corporate Plan 2007/2011, and explains the Council's ambitions and priorities. If English is not your first language and you need help in translating this document, contact **Simone Wade** on **01604 838569**

এটি হলো নর্থাম্পটন বোরো কাউন্সিলের 2007/2011 সালের কর্পোরেট প্ল্যান, যা কাউন্সিলের লক্ষ্য ও অগ্রাধিকারগুলো বর্ণনা করে। ইংরেজী যদি আপনার মাতৃভাষা না হয় এবং এ কাউন্সিলের অনুবাদে সাহায্যের প্রয়োজন হয় তবে পান সিলাভান কে 01604 838569 এ নম্বরে যোগাযোগ করুন।

这份文件是北汉普顿市议会提出的 2007/2011 年度综合规划，内容说明市议会的愿景和优先推展项目。如果英语不是你使用的主要语言而需要翻译这份文件的帮助，请致电与 Simone Wade 联络，电话 01604 838569

Văn kiện này là Bản Kế Hoạch Tổng Hợp Năm Khóa 2007/2011 của Hội Đồng Thành Phố Northampton. Nội dung giải thích các hoài bão và việc ưu tiên của Hội Đồng. Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị và quý vị cần giúp đỡ phiên dịch văn kiện này, hãy gọi điện thoại số 01604 838569 liên lạc với Simone Wade

આ દસ્તાવેજ નોર્થમપ્ટન બોરો કાઉન્સિલનો 2007/2011નારો કોર્પોરેટ પ્લાન છે. અને તે કાઉન્સિલની મુદ્દલાલશાઓ અને નમૂનાઓ સમજાવે છે. જો અંગ્રેજી તમારી મૂળભૂ ભાષા ન હોય અને તમને આ દસ્તાવેજના આવાંતરમાં મદદ જોઈતી હોય, તો શીલ સિલ્વરનો 01604 838569 ઉપર સંપર્ક કરો.

ਸਿਹ ਦਸਤਾਵੇਜ਼ ਨੋਰਥੈਂਪਟਨ ਬਰੋ ਕੌਂਸਲ ਦੀ ਸੰਗੀਨੀਤ ਯੋਜਨਾ 2007/2011ਮੈਂਬਰੀ ਹੈ ਅਤੇ ਇਸ ਵਿੱਚ ਕੌਂਸਲ ਦੇ ਉਦੇਸ਼ਾਂ ਅਤੇ ਉਚੀਤ ਖਰਚੇ ਦੱਸਿਆ ਗਿਆ ਹੈ। ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਾ ਅਰਥਮਾ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੇਲ ਸਿਲਵਰ ਨਾਲ 01604 838569 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Acest document din planul colectiv al Consiliului Northampton pe anul 2007/2011 explică ambițiile și prioritățile Consiliului. Dacă engleza nu o limba dvs. principală și aveți nevoie de ajutor pentru traducerea acestui document, contactați-l pe Simone Wade la numărul 01604 838569.

Dokumentigen ah Northampton Borough Council's Corporate Plan 2007/2011 wuxuuna sharxayaa Kooralka halyiga iyo mudnaantooda. Haddii uu Ingiriisiga laqadaada kuwead ansyn oo aadno caawimaad uga baahahan tahay in dokumentigan lagu tuujumo, wadoo kii Simone Wade 01604 838569

Kanuni hii ni ya Northampton Mpango wa Borough Council's Corporate ya kipindi cha 2007/2011 na inaelezea mipanyo ya maendeleo na kipaumbele. Kama English sizo Lugha yako ya kwanza na unahitaji tafsiri ya kanuni hii,waailiana na Simone Wade simu namba 01604 838569

یہ ڈاکیومنٹ نارتھمپٹن بورو کونسل کے کارپوریٹ پلان 2007/2011 میں شامل ہے اور یہ کونسل کی اہمیتوں اور ترجیحات کی وضاحت کرتا ہے۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس ڈاکیومنٹ کے ترجمے میں مدد کار چاہو تو براہ کرم Simone Wade (01604 838569) پر مشاغلے کریں۔

For further information on council services
Telephone: 01604 837837 or visit: www.northampton.gov.uk

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838569**

Introduction



This Plan will incorporate our Best Value Performance Plan so that the Council will have one key plan driving its business



This is Northampton Borough Council's draft Corporate Plan - our promise to deliver services and community leadership for the people of Northampton. It is in reality a re-launched plan. As such it takes account of and builds on our earlier Corporate Plan. We have captured the lessons from our planning process to ensure that subsequent plans are robust and appropriately aligned with our service planning and performance management framework.

This Plan takes account of our Local Area Agreement and recognises that Northampton is no longer an independent organisation providing services to the people of the town. Rather it is an interdependent organisation which in collaboration and cooperation with other local authorities and a range of other bodies will work to create a better town in a better county.

This Plan will incorporate our Best Value Performance Plan so that the Council will have one key plan driving its business. It will also include our Delivery Plan which will incorporate our Improvement Plan. However, since Corporate Board has not approved these documents they are not included at this stage. We intend to consult separately on those.

We intend to begin work immediately on a new plan when there is a new administration with a new mandate. I anticipate that this will become a core priority for the new Chief Executive who will be appointed during the summer Months.



John Edwards
Interim Chief Executive

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1

The Plan in context



Northampton Borough Council's Corporate Plan is a key driver for the organisation. It will enable us to deliver our part of the Community Vision. This is a programme for which the Local Strategic Partnership (LSP) is responsible. Northampton Borough Council is a fully participating member of the LSP.

The Plan links to existing Corporate Plans, service plans and our performance management framework. It sets out a range of high-level corporate measures which will be reflected in service and team plans.

The Cabinet and Corporate Board will monitor progress, ensure that targets and milestones are met and that corrective measures are taken where appropriate. Progress will be reported to the Cabinet.

The Council's Corporate Plan brings together the Community Vision, corporate objectives and annual priorities and translates these into a small number of high level measures and targets.

These measures and targets are then delivered through service plans, team plans and individual objectives. Service plans themselves may be supported by improvement plans, action plans and/ or specific project plans. Our performance management framework ensures that all of these are delivered. It means that all of our activity is aligned with the Community Vision and ultimately improving the quality of life for local people.

The Council's Corporate Plan is designed to provide a management focus to improvement activity. Each performance perspective has measures and targets which have been agreed by the Corporate Board. They will monitor progress against the plan and take remedial action where necessary to maintain our direction of travel along our improvement journey.

Staff should ensure that everything they do contributes to at least one of the corporate objectives in this plan and staff appraisals will be focussed on the delivery of corporate objectives and priorities.

The development of this Plan

The Plan has been developed through discussions with local people, communities and partners. The Plan reflects their priorities. It takes account of potential synergies which may be realised through the alignment of the strategic plans of other public services within the town.

Northampton Borough Council is committed to working in partnership with other local authorities across Northamptonshire to implement 'Enhancing Local Government in Northamptonshire' (ELGIN). An emerging vision of this partnership is to develop a Customer Service Academy where a consistent approach to developing Customer Service across Northamptonshire can be agreed and implemented for the benefit of all of our customers.

This Plan incorporates the salient themes emerging from the discussions around the formation of the Community Vision which was led by the Local Strategic Partnership and supported by the Council. Local people's views about their expectations of the Council have produced a number of key themes.

The following are the top 5 things that people said they liked most about Northampton:

- **Parks & the countryside**
- **Its historic buildings**
- **The wider range of shops**
- **The availability of health care**
- **The quality of schools**

1.

The Plan in context

“ We are confident that our plans are ambitious, realistic and achievable ”

People also told us what they thought needed improvement:

- **The way the town looks**
- **Community safety**
- **Public transport choices**
- **Roads and highways**
- **Entertainment**

People said they want the Council and its partners to concentrate on getting the basics right first, whilst putting plans in place to bring about a more ambitious vision of the future Northampton.

The Corporate Plan in a real world context

This Plan reflects our current performance as assessed by a number of independent auditors and inspectors and current commitments. It also reflects the realignment of this year's objectives and priorities to meet with existing financial resources.

Where services have been assessed as weak, there are improvement plans in place. These are covered within a separate strategy to be agreed by Board. These will prepare the Council for an inspection by the Audit Commission.

Delivering promises, providing better services and creating futures

People want, expect and are entitled to a broad range of services delivered by its local Council and that those services give them value for money. Partnership is a key vehicle through which better services will be delivered. This approach allows resources to be aligned, needs to be met by the most appropriate organisation, efficiencies to be gained and confusion to be removed.

The Council is committed to working through strategic partnerships, working and co-operating with partners. The Council also recognises that its work is a subset of a wider strategy; the Community Vision. The body responsible for driving, monitoring and delivering the Community Vision is the Local Strategic Partnership (LSP).

The Local Strategic Partnership is a body of organisations that work together to improve the quality of life for the people of Northampton. NBC is a key partner within the LSP and is currently working along side the other partners to develop a Community Strategy that shows how the new Community Vision for 2031 can deliver year on year, the agreed improvement which will result in better services for local people. Each organisation will have its own strategic internal plans to deliver agreed priorities. This Corporate Plan shows how we will play our part in delivering this new, shared vision of the future of Northampton.

The Council will play its full part by becoming an organisation that provides quality services, as well as being a great place to work. To achieve this we will need to succeed in the priority improvement areas. However we will also have to improve in other areas where there is no additional funding. This will mean realising cashable savings as well as working more efficiently, innovatively and creatively.

We are confident that our plans are ambitious, realistic and achievable. By working with our staff, partners and the community we will make the improvements that are needed to deliver our shared vision for the future.

2.

Key facts about Northampton



Northampton is an historic town with the first known human habitation in Briar Hill in 4000 BC. More recently it has made its name through being a seat of Parliament in the 1300s, the famous Queen Eleanor Cross, a market place since 1189 and the boot and shoe industry. More widely Northampton is known for its football, rugby, cricket and motor sports. It is also home to major business head quarters such as Carlsberg, Barclaycard, Avon, & Travis Perkins.

Northampton has a diverse population with its ethnic communities forming 12.3 per cent of the population. The Council is ranked 135th out of 354 local authorities in the Indices of Deprivation. No wards are in the worst 10 per cent for deprivation but 33 per cent of Northampton's wards are in 25 per cent of the most deprived wards in England. Unemployment is lower than the national average with lower than average take-up of benefits by working

age people.

Regeneration is therefore a key priority for the town. The Government has identified West Northamptonshire, including Northampton as an area for major growth. This will provide over 141,000 additional jobs and 167,000 new homes by 2031. Northampton Borough Council works with the West Northamptonshire Development Corporation, to ensure that local peoples' views are represented and the best outcomes delivered for the future of the town.

This presents a fantastic opportunity for Northampton to fulfil its vision. The revitalisation and upgrading in quality facilities of Northampton's central area are essential to the regeneration of the town as a whole and to its ability to accommodate any planned growth, for example the planned development of Grosvenor & Greyfriars, St John's area, and Castle Station.



Regeneration is therefore a key priority for the town



3.

Northampton Borough Council

Local government functions are divided between county and district councils, to the level where they can be practised most efficiently.

Northampton Borough Council is the largest district council in Northamptonshire and covers an area of 81km². The town is part of the Milton Keynes and South Midlands Growth area identified for economic and population growth as part of the Office of the Deputy Prime Minister's (ODPM) Sustainable Communities Plan. Currently the population is about 194,500, living in 85,000 households, and as part of the planned expansion the population is due to reach 300,000 by 2031.

District and Borough Councils are responsible for local planning and building control, council housing, environmental health, markets and fairs,

refuse collection and recycling, cemeteries and crematoria, leisure services, parks, and tourism.

County councils are responsible for running the larger services covering a wider geographical area, such as education, social services, libraries, main roads, public transport, customer protection, waste disposal and strategic planning.

To exercise its role as a community leader Northampton Borough Council must be at the heart of its communities, listening and reacting to the views of local people. This means recognising the diversity of the communities we serve. It also means ensuring that the delivery and design of services take account of, as far as is possible, communities' needs, wants and aspirations.



4.

The Council's work set in a strategic context

The starting point for this plan is to ensure that the Council is able to deliver its part of the Community Vision for Northampton. In January 2007 the Local Strategic Partnership agreed the Community Vision for Northampton.

The Vision was informed by regional and national priorities, consultation with the public, partner organisations and staff. The Council facilitated the development of the Community Vision. Its role in achieving the vision is supported by five corporate objectives. Each year a small number of improvement priorities are identified under each corporate objective.

In developing the first phase of the Community Vision, by 2011 Northampton will be:

- Safer
- Cleaner
- Healthier
- Recognised for good quality, environmentally friendly housing
- Well served by modern and efficient public services

The Community Vision 2031

"Close your eyes and imagine where you want to be. Imagine the complete journey you need to take in order to get there. Now go pack... Your reservations have been made"

Imagine Northampton in 2031! - A place of PRIDE, RESPECT, EXCITEMENT, VITALITY, FUN, and PASSION.

The spirit, commitment and determination of the people of Northampton will be there for everyone to see. Northampton will build upon its historic market town roots to become a 21st century city with diverse multi-cultural communities.

People who visit Northampton will look upon it as a place where they would want to live, work and bring up a family and those who live here will want to stay. We will celebrate all that is good about Northampton and Northampton will be all these things because:

By 2011 it will....

Be recognised for good quality, environmentally friendly housing:

We will continue to promote good affordable, well-designed housing for all, with attention to the environment and the use of sustainable resources

Be well served by modern and efficient public services:

Local Councils will have defined their role as community leaders, working in

“ We will celebrate all that is good about Northampton ”



4.

The Council's
work set in
a strategic
context

“ We will
celebrate all
that is good
about
Northampton
”

partnership to deliver this vision for Northampton. Their decisions will be easy to understand, transparent and will involve local people.

Be safer:

People will use the city centre and move around all of Northampton at night without fear.

Be cleaner:

All of Northampton will be clean and litter-free. We will work together to build a community culture of no tolerance of those who litter and pollute our streets.

Be healthier:

Our green spaces, the street -scape and urban design will help to make the healthiest environment so that people have good physical and mental health and live longer.

By 2021 it will....

Be a city:

With a population approaching 240,000 over the next 15 years, Northampton will become city sized and as such we will develop an infrastructure that ensures that during this rapid period of growth there are enough schools, health care services, emergency services, roads, affordable quality housing and green space to support the rest of our vision. There will be excellent public services, healthy, skilled and prosperous residents who are proud of where they live and aspire to improve their lifestyle and opportunities.

Be a place made up from caring communities:

Communities will be developed and built upon respect and understanding of people of all ages, status and ethnicity. We will invest in, support and promote the family in all the forms that it takes so that there is the opportunity and desire to stay together, learn from and support each other.



And by 2031 it will...

Be a major regional cultural and economic centre:

Northampton will be a centre for educational excellence our schools will help develop good citizens and produce exceptional results. Our colleges and university will work with local businesses to increase the skills base and develop and retain the jobs and workers of the future, improving the quality of life for all.

Our traditional architecture will be mixed with new urban design. The Cultural Mile will snake through the city, joined together by our integrated transport system. Included within the Cultural Mile will be a heritage trail that celebrates our boot and shoe past. We will take full advantage of all that the River Nene has to offer and develop a water-based experience for all ages. All of this plus a specialist niche shopping experience like no other makes Northampton a tourist destination of choice.

4.

The Council's work set in a strategic context



Northampton will be a place of quality and distinction!



Be defined by its excellent transport system

People will be able to move about the city and all of Northampton easily, hopping on and off an environmentally friendly transport system. They will have more choice of how they travel. This will free us from our dependence upon our cars to move around Northampton. Pollution and congestion will be virtually eliminated.

Northampton will be a place of quality and distinction!

Other strategic drivers

In developing the new Community Vision, the community strategy and the Council's priorities, the Local Area Agreement (LAA) has provided focus and drive and ensures that joint-working delivers agreed outcomes as well as providing another check on the delivery of its services.

The LAA is a three year agreement that sets out priorities for Northamptonshire and a range of targets against which Local Strategic Partnership including councils, must deliver. The LAA guides the Local Strategic Partnership in the development of its Community Strategy and as such impacts upon the Council's priorities.

The LAA priorities are split into four areas:

1. Healthier Communities & Older People
2. Safer & Stronger Communities
3. Children & Young People
4. Economic Development, Enterprise & Growth

The LSP priorities are:

- Building a City
- Better Quality of Life
- Better Prospects and Opportunities

Building a City

We are now in a very important period for the future of Northampton. We stand on the cusp of an exciting growth and expansion of the town; the building of a city.

This brings with it fantastic opportunities for businesses, for education & for communities to be involved in the successful growth of Northampton. We must now invest in the planning and regeneration of Northampton, providing economic development and growth to support the future image, infrastructure and influence of Northampton. The Council will work in partnership with key organisations such as West Northamptonshire Development Corporation, the County Council, East Midlands Development Agency and English Partnerships to lever in public sector investment and ensure delivery of key infrastructure. The Council is also engaging with the private sector to attract investment and delivery of major capital projects. The Council will work collaboratively with adjacent local authorities.

West Northamptonshire Development Corporation (WNDC) has been formed to secure the sustainable regeneration and growth of Northampton, Towcester and Daventry. Supported by English Partnerships and Northampton Borough Council, WNDC is leading in delivering a programme of regeneration such as Northampton Waterside, South West District and Dallington and Kingsheath involving approximately £100m.

The Council's immediate priorities are the regeneration of Grosvenor/Greyfriars bus station and the St John's are around Royal & Derigate Theatre involving the investment of over £400m.

Better Quality of Life

We know that people want a decent quality of life. Research shows that

4.

The Council's work set in a strategic context

people want to live in a place that is safe. They want to feel safe to move around and about at all hours of the day and night. Local people want to live in a place that is clean. This means that it is free from litter, graffiti, gum and abandoned vehicles.

We will work with our statutory partners, including the Police, to reduce all forms of crime and anti-social behaviour and to help local people feel safer.

Better Prospects and Opportunities

Part of improving people's quality of life is to make sure that people have access to good quality health care, education and the services provided by the public sector such as social housing, social services etc. Working with our partners and councils across the county we will make sure that these priorities are a key part of our plans for delivering services now and in the future.



5.

Northampton Borough Council's Corporate Objectives 2007 - 2011



ensure that our
communities
are
safer, greener
and cleaner

The Council's corporate objectives set out what the Council wants to achieve over the next four years. These provide the context for all of our services and activities.

The five objectives are

- To ensure that our communities are safer, greener and cleaner
- To improve housing and health to enhance the wellbeing of our communities
- To deliver quality services to our customers and communities
- To promote economic development and growth in Northampton
- To strengthen our commitment to partnership working and engaging with our communities to deliver better outcomes

Corporate Priorities 2007/ 08

Priorities have been set for each of the corporate objectives, which provide a focus for the Council's improvement work over the next year. These priorities are cross cutting and are contributed to by services across the Council. The following pages give details of the key actions, targets and measures of evaluation together with the priority sponsor responsible for their delivery.

In addition, the Council plans its activities and allocates resources within a business planning framework. This is used to manage competing priorities and achieve value for money. The Council has recently undergone a challenging budget setting process to deliver savings of approximately £5million through reconfiguration of service delivery and efficiency savings. This process has ensured that the Council has a sound financial base from which to plan for future years.

The priorities explored

To ensure that our communities are safer, greener and cleaner

- To improve the quality of the environment in which we live
- To help people feel safer through reducing crime and anti-social behaviour

To improve housing and health to enhance the wellbeing of our communities

- To deliver an excellent housing service and provide affordable housing for those in need
- To promote equality, social inclusion and improve health

To deliver quality services to our customers and communities

- To continue to improve our weakest services
- To ensure clear, decisive political and managerial leadership to drive cultural change
- To continue to strengthen our financial management

To promote economic development and growth in Northampton

- To work with partners to support economic and infrastructure development to promote communities that are sustainable

To strengthen our commitment to partnership working and engaging with our communities to deliver better outcomes

- To improve our interaction with the public to ensure we are providing good quality services
- To improve work with partners to deliver better outcomes and services

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Organisational readiness for delivery

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We will work with our 'family' within local government to improve the services that we provide

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The Council has put in place a range of processes and actions to support the development of this Corporate Plan. We will work with our 'family' within local government to improve the services that we provide.

People Management

The Council adopted a 3-year Human Resources (HR) Strategy and Action Plan - "Enabling Success Through People" - in December 2005. The purpose of the strategy is to support the Corporate Plan and improvement of the Council by ensuring that the Council has an HR function that is effective and that it recruits, retains and develops our people to meet the challenges we face. The strategy recognises the urgent need to improve management and leadership capacity, embed performance management, improve job satisfaction and employee engagement in the Council's plans and priorities, and ensure we have a diverse, healthy workforce who are fairly paid for the jobs they do.

The one-year HR Action Plan takes each element of the strategy and specifically commits the Council to actions in each of these areas to drive improvement for the year ahead. Our key activities in the last 12 months have included significantly reducing our level of sickness by approximately 30%, providing nationally accredited leadership and management development programmes to all our managers, undertaking an employee survey and acting on the results, and introducing an Employee Assistance programme to give staff access to independent advice and support any time they require it.

Over 70% of our staff have received a performance appraisal and the Council is well underway to completing the national pay and grading review by April 2008 which

will make single status a reality, regardless of gender.

Culture

The Council is currently revisiting previous work on organisational culture under the auspices of its improvement plan. This is to ensure that behaviours and work processes are aligned to organisational values and delivery.

Value for money

This brings together cost and quality aspects of providing goods and services. The Council will deliver its services within tight resource constraints. The Council will continue its journey of service improvements with a focus on achieving value for money measuring the economy, efficiency and effectiveness of services. The Council will measure the extent to which we achieve value for money by assessing our performance against the following criteria:

- Improving customer satisfaction ratings for services.
- Achieving the Council's priorities and improvement targets.
- Achieving a minimum of 3% efficiency savings per annum as required by government.
- Assessment of service costs in comparison to other local authorities.
- Working within the resource framework, achieving a level of reserves at or above the minimum acceptable level.
- Implement a programme of value for money reviews that lead to service improvements.
- Achieving positive feedback or improved scores from all external inspections and

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reviews, including an endorsement of how the Council has improved the way it manages its resources.

Medium Term Planning (MTP)

The Medium Term Planning process (MTP) is a business planning tool whose main objective is to deliver the Council's priorities and maximise value for money. In anticipation of the changing expectations of our customers and other stakeholders, such as central government, MTP seeks to shape the current and future delivery of services so that we provide value for money services.

In order to do this the Council has to make the best use of scarce resources. Hence MTP also involves delivering services within what the Council is able to afford by working to a medium term financial strategy. It also involves managing risk and procuring goods and services wisely.

The MTP seeks to deliver services in the most effective, economic and efficient manner as is possible. This invariably involves examining why services are provided at all and the quantity and quality of what is provided. Such examination may lead to ceasing to provide services, or reducing the level at which services are provided, or providing services in more innovative ways or differently.

Use of Resources

In providing value for money the Council must make the best use of its resources. Indeed, the Council is subject to an annual review by the Audit Commission of its use of resources. The Council's medium term financial strategy is an important component of how resources are utilised. It is used to manage both capital and revenue expenditure and to ensure that resources are directly linked to Council priorities. Levels of Council tax, investment plans, risk management and procurement are all key elements of the Council's financial strategy.

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As a planning guideline the predicted council revenue position for 2007-08 is as follows:

General Fund Revenue Summary

Funding	Budget
Government Grant	
Revenue Support Grant	-2,644,924
Non-Domestic Rate	-15,760,424
Total Grants	-18,405,348
Council Tax	
Borough related Precept	-12,219,260
Parish related Precept	-825,447
Total Precept	-13,044,707
Total Income	-31,450,055
Expenditure	
Cash Limits	
Customer Services	3,040,380
Performance, IT, & Improvement	2,960,550
Human Resources	2,131,900
Community Safety, Leisure, & Town Centre Ops	-468,010
Development, Building Control, &	
Environmental Health	2,241,300
Finance & Asset Management	622,120
Regeneration, Growth, & Community Development	4,668,960
Street Scene & Property Maintenance	10,886,200
Housing Services	1,767,090
Governance, Resources, & Communications	2,917,980
Chief Executives	766,660
Net Expenditure (Cash Limit)	37,085,130
Recharge to Other Funds	30,016,130
Net General Fund Cash Limit	30,016,130

Corporate Items

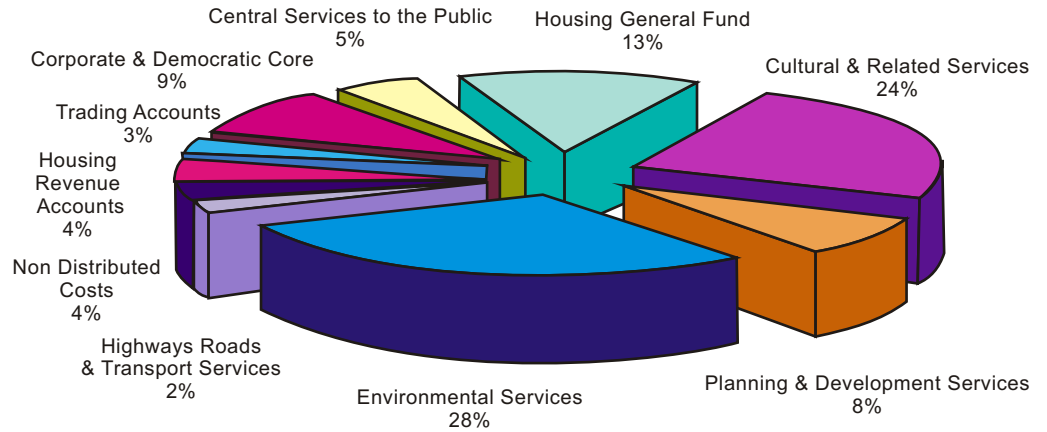
Debt Charges	287,000
Collection Fund Deficit	19,868
Parish Precepts	825,447
Parish Grants	-59,124
Contingency - Contribution	
To Balance	1,250,000
	2,323,191
Net General Fund Budget Requirement	32,339,321
Contribution To/From (-) Balances	-889,266
	31,450,055
Balances B/F	-3,091,485
Contributions to/from Balances	889,266
Forecast Outturn Variance	0
Insurance Provision	
Interest not Charged	
Contribution to Balances	-1,250,000
Transfers from earmarked Reserves and balances	
Balance c/f	-3,452,219

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Organisational readiness for delivery

Indicative % Split of Cost Per Service for 2007/08



- Trading Accounts
- Corporate & Democratic Core
- Central Services to the Public
- Housing General Fund
- Cultural & Related Services
- Planning & Development Services
- Environmental Services
- Highways Roads & Transport Services
- Non Distributed Costs
- Housing Revenue Accounts

“ We will work with our 'family' within local government to improve the services that we provide ”

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Customer Satisfaction

The Council has now adopted a 3 year Customer Services Strategy incorporating findings from consultation and engagement with our customers. This followed research stating that customers received a poor quality of service.

During 2006 we have focused on improving in these areas and have:

- Purchased new telephony systems, improving our call handling performance,
- Recruited new staff with appropriate skills and experience and relocated staff in a telephone based Customer Contact Centre,
- Actively managed and monitored queues,
- Reviewed our corporate standards where performance is measured,
- Invested in training and development of staff,
- Introduced local performance indicators,
- Reviewed our complaints procedure and introduced a 'customer feedback' procedure

The Council also joined the Institute of Customer Services. An established Customer Services Board, responsible to Corporate Board, will monitor the implementation of the strategy by conducting an annual review of progress.

Council Tax

The Council has a strong commitment to keep levels of Council Tax as low as financially prudent. Due to difficult financial circumstances, the Council Tax increase has been set at 4.95%. In order to deliver services within the

overall financial envelope the Council will exercise strong control over performance, efficiency and value for money.

Investment

The Council is looking at how best to allocate the income it receives from the disposal of its assets, for example from the sale of land.

Levels of Reserves

These reserves allow the Council to deal with unexpected financial costs in a planned way, ensuring that the risk of service failure is minimised. It is planned to build up the level of reserves to a minimum level over time from the next medium term strategy. This level will be determined by an annual robust risk assessment covering all services.

Risk Management

The Council will continue to develop its approach to risk management, with a clear framework for identifying and managing risks across all services. This will include assessing significant risks of any options before taking key decisions. Risk management contributes to the delivery of the Council's priorities and plays a key role in delivering effective services.

Procurement

The Council is working in partnership with other districts in Northamptonshire to create a shared procurement service, delivering efficiencies and economies of scale.

Efficiency

In addition to procurement the Council will continue to develop a programme of efficiency projects helping us to find savings across the organisation by improving our business processes, using new technology and smarter purchasing.

7

Other strategic delivery partnerships

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The services and level of quality and efficiency expected by local people can only be achieved through partnership working

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Northampton Borough Council delivers its priorities in collaboration with organisations across Northamptonshire. The services and level of quality and efficiency expected by local people can only be achieved through partnership working.

The development of the new Community Strategy by the Local Strategic Partnership and its revitalised way of working is an exemplar of how the various agencies join together at a strategic level to bring about growth and regeneration on a scale in line with the Community Vision, making sure that we have enough schools, hospitals, transport systems and good public services to support a new city.

Northampton Borough Council plays a key role in the Northampton Safer and Stronger Community Partnership, which has benefited from a review by a Home Office specialist team in February 2007. Alongside partners, who include Northamptonshire Police, Northamptonshire County Council, the Probation Services and the Voluntary Sector, the Council is active in tackling burglary, town centre violence, anti-social behaviour and domestic abuse among other things.

In order to deliver a more efficient and cost effective waste service for the local community, the Northamptonshire Waste Partnership is investigating future waste disposal options and the opportunity for sharing the service between the neighbouring authorities.

Northampton Borough Council, together with Northamptonshire County Council, Northamptonshire Police Authority, Northamptonshire Fire and Safety Service and the seven Districts and Boroughs, work

in partnership to remove abandoned vehicles under an umbrella called ELVIS. The partners work closely together to ensure abandoned vehicles are removed as quickly as possible.

In 2007 the Council will be extending its existing partnership with Stonham Housing Association, enabling vulnerable people to access supported housing that would not otherwise be available to them.

Northampton Borough Council is playing a key part in developing a county-wide Customer Service Network where key individuals come together to learn, share and exchange knowledge across authorities. This successful joint working and networking has resulted in 5 other local authorities across Northamptonshire joining the Institute of Customer Service in a partnership model. Staff from four local authorities in Northamptonshire are already working together to develop Coaches and Practitioners to achieve an ICS Professional Award.

8

Reviewing previous performance

This section reviews a range of previous priorities and outlines successes. A full analysis of all our performance indicators for 2006/07 will be produced on 30 June 2007 in line with all other Councils. This document will be an appendix to this Corporate Plan and will be called the Best Value Performance Plan.

Crime and Community Safety - Summary of performance 2006 - 2007

In February 2007 the Council took part in a review by the Home Office's Partnership Support Programme of the Northampton Community Safety Partnership. The Partnership will agree actions on the resulting recommendations early in the new financial year. The CPA direction of travel assessments made no recommendations in respect of community safety.

Crime generally has been declining in Northampton in 2006-7, although it remains higher than we would expect. The partnership was set some very demanding targets for crime reduction, which it has come close to meeting in respect of violent crime. Vehicle crime has seen the largest percentage reduction, although not enough to reach the target, but unfortunately burglary remains significantly higher than the required figure. The number of robberies has slightly risen since last year.

The Council has taken part in developing and re-launching the community safety partnership. An Anti-Social Behaviour Strategy has been approved and is now being delivered. Training of key staff in their statutory responsibilities to consider crime and disorder has been delivered. The Council has improved its service to actual and potential victims of domestic abuse, with the

launch of the Sanctuary Scheme and improved co-ordination through the Sunflower Centre. This is supported by the Community Safety Partnership. The relationship between the Council's CCTV system and the police is much stronger with improved sharing of information, and has scored some notable successes. Information sharing on crime generally, and assigning of tasks between the Council, police and other agencies, has been formalised and is now frequent and beginning to bear fruit.

Planning - Summary of performance 2006 - 2007

Performance improvement in Planning is being driven by means of a structured and timetabled 12-month Improvement Programme, which is monitored continually. The Improvement Programme addresses the weaknesses identified in the Service Inspection Report and focuses on four main interlinked areas: performance, organisation and resources, Committee procedures/Member development, and process improvement. It also includes actions, which are specific to the various services within Planning: development control, building control, policy and conservation.

Performance against established indicators shows a sustained and significant improvement over the last two quarters of 2006-07, although weaker performance in the first 6 months has reduced the level of overall performance for the year. This recovery is fragile, and the Improvement Programme sets out actions to ensure that resources are available to sustain these improvement gains over the long term. These actions are being implemented. Planning Committee arrangements have been improved and a comprehensive training programme is



Crime generally has been declining in Northampton in 2006-7



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Reviewing previous performance

underway for members of the Planning Committee. The principles of a revised Scheme of Delegation have been agreed and this will also contribute to sustaining improved performance.

Development Control procedures have been reviewed and a range of improvements have been put in place to improve customer care and stakeholder involvement. These include the expansion of the reception area at Cliftonville House, conducting an ongoing customer satisfaction survey and the establishment of Development Control and Building Control Users Forums.

Customer Service Summary of performance 2006 - 2007

Improvements to the One Stop Shop have been achieved in 2006-07 in line with the Council's improvement priorities to increase customer satisfaction and improve partnership working. Specifically the One Stop Shop has reduced customer waiting times and provides a faster response to a broader spectrum of services. Additionally a continuous improvement plan is now in place. An improved Corporate Complaints Procedure is now in place and is improving services as a result. Customer standards have been produced and work is underway for partner organisations to adopt the same standards.

Housing Services Summary of performance 2006 - 2007

Progress has been made in voids management. All long term voids have been re-let and the number of voids reduced by half in 12 months.

In meeting the Decent Homes standard, an Asset Management Strategy has been commissioned

and an Housing Revenue Account Business Plan developed.

Temporary accommodation numbers have reduced by half.

Improvement plans are in place for Benefits and Housing and progress is monitored by the Government Monitoring Board (GMB) Sub Groups. How the Government monitors the Council's improvement can be found in **Section 9**.

Benefits Services Summary of performance 2006- 2007

Benefits Services achieved all its primary targets in line with the agreed performance framework.

Consistent improvements are planned for 2007/08 inline with the performance framework indicating how standard or higher figures will be achieved.

Department for Work and Pensions are looking at disengagement from Benefits Services from Sept 2007, provided existing direction of travel is maintained.

The development of sustainability will continue with the appointment of a Benefits Manager in the autumn.

Regeneration & Growth - Summary of performance 2006 - 2007

Working with South Northamptonshire Council and Daventry District Council, a revised Local Development Scheme was submitted to GOEM and approved on the 16th March 2007. Joint working has also been with the support of GOEM, NCC and WNDC through a series of Project Board and Steering Panel meetings. These have been chaired by NBC over the past year and involved the Leaders and Portfolio holders of all three Local Authorities, senior managers and a joint Planning team. In order to

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Reviewing
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performance

progress this important work further resources have been made available, such as joint accommodation. The Chair of both Project Board and Steering Panel has been successfully passed to South Northamptonshire Council from the 1st April 2007 for a period of 12 months underlining the true partnership spirit and commitment.

Additionally, the approved Local Development Scheme will allow the formal consultation of the Local Delivery Framework over the next year.

The Council has led regeneration partnership working by bringing forward a Central Area Framework with its partners West Northamptonshire Development Corporation, the County Council and English Partnerships. The Council has also secured East Midlands Development Agency (EMDA) support for its regeneration plans and investments. The study was widely circulated and presentations made to Councillors of NBC, NCC and WNDC, together with the Town Centre Commission, the Town Centre Partnership and the Local Strategic Partnership Board.

Whilst the Community Vision for Northampton has been developed, the joint Local Authority Group is waiting to bring forward a joint vision for West Northamptonshire by August 2007 through engagement with the West Northamptonshire communities.

The appointment of an interim Regeneration manager in 2006 and recent permanent appointment of an Economic Intelligence Manager, has led to increased joint working with key partners, in particular:

- Confirmation of key regeneration principles by Cabinet and adoption of key priority regeneration projects has come forward in December 2006
- Rejuvenation of the Grosvenor/Greyfriars project is a high priority regeneration project. It has involved partners and a collaboration agreement has been drawn up with the private sector. The Council is working together with Legal and General and Stagecoach and is targeting a signed development agreement by June 2007.
- The Council has worked in partnership with WNDC and contributed to its Growth Delivery Plan Steering Panel and supported each of its 5 sub groups.
- The Council has brought forward through a cross-service Project Board and a cross-partner Council Steering Panel a Housing Strategy that has been approved as 'fit for purpose' by GOEM on 24th March 2007.



9

Targets for 2007-08 and how we will ensure they are delivered

This section of the plan sets out the general direction of what the Council is seeking to achieve. Additionally, we have identified key actions that are detailed within the Best Value Performance Plan (BVPP) which will be appended to this plan and published at the end of June 2007. Included within the appendix will be specific measurable targets. These targets will be set against statutory Best Value Performance Indicators (BVPIs) and national targets, together with locally defined indicators, specific to each service area. In addition to monitoring our performance against these targets we also monitor progress against other priority areas such as our Strategic Improvement Plan.

The Council will also be monitored by external bodies through audit mechanisms and also by the Government Monitoring Board in

respect of the progress we are making to improve.

We have a range of internal mechanisms that we use to monitor performance and hold people to account. This is achieved through our performance management framework that includes:

- Team meetings at least once a month in service areas,
- 1:1 meetings with line managers at least once a month,
- Corporate appraisal scheme whereby performance and behaviours are measured and reviewed twice a year.
- Quarterly performance reviews
- Weekly and monthly monitoring of service data.

Council Priority 1	To improve the quality of the environment in which we live
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Policy Sponsor	David Taylor
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Key Actions

1a To help local people feel safer by tackling anti social behaviour and by working with the police to reduce crime

These will be our targets to measure performance against the Key Actions

Working with the Safer, Stronger Communities Partnership to deliver the recommendations as laid out in the Home Office Partnership Support Programme Report.

To reduce anti-social behaviour and crime by March 2008

Council Priority 2	To deliver an excellent housing service and provide affordable housing for those in need
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Policy Sponsor	David Taylor
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2a To improve the effectiveness of our Housing Services by reducing homelessness, improving the quality of homes and reducing delays in service provision

To improve the quality of all our housing stock within agreed criteria, in line with Government criteria for decent homes.

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Targets for
2007-08 and
how we will
ensure they
are delivered

Council Priority 3 To promote equality, social inclusion and improve health

Policy Sponsor John Edwards, Chief Executive

Key Actions

These will be our targets to measure performance against the Key Actions

- | | | |
|-----------|--|--|
| 3a | Achieve the Equality Standard for Local Government, Level 2: Assessment & consultation/participation | <p>Developed systems for self-assessment, scrutiny and audits as the basis for continuous improvement</p> <p>Engaged in equality impact assessment</p> <p>Undertaken self-assessment across the authority</p> <p>Involved designated community, staff and stake holder groups in service planning</p> <p>Engaged in the development of information and monitoring systems</p> <p>Engaged in an equality action planning process for employment, pay and service delivery</p> |
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Council Priority 4 To continue to improve our weakest services

Policy Sponsor Corporate Directors

- | | | |
|-----------|---|--|
| 4a | To continue to make improvements in service delivery, with short term focus on our three weakest services | <p>Housing services improving</p> <p>Planning services improving</p> <p>Benefits PIs show consistent improvement trend as evidenced by 06/07 outturn data plus part-year data at time of Benefit Fraud Inspectorate (BFI) assessment</p> |
| 4b | To strengthen arrangements to secure the continuous improvement of all services | <p>Clear approach evident by 2008</p> <p>Value for Money (VFM) arrangements improving</p> <p>Clear performance framework, including reporting to members</p> <p>Robust Financial management evidenced by an improvement in the Use of Resources Score to level 2 by March 2008</p> |

9.

Targets for
2007-08 and
how we will
ensure they
are delivered

Key Actions

These will be our targets to measure performance against the Key Actions

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|-----------|---|---|
| 4c | To increase the effectiveness of our revenues and benefits services | <p>Increase customer satisfaction by a minimum of 10% each year</p> <p>Achieve an overall satisfaction rate of 80% in the benefits service by March 2008</p> <p>Ensure new claimants receive benefit payments within 29 days by March 2009</p> |
| 4d | To improve the effectiveness of our Planning Service | <p>Reduce the time taken to process 'minor' planning applications to 86% within 8 weeks by March 2009</p> <p>Recruit and train staff to deliver an integrated planning service over three years with 75% customer satisfaction</p> <p>Improve working with strategic partners to deliver the sustainable communities and growth agendas by achieving and approved Local Development Framework by August 2011.</p> |

Council Priority 5	To ensure clear, decisive political and managerial leadership to drive cultural change
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Policy Sponsor	John Edwards, Chief Executive
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|-----------|--|---|
| 5a | Demonstrate stronger joint political leadership across all parties | <p>A clear joint agreement, post elections, for political co-operation to deliver improvement and agreed arrangements in place</p> <p>Co-operation is sustained and effective</p> <p>A balanced budget for 2007/08 is set</p> <p>A detailed, agreed, robust, project plan in place for the delivery of the identified budget reductions and efficiency savings with clear (financial) targets, timelines and accountabilities. Implementation will be underway.</p> <p>Clear arrangements in place for officer and member accountabilities for the delivery of the budget reductions and efficiency savings</p> <p>Arrangements in place - and being actioned - to monitor the 2007/08 budget to ensure that appropriate action is being taken to deliver the Budget. This will include clear reporting arrangements. There will be evidence already, if necessary, of timely and effective corrective action</p> |
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Targets for
2007-08 and
how we will
ensure they
are delivered

Key Actions

These will be our targets to measure performance against the Key Actions

5b

Demonstrate effective managerial leadership to deliver improvement and drive cultural change

A clear plan, which the Council has started to implement, for how it is going to ensure its most senior managers have the necessary leadership capacity, skills and expertise including:-

a) A clear, timed plan for the recruitment of the Chief Executive's post, including how the Council will seek to ensure that it makes a sound appointment.

b) The Acting Chief Executive to assess the capacity and skills of the paid service and identify gaps and agree plans to address them.

Evidence that actions agreed at top management team are actioned, reported back and have impact.

Robust, SMART Corporate Plan and service plans for 2007/08 in place and in use.

Organisational culture where responsibility and accountability is clear and staff and Councillors are clear on their roles

5c

To develop clear protocols and agreements between Councillors to ensure that pre-election periods do not adversely impact on services or our improvement programme

To develop a framework and agreed standards for all Councillors to operate within which are transparent and understandable to all

To allow for vigorous, focussed political debate without risk to agreed improvement activities

Councillors to be actively and appropriately engaged in progressing the work of the Council through effective participation in Council, committee and scrutiny meetings and through development opportunities

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Targets for
2007-08 and
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ensure they
are delivered

Key Actions

These will be our targets to measure performance against the Key Actions

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|-----------|---|---|
| 5d | To publish a new Council Constitution and improve the way in which Council meetings operate | <p>To have clear standards for our governance, through which we will monitor compliance</p> <p>To have clarity about the Council's aims together with clear, unambiguous decisions</p> <p>To improve the quality of debate and application of recognised standards</p> <p>To make Council meetings more relevant to local people</p> |
| 5e | To produce a vision for the town, based on consultation with local people, which sets out for the short, medium and longer-term the type of place we want Northampton to be | <p>To set priorities, informed by consultation and the needs of the area, to provide a clear framework for decision making</p> |
| 5f | To refocus our improvement strategy to ensure achievement of better outcomes | <p>To target our efforts more effectively on specific priorities for improvement</p> <p>To identify potential barriers at an early stage and take steps to address them</p> |
| 5g | To strengthen our management capacity by joint working on leadership development, providing management development opportunities and recruiting to vacant posts | <p>Management capacity will be measured and all our managers and team leaders will benefit from leadership training and accredited management development appropriate to their needs</p> <p>To increase the percentage of staff satisfied with the Council as their employer to 80% by March 2009</p> <p>To reduce sickness absence to an average of 9 days by March 2009</p> <p>To strengthen capacity of services by achieving a recruitment cycle time of 27 days by March 2008, to process vacancies and through increasing the percentage of posts filled after first advert, following measurement of these activities in November 2006</p> <p>To achieve Investor in People Status by March 2008</p> <p>To use our programme delivery office to embed programme and project management disciplines across the Council and to increase our capacity for systematic organisational learning.</p> |

9.

Targets for
2007-08 and
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are delivered

Key Actions

These will be our targets to measure performance against the Key Actions

- 5h** To embed a performance management culture throughout the organisation to ensure continuous, sustainable improvement
- To achieve performance improvement in all priority areas and have no services in the bottom quartile by March 2008
- To maintain performance levels in non-priority areas to prevent service failure and deterioration
- Portfolio Holders, Scrutiny and all staff actively using performance management tools to monitor service performance and achieve improvement

Council Priority 6	To continue to strengthen our financial management
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Policy Sponsor	Isabell Procter
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- 6a** To address weaknesses in the management and capacity in the finance function
- A clear recruitment and retention plan which is being actioned urgently, plus robust contingency and short-term plans to ensure the 2007/08 budget and financial management processes are not compromised
- 6b** To achieve a robust, balanced budget by February 2007
- To enable the movement of resources to priority areas from February 2008
- To ensure that our priority services are adequately resourced to achieve identified levels of improvement by February 2007
- 6c** To deliver a robust, updated Medium Term Financial Strategy based on a realistic assessment of available resources and service pressures and priorities
- To develop a framework for aligning resources to priorities by February 2008
- To link together revenue budget and capital investment in accordance with prudential guidelines by February 2008
- 6d** To deliver a robust Housing Revenue Account budget strategy, explicitly linked to the achievement of the Decent Homes Standard
- To allow resources to be moved to deliver priorities
- To improve the quality of all our housing stock within agreed criteria in line with Government standards for decent homes

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Targets for
2007-08 and
how we will
ensure they
are delivered

Key Actions

These will be our targets to measure performance against the Key Actions

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| 6e | To develop an Asset Management Plan, linked to the Medium Term Financial Strategy, which will ensure that we manage our investments in line with our priorities | To begin the process of changing our property use to reflect our priorities by March 2007 |
| 6f | To achieve Level 2 in key areas of the Use of Resources for the assessment year ending March 2008 | <p>To enable ownership of devolved budgets by managers</p> <p>To improve financial and performance management</p> <p>To deliver improved value for money by using our resources more efficiently, evidenced through improved Use of Resources assessments</p> <p>To enable Councillors to have clear and regular reports which set out our financial situation and any corrective actions to be taken</p> <p>To facilitate and efficient annual audit of final accounts</p> |

Council Priority 7

To work with partners to support economic infrastructure development to promote communities that are sustainable

Policy Sponsor

Clive Thomas

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| 7a | To deliver sustainable growth that meets the aspirations of current and future generations | <p>To help to develop, with local people and other stakeholders, an agreed shared direction for the growth of the area of West Northamptonshire in order to underpin future planning</p> <p>To increase investor confidence for the successful economic regeneration of the Borough</p> |
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Targets for
2007-08 and
how we will
ensure they
are delivered

Council Priority 8	To improve our interaction with the public to ensure we are providing good quality services
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Policy Sponsor	David Taylor
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Key Actions

These will be our targets to measure performance against the Key Actions

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|-----------|--|--|
| 8a | To improve our understanding of customers needs in order to ensure we are providing relevant good quality services | <p>Customers from ethnic minority groups will have improved access to services, which will meet their highest priority needs by 2009</p> <p>Increase opportunities to shape and influence service delivery through focus groups, systematic surveys and other sampling by March 2007, to ensure services meet the needs of customers</p> |
| 8b | To increase customer satisfaction with Council services overall by setting stretch targets following the three yearly customer satisfaction survey in October 2006 | <p>Provide a more efficient and accessible response to customers by completing phases 2 and 3 of the customer contact centre</p> <p>Embed new corporate complaints procedure in order to bring about improved customer service</p> <p>Provide a range of choices for customers to access services and achieve 100% interactions enabled by electronic delivery by March 2008</p> |

Council Priority 9	To improve work with partners to deliver better outcomes and services
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Policy Sponsor	David Taylor
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- | | | |
|-----------|--|---|
| 9a | To strengthen commitment to engagement in strategic partnership working and co-operation with partners | <p>Evidence of increased engagement and the reputation of the Council amongst its partners will have improved.</p> <p>Evidence of active collaboration and participation with partners to deliver some services jointly</p> <p>Clarity on consultation and engagement processes</p> <p>Community Vision completed but needs to be given profile</p> <p>Increase profile of LSP and LAA</p> <p>Clear Corporate Planning cycle for medium/long term</p> |
|-----------|--|---|

9.

Targets for
2007-08 and
how we will
ensure they
are delivered

Key Actions

9b To improve our work with partner organisations to provide services which meet the needs of customers and which helps to build capacity with communities

These will be our targets to measure performance against the Key Actions

Deliver more 'joined up' and seamless service provision through co-ordinated delivery of Local Area Agreement outcomes by 2008

To ensure that customers are empowered to take part in local decision making on matters that affect them by 2007

To use a high profile to more effectively secure high quality outcomes and improvements for our communities

This Corporate Plan will incorporate the Best Value Performance Plan, and as such we will publish in June 2007, as an appendix to this document specific and measurable targets against the Statutory Best Value Performance Indicators (BVPIs) and our local performance indicators, specific to service areas. In addition, we will publish the Council's performance in 2006/07 against the BVPIs and local performance indicators.



NORTHAMPTON
BOROUGH COUNCIL

Ward/s

Name of Group:	CABINET
Meeting Date:	11 th June
Directorate:	Governance, Resources and Improvement
Corporate Manager:	Dale Phillipson
Agenda Status:	Public

Report Title	Best Value Performance Plan 2007/08
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Key Decision	Yes
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1. Recommendations

That Cabinet recommend for approval by Council the draft Best Value Performance Plan 2007/08, subject to any detailed amendments that may be agreed by the Chief Executive, in consultation with the Leader, prior to the Council meeting.

2. Summary

Production and publication of an annual Best Value Performance Plan (BVPP) by 30th June is a statutory requirement for all local authorities. This year the BVPP forms an appendix to our Corporate Plan, providing a single strategic plan for the Council.

3. Report Background

Last year the Council succeeded in achieving an unqualified BVPP.

This year, the integration of the BVPP into the Corporate Plan provides a more coherent approach to setting out the Council's priorities.

There have been other changes this year impacting on the production process for the BVPP for all councils, notably changes to data quality arrangements. We have been required to undertake validation of Best Value Performance Indicators (BVPIs) including the checking of all background papers for each indicator. This is to ensure the reliability of the outturn data presented in the BVPP. To date we have completed validation checks on 87% of indicators. There may be a need for amendments to some BVPIs quoted in the report as a result of the validation process, however this will not be able to be confirmed until all outstanding background papers have been received and validated – Background papers are awaited for three indicators and the remaining are awaiting final validation. These will be completed during the next week.

An Overview and Scrutiny Task and Finish group was established in May 2006 to explore the production process of the BVPP. This group made a number of recommendations regarding the BVPP, the majority of which have now been addressed. These include the incorporation of BVPP introduction into Councillor induction programmes, the bringing forward of clearly defined timelines for the BVPP process and consultation with trade unions. A further recommendation – that a more accessible version of the BVPP is produced by the Communications Team – is in preparation and will be ready for publication at the end of June, once the BVPP has received final approval.

4. Options and Evaluation of Options

None

5. Resource Implications (including Financial Implications)

None

6. Risk and Opportunity Issues

Risk of external auditors qualifying the BVPP if it fails to meet the specific requirements of the Local Government Act 1999

7. Consultees (Internal and External)

Internal	Trade Union consultation scheduled for 27th June 2007
External	None

8. Compliance Issues

A: How Proposals Deliver Priority Outcomes

Improvement Plan
Sets out targets for improvement
Corporate Plan
Identifies targets for all services specifically on Best Value Performance Indicators

B: Other Implications

Other Strategies
None

Finance Comments
None

Legal Comments
None

Crime and Disorder Issues
None

Equality Impact Assessments

Assessment highlights that use of colouring without symbols may prevent certain groups of people accessing the information provided. An action to address this has been incorporated within the Service Plan for the Performance Team to ensure that future BVPP's address this issue.

9. Background Papers

Title	Description	Source
None		

[Report Author, title and extension]

Name	Signature	Date	Ext.
Author	Dale Phillipson	4 June 07	8273
Director	John Edwards – Interim Chief Executive	4 June 07	
Monitoring Officer or Deputy (Key decision only)	Francis Fernandes-	4 June 07	
Section 151 Officer or Deputy (Key decision only)	Isabell Procter- Director of Finance	4 June 07	

Appendix One

Best Value Performance Plan 2007/08

Foreword:

Welcome to Northampton Borough Council's Best Value Performance Plan for 2006/07. The production of a Best Value Performance Plan (BVPP) is a statutory requirement for all best value authorities. The Plan must address specific criteria:

- The Council's priorities;
- Arrangements for addressing the improvement priorities;
- Outturn data on all BVPIs for 2006/07 and performance targets for the next three years; and
- A statement on contracts.

This year, the BVPP is integrated with our Corporate Plan* 2007/11, providing a single strategic plan to drive our business. The Corporate Plan details our vision (page 10), corporate objectives and priorities (page 14), our partnerships (page 20), medium term planning (page 15) and our progress in key service areas during 2006/07 (page 21).

Our five Corporate Objectives, and the links with partnership objectives, are illustrated on page 12 of this document.

1. Comprehensive Performance Assessment

The Comprehensive Performance Assessment* (CPA) undertaken by the Audit Commission in 2004 assessed the Council as 'poor'. Subsequent progress assessments have reported that the Council has made little progress. This sets the context for our revised approach to improvement set out below.

2. Strategic Improvement Plan

In September 2006 the Council approved a three-year Strategic Improvement Plan; this set out six key areas where significant improvement was required, including: Improving Our Weakest Services; Improving Our Interaction with the Public; Improving Our Partnerships to Deliver Better Outcomes; Ensure Clear, Decisive Political Leadership; Strengthening Our Financial Management; Building Management Capacity to Drive Cultural Change.

In March 2007 we reviewed our progress and revised our Improvement Plan to better reflect the latest Audit Commission Progress Assessment published in February 2007. The framework for our Improvement Plan is set out in the table detailed on page 2.

Detailed service-specific improvement plans have been developed for addressing weakness identified through inspection within the Housing, Benefits and Planning Services*. All services now have Service Plans in place detailing how they will address improvement priorities.

*Copies of the Corporate Plan, CPA Inspection Reports and Service Specific Improvement Plans can be obtained from the Corporate Performance Manager on 01604 837837 or email performance@northampton.gov.uk

Strategic Improvement Plan – Phase Two (May to November 2007)

Aim: To achieve business resilience, continuous improvement and enable NBC to become a well-managed organisation

Theme One: Managerial and Political Leadership	Theme Two: Financial Systems	Theme Three: Partnership Working	Theme Four: Improving services	Theme Five: People	Theme Six: Business Resilience
<i>Vision and Corporate Planning</i>	<i>Medium Term Financial Plan</i>	<i>Partnerships and ELGIN</i>	<i>Understanding Customer Needs</i>	<i>Making It Matter</i>	<i>Performance Management</i>
<i>Political Management Arrangements</i>	<i>Budget 2008/2011</i>	<i>Community Engagement</i>	<i>Planning</i>	<i>Training and Development</i>	<i>Continuous Improvement</i>
<i>Constitution and Governance</i>	<i>Asset Management</i>	<i>Community Safety</i>	<i>Revenues and Benefits</i>	<i>Performance Review and PDPs</i>	<i>Horizon Scanning</i>
<i>Councillor Support and Development</i>	<i>Value for Money</i>	<i>Consultation</i>	<i>Housing</i>	<i>Human Resources Planning</i>	<i>Service Planning</i>

3. Monitoring Our Improvement

To ensure we deliver the actions needed to achieve improvement, our progress is monitored closely at both Cabinet and senior manager level. Lead officers – at Director and Corporate Manager level – are allocated responsibility for specific actions. Progress is reported weekly to the Management Board through the Chair of the Coordinating Group – a small group of senior managers overseeing the improvement project. The improvement plan is also monitored through our normal performance management arrangements which are set out below.

4. Monitoring Our Performance

We monitor our performance against statutory Best Value Performance Indicators (BVPIs) and national targets, together with locally defined indicators specific to each service. From April 2007 we are increasing the number of these local indicators to inform the public and managers more about the quality of the services we provide. Some of these are already in place and are presented in the list of service targets in this report, while others are still under development.

Our performance monitoring is not just limited to indicators and targets. We regularly monitor our progress against priority areas – including our Improvement Plan actions.

Our performance management framework has the following elements:

a) Team Meetings in Each Service Area

These are operational team meetings and are held to ensure service activities are planned for the week, resources and project responsibilities allocated and progress monitored. These are held either weekly or fortnightly depending on the service area requirements.

b) Monthly Reporting by Service Areas on Relevant Targets, Projects and Actions

Each Operational Manager provides a monthly (level one) report to a Corporate Manager outlining key service activity against corporate priorities, improvement plan projects and service priorities. Progress against relevant service performance indicators is also provided. These reports form the basis of a level two report provided by each Corporate Manager, bringing together an evaluation of progress for the whole service area. The level two reports are presented to each Director and used to provide an overall directorate performance report to the Chief Executive.

c) Monthly Performance Data

Our monthly performance reports set out progress we make against our monthly targets for all services. Indicators that are collected either quarterly or annually are reported at the appropriate time and therefore are not included on monthly reports. We evaluate our performance against the results of the previous month, the same period twelve months before and in relation to the performance of other councils. We use traffic light coding to clearly identify whether our progress is on track to meet our targets. This information is circulated widely across the Council, with printed graphs placed on specific 'performance notice boards' in key locations around our council buildings. We also publish our monthly performance data on our internet for access by the public. This is supplemented by the publication of a range of other performance-related information, including Audit Commission published inspection reports and our improvement plans.

d) Analysis of Performance by Councillors

In 2006 we implemented a new Development, Performance and Improvement Panel (DPIP), comprising senior Councillors, officers and two independent panel members. This panel reviewed and evaluated performance and progress against actions and made recommendations for improvement. Following the elections in May this year, DPIP has been ceased in order to focus improvement and performance within the normal governance arrangements of the Council.

The Leader of the Council has lead responsibility for improvement, working closely with the Portfolio Holder for Performance. Cabinet will regularly review and monitor our performance; Overview and Scrutiny Committees will also receive regular performance information.

e) Quarterly Performance Reviews

Quarterly Performance Reviews commenced in April 2006. These panels, chaired by the Chief Executive and comprising senior councillors from Cabinet and Directors, provide high-level evaluation of performance in each service area every three months. The Chief Executive sets out specific actions to be delivered as a result of each review, allocating responsibility for this along with clear timescales for delivery. A balanced scorecard is used for each service area, setting out relevant national and local targets, financial performance, corporate and improvement priorities and organisational health factors (such as absence monitoring). In 2007 we have increased the frequency of these reviews to bi-monthly; as a result they will be named 'performance reviews'.

f) Corporate Appraisal Scheme

In 2006 we implemented a corporate appraisal scheme. This sets out clear objectives and targets for each member of staff, linked to corporate priorities. The objectives are reviewed during the course of the year to ensure progress is made. The scheme is designed around a competency framework that sets out the skills, behaviours, attitudes and knowledge required to deliver our services in accordance with our values.

g) Service Planning

Our service plans set out strategic objectives and priorities, and illustrate how services contribute to their achievement. Financial information is also set out, including cost and performance analysis where this information is available.

h) Bi-monthly assessment by Government Monitoring Board (GMB)

As a Council rated as 'poor' in 2004, we are subject to close monitoring by Government, and specifically by the office for Communities and Local Government (formerly the Office of the Deputy Prime Minister). A Lead Official appointed by a Minister is responsible for continuous evaluation of our progress together with a range of other external monitors, including the Audit Commission, Government Office East Midlands, Department for Work and Pensions and external auditors.

In February 2007 the structure of this engagement was revised to include eight service-specific sub-groups, each chaired by an external person appointed by the Lead Official.

4 What We Will Deliver This Year

4.1 Targets and Outcomes

In this section we set out the specific targets for each service area. These targets indicate the level of achievement we aim for within each service. These targets reflect our corporate priorities and our Improvement Plan priorities and are structured by service area.

Streetscene and Property Maintenance

Performance Indicator	Description	2007/8	2008/9	2009/10
82a (i)	% tonnage of household waste arisings sent for recycling	21%	22%	23%
82a (ii)	Total tonnage household waste arisings sent for recycling	17,028 tonnes	18,196 tonnes	19,404 tonnes
82b (i)	% tonnage household waste arisings sent for composting	16%	16%	16%
82b (ii)	Total tonnage household waste sent for composting	12,974 tonnes	13,233 tonnes	13,498 tonnes
84a	Kilograms of household waste collected per head population	410kg	414kg	418kg
84b	% change from the previous year in kilograms of waste collected per head population	+0.49	+3	+3
86	Cost of waste collection per household	£45.00	£42.00	£39.00
91a	% of households resident in the authority's area served by kerbside collection of recyclables	100%	100%	100%
91b	% of households resident in the authority's area served by kerbside collection of at least two recyclables	100%	100%	100%
199a	The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	8%	7%	6%
199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible	15%	14%	13%
199c	The proportion of relevant land and highways from which unacceptable levels of fly posting are visible	1	1	1
199d	Flytips/Enforcement Action	Level 2	Level 3	Level 4
218a	% of new reports of abandoned vehicles investigated within 24hrs of notification	95%	96%	97%
218b	% of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	85%	85%	85%
BV89	% of people satisfied with cleanliness standard~	N/A	N/A	75%
BV90a	% of people satisfied with household waste collection~	N/A	N/A	80%
BV90b	% of people satisfied with waste recycling~	N/A	N/A	85%
BV119e	% of people satisfied with parks and open spaces~	N/A	N/A	85%

Performance Indicator	Description	2007/8	2008/9	2009/10
ELPI 5	% of flytips removed within two working days	70%	80%	90%
ELPI 6	Number of missed refuse collections per month	12,000	10,000	8,000
ELPI 10	Number of missed collections put right within 24 hours	95%	97%	99%
HLPI 9	Night time repairs to housing completed on target	99%	99%	99%
BV 184a	Proportion of local authority homes which were non-decent on 1 st April	24%	20%	13%
BV 184b	% change in proportion of non-decent homes between 1 st April and 31 March	11.67%	16.7%	35%
BV 212	Average time taken to re-let local authority homes	28 days	25 days	22 days
BV 63	Energy Efficiency: Average SAP rating of council properties	70	72	76

Housing Services

Performance Indicator	Description	2007/8	2008/9	2009/10
BV9	% of council tax received in the year	98%	98.5%	98.5%
BV10	% of non domestic rates due for the year which were received by the authority	99.3%	99.5%	99.5%
BV66a	Local authority rent collection and arrears – proportion of rent collected	97.2%	98%	99%
BV66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a % of the total number of council tenants	8.25%	6%	5%
BV66c	% of local authority tenants who have had notices seeking possession served	25%	20%	15%
BV66d	The % of local authority tenants evicted as a result of rent arrears	0.30%	0.25%	0.20%
BV74a	Satisfaction of tenants of council housing with overall service provided by landlord	69%	74%	79%
BV74b	Satisfaction of tenants of council housing with overall service provided by landlord broken down by ethnic minority tenants	62%	67%	72%
BV74c	Satisfaction of tenants of council housing with overall service provided by landlord broken down by non-ethnic minority tenants	70%	75%	80%
BV75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	60%	70%	80%
BV75b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: broken down by ethnic minority tenants	60%	70%	80%
BV75c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: broken down by non-ethnic minority tenants	60%	70%	80%
BV76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload	0.30	0.30	0.30

Performance Indicator	Description	2007/8	2008/9	2009/10
BV76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	65	60	60
BV76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload.	4.3	4.3	4.3
BV78a	Speed of Processing: Average time for processing new claims	30 days	27 days	25 days
BV78b	Speed of Processing: Average time for processing notifications of change in circumstances	11 days	8 days	8 days
BV79a	Accuracy of processing (a) % of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	97%	99.5%	99.5%
BV79bi	The amount of housing benefit overpayments recovered during the period being reported on as a % of housing benefit deemed recoverable overpayments during that period	70%	80%	85%
BV79bii	Housing benefit overpayments recovered during the period as a % of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of housing benefit overpayments identified during the period	50%	60%	65%
BV79biii	Housing benefit overpayments written off during the period as a % of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of housing benefit overpayments identified during the period	8%	7%	6%
BV80a	Overall satisfaction with benefits service: facilities to get in touch with the benefit office	N/a	N/a	85%
BV80b	Overall satisfaction with benefits service: satisfied with the service in the actual office	N/a	N/a	88%
BV80c	Overall satisfaction with benefits service: satisfied with the telephone service	N/a	N/a	82%
BV80d	Overall satisfaction with benefits service: satisfied with the staff in the benefits office	N/a	N/a	87%
BV80e	Overall satisfaction with benefits service: satisfied with the clarity and understandability of forms, letters and leaflets	N/a	N/a	67%
BV80f	Overall satisfaction with benefits service: satisfied with the amount of time it took to say whether claim was successful	N/a	N/a	77%
BV80g	Overall satisfaction with benefits service: Overall satisfaction	N/a	N/a	70%
LHPI164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment Code of Practice in Social Landlords	Yes	Yes	Yes

Performance Indicator	Description	2007/8	2008/9	2009/10
LHPI183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	1 week	1 week	1 week
BV202	The number of people sleeping rough on a single night within the area of the local authority	2	1	0
LHPI203	The % change in the number of families which include dependent children or pregnant women, placed in temporary accommodation under the homelessness legislation compared with the average in the previous year	-34%	-10%	-5%
BV213	Number of household who considered themselves homeless who approached the local authority housing advice service and for whom advice casework intervention solved their situation	7	8	9
LHPI214	Proportion of households accepted as statutorily homeless by the same authority within the last 2 years	0.50%	0.40%	0.30%
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	£117,697	£118,874	£120,063

Development – Building Control & Environmental Health

Performance Indicator	Description	2007/8	2008/9	2009/10
216a	Number of sites of potential concern within the local authority area with respect to land contamination	700	625	550
216b	Number of sites for which detailed information is available to decide whether remediation of the land is necessary, as a % of all 'sites of potential concern'	12	13	14
217	% of pollution control improvements to existing installations completed on time	97	98	100
166a	Score against a checklist of enforcement best practice for environmental health	100	100	100
BV 109 (a)	% of planning applications determined : 60% of major applications in 13 weeks	70%	75%	80%
BV 109 (b)	% of planning applications determined in line with the government's new development control targets to determine: 65% of minor applications in 8 weeks	81%	86%	90%
BV 109 (c)	% of planning applications determined: 80% of other applications in 8 weeks	92%	94%	95%
PLI 188	The number of decisions delegated to officers as a % of all decisions	95%	95%	95%
BV 204	% of appeals allowed against the authority's decision to refuse planning applications	25%	25%	25%
BV 205*	Quality of Service checklist for Planning	80%	90%	100%

Performance Indicator	Description	2007/8	2008/9	2009/10
BV 64	Number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority	50	50	50
BV111	% of applicants satisfied with the service received from Planning~	65%	75%	84%

*BVPI205 is a joint BVPI, with responsibility shared with Planning Policy and Conservation and WNDC.

Community Safety, Leisure & Town Centre Operations

Performance Indicator	Description	2007/8	2008/9	2009/10
BV 126	Domestic burglaries per year - 1,000 households	14.0	16.5	13.8
BV 127a	Violent crime per year - 1000 population	24.7	23.6	22.2
BV 127b	Robberies per year - 1000 population	2.83	3.2	2.9
BV 128	Vehicle crimes per year - 1,000 population	15.4	15.3	13.9
BV 225	Domestic violence checklist- The % of questions answered 'yes'; (to answer 'yes' the local authority must have fully achieved the goal described; it is not enough that the authority is working towards the goal)	100%	100%	100%
BV 170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population	880	880	880
BV 170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	850	850	850
BV 170c	The number of pupils visiting museums and galleries in organised school groups	10,500	10,500	10,500
BV119a	% of residents satisfied with sports and leisure services~	N/A	N/A	60%
BV119c	% of residents satisfied with museums~	N/A	N/A	60%
BV119d	% of residents satisfied with arts activities and venues~	N/A	N/A	67%
ELPI 7	Number of swims and other visits per 1000 population	4,430	4,563	4,700

Regeneration, Growth & Community Development

Performance Indicator	Description	2007/8	2008/9	2009/10
BV2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	Level 2	Level 3	Level 4
BV2b	The quality of an authority's Race Equality Scheme and the improvements resulting from its application	48%	53%	66%
BVPI106	% of new homes built on previously developed land	65%	65%	65%

Performance Indicator	Description	2007/8	2008/9	2009/10
BV174	The number of recorded racial incidents per 100,000 population	16	16	16
BV175	Of these, the % resulting in further action	100%	100%	100%
BVPI 200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	N/a	N/a	N/a
BVPI 200b	Has the local Planning authority met the milestones which the current local Development scheme set out?	Yes	Yes	Yes
LRGCD 200c	Did the local Planning authority publish an annual monitoring report by December of the last year?	Yes	Yes	Yes
LRGCD 219a	The total number of conservation areas in the local authority area	19	20	20
BVPI 219b	% of conservation areas in the local authority area with an up to date character appraisal	40% (8)	70% (14)	100% (20)
LRGCD 219c	% of conservation areas with published management proposals	40% (8)	70% (14)	100% (20)
BV226a	Total amount spent by the Local Authority on advice and guidance services provided by external organisations	£295K	£295K	£295K
BV226b	% Monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at general Help level and above	100%	100%	100%

Human Resources

Performance Indicator	Description	2007/8	2008/9	2009/10
BV11a	The % of top 5% of earners that are women	34%	34%	34%
BV11b	The % of top 5% of earners who are from an ethnic minority	7%	7%	7.5%
BV11c	The % of top 5% of earners who have a disability	5.3%	5.4%	5.9%
BV12	The number of working days/shifts lost due to sickness absence	9.5 days	9 days	8.1 days
BV14	The % of employees retiring early (excluding ill-health retirements) as a % of the total workforce	0.8%	0.5%	0.4%
BV15	The % of employees retiring on grounds of ill health as a % of the total workforce	0.3%	0.25%	0.25%
BV16a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	5.5%	6%	6.5%
BV17a	The % of local authority employees from minority ethnic communities	5.5%	6%	6%
BV16b	% of economically active disabled people in the authority area	12.25%	12.25%	12.25%

Performance, IT and Improvement

Performance Indicator	Description	2007/8	2008/9	2009/10
LPPI 157	The number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery	97%	100%	100%

Customer Services

Performance Indicator	Description	2007/8	2008/9	2009/10
BV3	% of citizens satisfied with the overall service provided by the local authority~	N/A	N/A	53%
BV4	% of citizens satisfied with the handling of their complaint~	N/A	N/A	33%

Finance & Asset Management

Performance Indicator	Description	2007/8	2008/9	2009/10
BV8	The % of invoices for commercial goods and services paid by the authority within 30 days of being received	94%	95%	95%
BV 156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	95%	95%	95%

4.11 Partnership Working and Linking Strategies

In addition to those areas of performance for which we are directly accountable, we have a wide range of areas on which we will work with partners to deliver. These areas comprise priorities set out in our Corporate Plan, in the Community Strategy 2002 – 2012¹ and the Local Area Agreement. The table below shows the links between the range of priorities.

Northampton Borough Council Corporate Plan 2007/11	Ensure that our communities are safer, greener and cleaner	Improve housing and health to enhance the wellbeing of our communities	To deliver quality services to our customers and communities	To promote economic development and growth in Northampton	Strengthen our commitment to partnership working and engaging with our communities to deliver better outcomes
Community Strategy 2002/12	Promoting Community Safety and Improving the Environment	Promoting Good Health, Housing and Well-being, and Promoting Leisure and Cultural Opportunities	Promoting Good Health, Housing and Well-being	Strengthening the Economic Base	
Local Area Agreement	Safer and Stronger Communities	Healthier Communities and Older People	Children and Young People	Economic Development, Enterprise and Growth	

1. The Community Strategy 2002-2012 is available from Legal and Democratic Services, Northampton Borough Council

5 Summary of Performance During 2005/06

We are required to collect data and report our progress against a number of statutory and local indicators. This year we collected performance data on 119 indicators spread across ten of our service areas. Streetscene and Housing have the highest proportion of these targets. We measure progress over a twelve-month period (April to March), and the results are used by Government to evaluate the performance of all councils. The resulting data is divided into four categories (quartiles). The top quartile identifies the highest performing 25% of councils, with the lowest performing 25% being in the bottom quartile.

The table below shows a summary of our performance indicators (BVPIs) and the resulting quartile position for 2005/06 and prospective position for 2006/07, based on un-audited data. We have displayed the results for all services based on this comparison. Please note that while we have used our results this year to compare with our quartile position last year, the quartiles will certainly change as the performance of all councils changes annually. The Audit Commission publishes Quartile Tables each year using outturn data from councils produced in May that year. Quartiles for 2006/07 performance will be released in November/December 2007 although some quartile data has already been released for a selection of User Satisfaction Survey performance indicators.

The results show that of the 88 comparable indicators, we have 38 (43%) indicators in the first (top) and second (median Upper) quartile, and 50 (57%) in the lower two quartiles (median lower and bottom). When compared to our position last year, we see some evidence of improvement; 20 of our indicators have improved quartile position, with 56 remaining the same. 12 have deteriorated. We are not content with this position, and the targets for services set out in this plan are based on our aim to improve our overall performance.

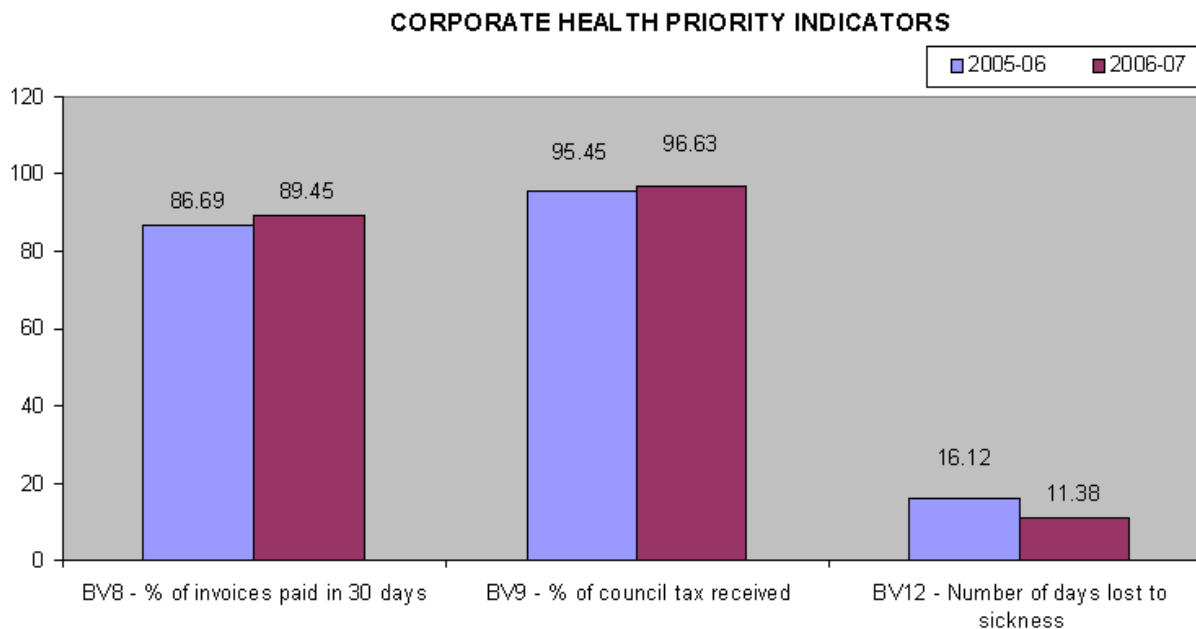
Quartile Category (Where data available)	Northampton Borough Council Total	Streetscene and Property Maintenance	Housing Services	Building Control and Environmental Health	Human Resource:	Community Safety, Leisure and Town Centre Operations	Finance and Asset Management	Regeneration, Growth and Community	Performance, IT and Improvement	Governance and Communications	Customer Services
Total No. of Indicators	119	26	39	12	10	15	2	11	1	1	2
No Quartile Data	31	7	9	2	2	4	1	6	0	0	0
Top	25	7	3	3	3	5	0	3	0	1	0
Median (U)	13	4	3	2	2	1	0	1	0	0	0
Median (L)	15	5	6	1	1	1	1	0	0	0	0
Bottom	35	3	18	4	2	4	0	1	1	0	2
Improved	20	4	9	3	1	0	1	2	0	0	0
Same	55	15	15	3	7	9	0	3	1	1	2
Worse	12	0	6	4	0	2	0	0	0	0	0

The indicators detailed below were those where we had the lowest levels of performance when compared with other councils at the end of 2005/06. As a result of their quartile performance status we decided to select them as priority indicators, subject to higher levels of scrutiny and focus. The table also details the prospective quartile position for these indicators, using the 05/06 quartile tables and our un-audited 2006/07 figures, showing that four of the twelve have now moved out of the bottom quartile.

Bottom Quartile Indicators	2005/06 Quartile Position	2006/07 Prospective Quartile Position
Percentage council tax collected in the year	Bottom	Lower Median
Housing benefit – the number of claimants visited per 1,000 caseload	Bottom	No Quartile position as indicator now deleted
Housing benefit – average time for processing new claims	Bottom	Lower Median
Housing benefit – average time for processing changes in notification	Bottom	Bottom
Housing benefit – accuracy of processing	Bottom	Bottom
Housing – rent collection and arrears – the proportion of rent collected	Bottom	Bottom
Number of working days lost to sickness absence	Bottom	Bottom – figure tbc
Percentage of employees retiring early	Bottom	Bottom
Percentage of invoices for commercial goods paid within 30 days of receipt	Bottom	Lower Median
Number of vehicle crimes per 1,000 population	Bottom	Bottom
Number of domestic burglaries per 1,000 households	Bottom	Bottom
Cost of waste collection	Bottom	Lower Median– figure tbc

5.1 Summary of Performance- Priority Indicators

The following section details what has been done over the past year to improve performance in the weakest performing areas above and what will be done over the next twelve months to support performance improvement.



There have been improvements in performance over all three corporate indicators, notably with management of sickness absence.

BV12- Average number of days lost due to Sickness Absence

The average number of days lost has reduced by just under a third (29.4%). This was achieved by delivering improvements to the way sickness absence was managed. The target of keeping below 11.5 days was achieved however the indicator remains in the bottom quartile. An updated Attendance Management action plan will support the drive to further reduce sickness absence and this years target of 9.5 days, if achieved, should move the council up to median quartile performance.

BV8- % of Invoices paid within 30 days

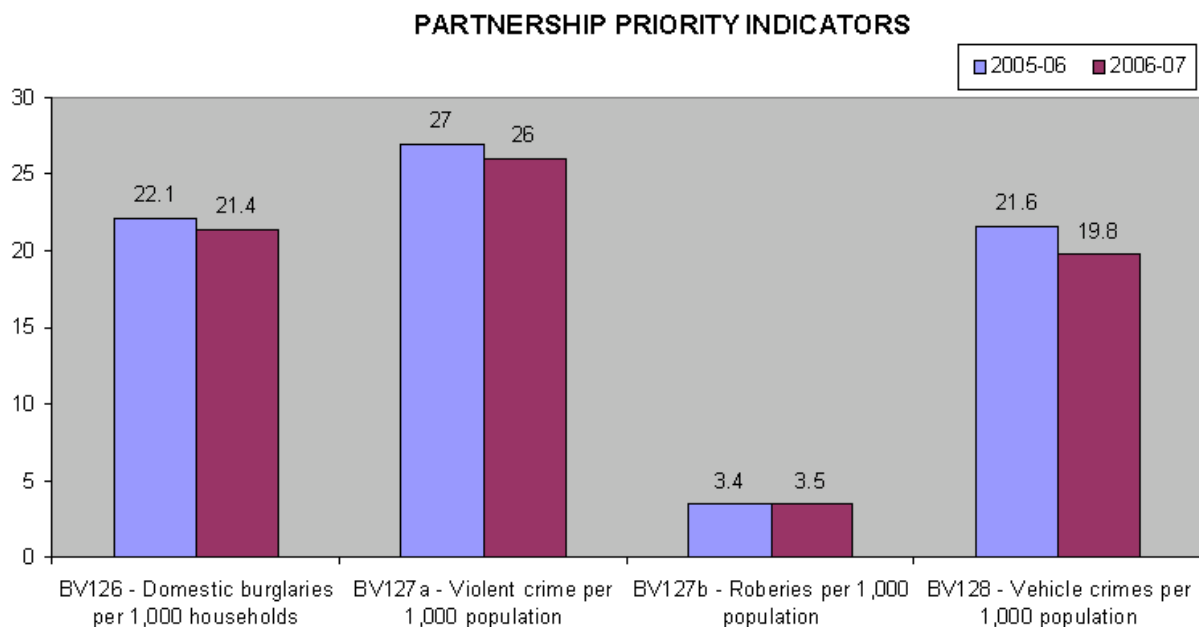
Performance against last year has increased by just under 3% however the target of 93% was not achieved. Based on current quartile data this indicator has moved out of the bottom quartile however, due to the fact that it remains just outside of the bottom range, the release of the new quartile tables later this year may see it fall again, as performance nationally tends to improve and the thresholds are increased.

BV9- % of council tax received in the year

Council Tax collection rates have improved by nearly 1.2% against last year. However, the final figure of 96.63% did not achieve the target set of 97% but this improvement has lifted the indicator out of the bottom quartile. Once again, as it is just outside of the bottom quartile range this may fall back into the bottom quartile when revised quartile tables are released later in the year.

Service improvement initiatives intended to improve ongoing collection rates, introduced over the last few months include;

- Delivery of an extensive training program
- Recruitment campaign undertaken to replace agency staff with a permanent in-house team
- Introduced bankruptcy proceedings for our more persistent non-payers
- We are performance monitoring the bailiff companies and awarding work based on performance

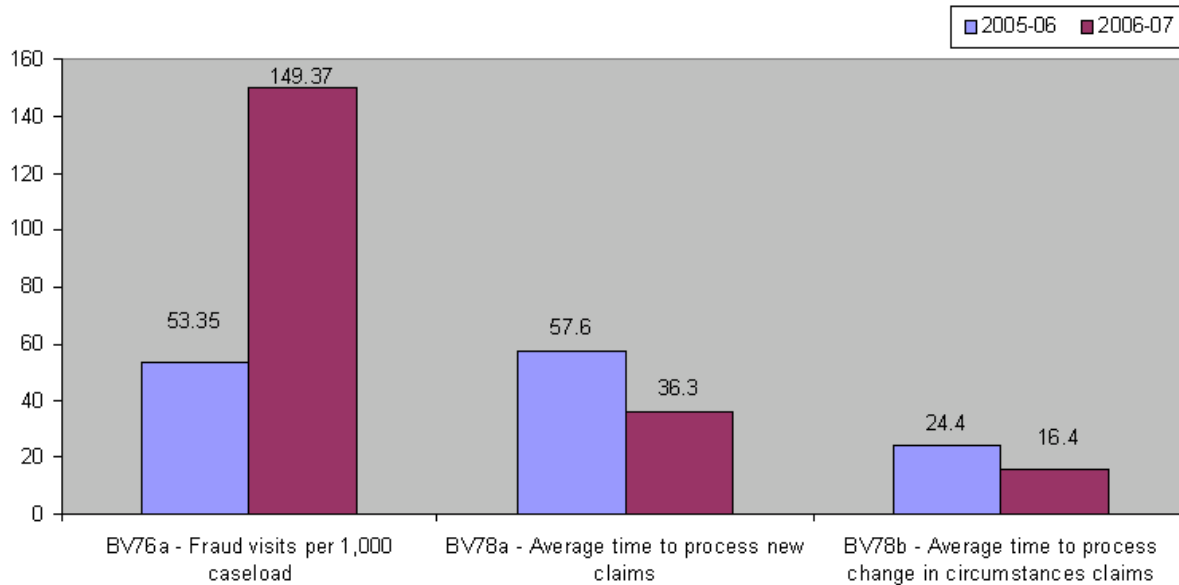


Overall, levels of crime have fallen in all categories except Robberies. However, the performance levels are not sufficient to move out of the bottom quartile for all district councils.

Recognising that this comparison inevitably disadvantages highly urbanised areas like Northampton, the Home Office uses a different set of comparators in its regular analysis of performance. Based on comparison with their 'most similar CDRP areas', Northampton compares more favourably, with the most recent figures showing this Council as mid-table for burglary and 4th worst out of 15 for vehicle crime.

In 2007-8 the new CDRP partnership, now called Northampton Safer and Stronger Communities Partnership, has a new, stronger focus on tackling connected issues within neighbourhoods. Due to this change it is expected that performance will improve significantly, but the targets are exceedingly challenging, based on meeting a three-year position demanded by the government regional office.

HOUSING BENEFIT PRIORITY INDICATORS



There have been significant improvements to all areas of performance within the Benefits Service in 2006/07.

BV76a- Number of fraud visits per thousand caseload

Additional resources and a review of the way fraud visits categorised and counted have contributed to the substantial increase in performance in this area and the annual target of 80 visits exceeded.

BV78a- Average time taken to process new benefit claims

BV78b- Average time taken to process notification of changes in circumstances

The time taken to process new benefit claims and notification of changes in circumstances has reduced by 37% and over 32% respectively, over the last twelve months. The targets set for both indicators were achieved and this improvement has moved both indicators out of the bottom quartile.

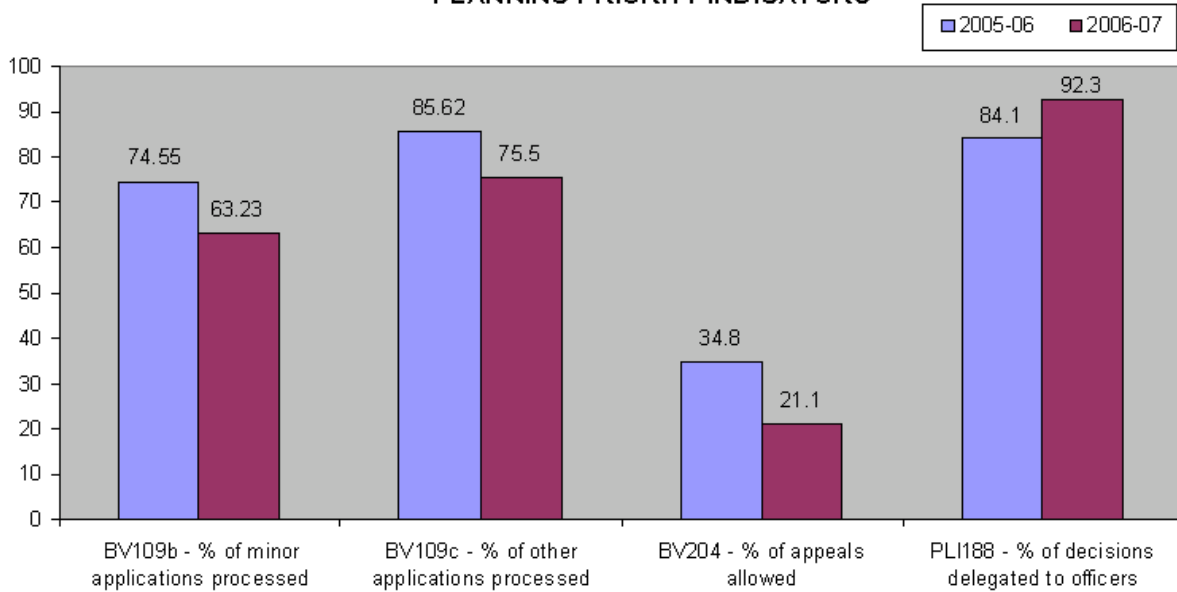
Improvements in training, reductions in agency staff, workflow management and the introduction of a 24hour guarantee for new claims and changes in circumstances, have all contributed to the performance improvement.

BV79a – Accuracy of processing benefit claims

Although not shown in the graph above, accuracy rates have improved from 78.6% in 2005/06 to 94.2% this year. The target of 85% was achieved but this indicator remains within the bottom quartile.

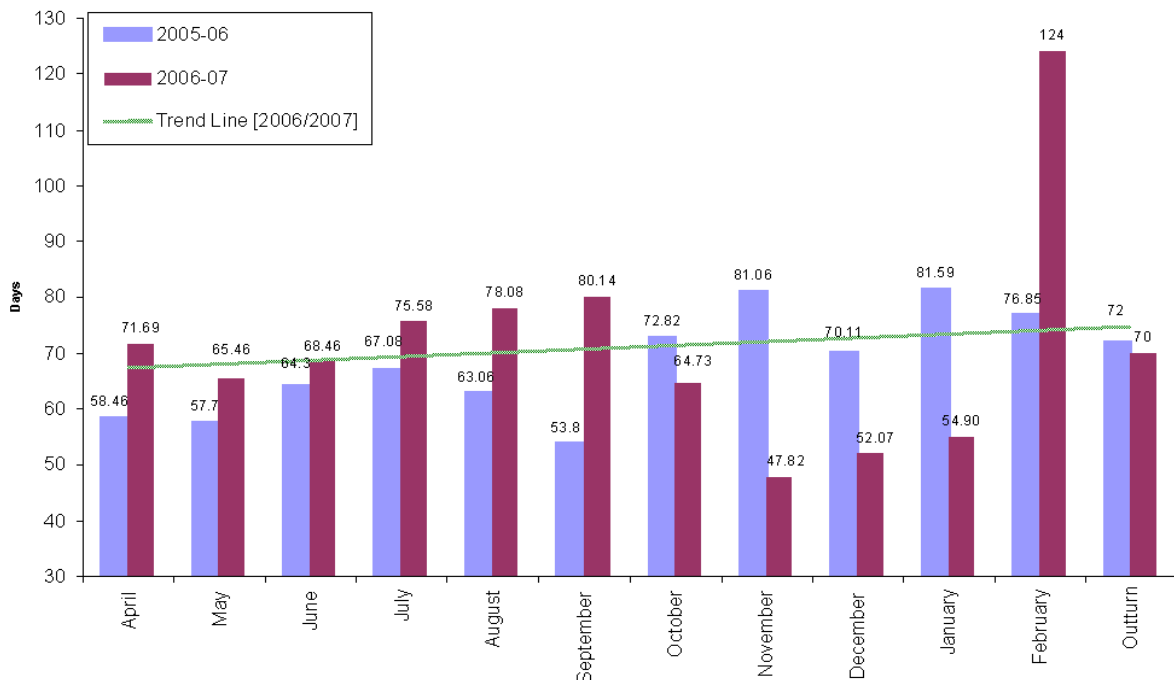
The council has entered into a three-year partnership with Kendric Ash to deliver sustained improvements to the Revenues and Benefits Service and the Benefits Strategic Improvement Plan details how the service will deliver these improvements.

PLANNING PRIORITY INDICATORS



Performance within the Planning service has declined in 2006/07 compared to performance levels in 2005/06, except in the area of % of delegated decisions. A Service Improvement Plan has been developed to address the recommendations made following the Audit Commission Inspection of the service in 2006.

PRIORITY INDICATOR – AVERAGE DAYS TAKEN TO RE LET COUNCIL PROPERTIES



BV212-Average time taken to re-let local authority homes

The end of year performance of this indicator above does not reflect the improvement work carried out by a dedicated working party over the last year. A policy decision to target hard to let council properties to remove them from the empty property list resulted in a large increase in the average re-let days. Current performance, if sustained will move this indicator out of the bottom quartile at the end of the year.

After analysing this years results, those statutory indicators where we provisionally have the lowest levels of performance when compared with other councils based on 2006/07 un-audited figures, are set out below: There are 34 in total.

Corporate Indicators- 5 (14.7%) of Bottom Quartile Indicators

- % of citizens satisfied with the overall level of service
- % of citizens satisfied with complaint handling
- Number of working days lost to sickness absence
- % of employees retiring on the grounds of ill-health
- The quality of the authorities Race Equality Scheme and improvements resulting from it

Partnership Indicators- 4 (11.8%) of Bottom Quartile Indicators

- Number of vehicle crimes per 1,000 population
- Number of domestic burglaries per 1,000 households
- Number of Violent crimes per year per 1,000 population
- Number of Robberies per year per 1,000 population

Planning Service- 4 (11.8%) of Bottom Quartile Indicators

- % of applicants satisfied with the quality of service- Planning
- Quality of service checklist for Planning
- % of Planning applications determined within government target- Minor applications
- % of Planning applications determined within government target- Other applications

Street-scene and Environment- 3 (8.8%) of Bottom Quartile Indicators

- The proportion of land/highways with unacceptable levels of graffiti visible
- % of people satisfied with the cleanliness standard in their area
- % of people satisfied with household waste collection

Housing – 18 (52.9%) of Bottom Quartile Indicators

- Average number of Days taken to re-let local authority homes Levels of arrears-Local authority rent collection
- % of Local authority tenants with more than seven weeks rent arrears
- Housing benefit – accuracy of processing
- Housing benefit- % of overpayments recovered deemed recoverable
- % of council tenants satisfied with the overall service
- % of council tenants satisfied with the overall service- broken down by ethnicity
- % of council tenants satisfied with the overall service- broken down by non-ethnicity
- % of council tenants satisfied with opportunities for participation in management/decision making
- % of council tenants satisfied with opportunities for participation in management/decision making- broken down by ethnicity
- % of council tenants satisfied with opportunities for participation in management/decision making- broken down by non-ethnicity
- % of overall satisfaction with the benefits service-
- % of satisfaction with the benefits service- all 7 subsets

As detailed above, the council is not content with this position and the council's Improvement Plan and individual service improvement plans detail how the council will continue to address the issues and underperformance in the above areas and will be monitored using the performance management framework.

Statement on Contracts

The Council can confirm that all contractual arrangements during 2006/2007 which involved a transfer of staff, complied where applicable with the Transfer of Undertakings (Protection of Employment) Regulations 2006, the Code of Practice on Workforce Matters in Public Sector Service Contracts and the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector together with the Annex A Fair Deal for Staff Pensions.

5.2 Detailed Report on Performance

The tables below represent our outturn (results) for 2006/07 by service area and performance indicator

KEY TO BOX STATUS COLOURING	
GREEN:	Achieved Target
AMBER:	No Target Set
RED:	Missed Target

KEY TO QUARTILE STATUS		Top & Upper Median Quartile	Lower Median Quartile	Bottom Quartile	No Quartile Data
1	NEW INDICATOR [quartile data unavailable]	4	NOT REPORTED for 05/06 [new 06/07]		
2	LOCAL INDICATOR [quartile data unavailable]	*	INDICATOR RESERVED [NBC data - not robust]		
3	NO QUARTILE DATA [issued from Audit Commission]	[]	SOURCE CPA PROFILE DATA		

GOOD TO BE HIGH/LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
Corporate Priority Indicators												
↑	BV8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	Corporate Health	89.45%	93%	86.89%	Provisional figure	Lower Median	96.71%	93.43%	89.24%	86.89% Bottom
↑	BV9	Percentage of council tax received in the year	Corporate Health	96.63%	97%	95.45%		Lower Median	98.4%	97.61%	96.39%	95.45% Bottom
↓	BV12	The number of working days/shifts lost due to sickness absence	Corporate Health	11.38 Days	11.5 Days	16.12 Days	Provisional figure	Bottom	8.34 Days	9.52 Days	10.94 Days	16.12 Days Bottom
↑	BV66a	Local authority rent collection and arrears – proportion of rent collected	Housing Services	95.93%	97.5%	96.03%		Bottom	98.84%	98.2%	97.41%	96.03% Bottom
↔	BV76a	Housing Benefit Security: the number of claimants visited per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	149.37	80	53.35			3	3	3	53.35
↓	BV78a	Speed of Processing: Average time for processing new claims	Housing Benefit and Council Tax Benefit Services	36.5 Days	40 Days	57.6 Days		Lower Median	25.5 Days	31 Days	37.8 Days	57.6 Days Bottom
↓	BV78b	Speed of Processing: Average time for processing notifications of change in circumstances	Housing Benefit and Council Tax Benefit Services	16.4 Days	17 Days	24.4 Days		Lower Median	8.5 Days	11.9 Days	16.7 Days	24.4 Days Bottom
↑	BV79a	Accuracy of processing (a) percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	Housing Benefit and Council Tax Benefit Services	94.20%	85%	78.60%		Bottom	99%	98.2%	96.8%	78.60% Bottom

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↑	BV109b	Percentage of planning applications determined in line with the government's new development control targets to determine: 65% of minor applications in 8 weeks	Culture Planning	63.23%	76 %	74.55% ↓	Provisional figure	Bottom	80.39%	74.01%	68.6%	74.55% Upper Median
↑	BV109c	Percentage of planning applications determined: 80% of other applications in 8 weeks	Culture Planning	75.50%	86 %	85.62% ↓	Provisional figure	Bottom	91.61%	88.23%	83.85%	85.62 % Lower Median
↓	BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	Culture Planning	21.10%	30 %	34.8% ↑	Provisional figure	Top	25%	30%	36.1%	34.8% Lower Median
↓	BV212	Average time taken to re-let local authority homes	Housing Services	70 Days	50 Days	72 Days ↑	Provisional figure	Bottom	29 Days	37 Days	51 Days	72 Days Bottom
↑	PLI188	The number of decisions delegated to officers as a percentage of all decisions	Culture Planning	92.3%	90%	84.1% ↑		92.3%	2	2	2	84.1%
Partnership Priority Indicators												
↓	BV126	Domestic burglaries per year per 1,000 households in local authority area	Community Safety	21.4	17.47	22.1 ↑		Bottom	6.4	8.9	13.7	22.1 Bottom
↓	BV127a	Violent crime per year, 1000 population	Community Safety	26	25.69	27 ↑		Bottom	12.5	17	22.9	27 Bottom
↓	BV127b	Robberies per year, 1000 population	Community Safety	3.5	3.05	3.4 ↓		Bottom	0.3	0.5	1.3	3.4 Bottom
↓	BV128	The number of vehicle crimes per year, per 1,000 population in the local authority area	Community Safety	19.8	18.12	21.6 ↑		Bottom	7.3	9.7	14.6	21.6 Bottom
Streetscene and Property Maintenance												
↑	BV82ai	Percentage tonnage of household waste arisings which have been sent by the authority for recycling	Environmental Services	20.24%	19.20%	19.82% ↑		Upper Median	21.72%	18.15%	14.79%	19.82% Upper Median
↑	BV82aii	Total of tonnage of household waste arisings which have been sent by the authority for recycling	Environmental Services	16,155.45 Tonnes	15,484.26 Tonnes	15,509.95 Tonnes ↑		Top	9,082.98 Tonnes	6,839.79 Tonnes	5,279.84 Tonnes	15,509.95 Top

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↑	BV82bi	Percentage of the total tonnage of household waste sent for composting or treatment by anaerobic digestion	Environmental Services	15.92%	16.80%	16.3% ↓		Top	14.67%	8.29%	2.68%	16.30% Top
↑	BV82bii	Total tonnage of household waste sent for composting or treatment by anaerobic digestion	Environmental Services	12,680.3 Tonnes	13,548.73 Tonnes	12,752 Tonnes ↓		Top	6,048.83 Tonnes	3,157.91 Tones	933.96 Tonnes	12,752 Top
↓	BV84a	Number of kilograms of household waste collected per head	Environmental Services	408.4Kg	414 kg	401.7 kg ↓		Upper Median	381 kg	409.6 kg	442.7 kg	401.7 Upper Median
↓	BV84b	Percentage change from the previous financial year in the number of Kg of household waste collected per head of population	Environmental Services	+1.69%	+3.00 %	+5.96 ↑		Lower Median	-3.29	-0.5	+2.43	+5.96% Bottom
↑	BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	Environmental Services	100%	100 %	100% ↔		Top	100%	98.9%	93.5%	100% Top
↑	BV91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	Environmental Services	100%	100 %	100% ↔		Top	100%	97.6%	90.1%	100% Top
↑	BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	Environmental Health	87.25%	95% [set 2006]	0% ↑		Lower Median	96.64%	88.54%	73%	0% Bottom
↑	BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	Environmental Health	79.16%	95% [set 2006]	0% ↑		Lower Median	95%	81.9%	61.11%	0% Bottom
↑	ELPI5	Percentage of flytips removed within two working days	Environment Services	99.60%	97 %	99.37% ↑			2	2	2	99.37%
↓	ELPI6	Number of collections missed per month	Environment Services	11,302	18,000	487			2	2	2	487
↑	ELPI10	The percentage of missed collections put right within 24 hours	Environment Services	92.99%	95%	Not reported			2	2	2	Not reported
↓	HLP19	Night time repairs completed on target	Housing Repairs	99%	99 %	98% ↑	Provisional figure		2	2	2	98%

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↓	BV199a	The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	Environmental Services	4.30%	5%	3% ↓		Top	8%	12%	19%	3.0 % Top
↓	BV199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible	Environmental Services	14%	9% [set 2006]	10% ↓		Bottom	1%	2%	6%	10 % Bottom
↓	BV199c	The proportion of relevant land and highways from which unacceptable levels of fly posting are visible	Environmental Services	1%	2% [set 2006]	1% ↔		Upper Median	0%	1%	2%	1 % Upper Median
↓	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	Environmental Services	4	No Target Set	0	Provisional mid-year figure Final figure to be supplied direct to AC by DEFRA		4	4	4	No data available
↑	BV63	Energy efficiency - the average SAP (standard assessment procedure) rating of local authority owned dwellings	Housing Services	68.2%	68%	67%		Upper Median	69%	67%	64%	67% Upper Median
↓	BV184a	The proportion of local authority homes which were non-decent at 1st April	Property Maintenance	Data not yet received	15%	25%			12%	24%	39%	25% Lower Median
↑	BV184b	The percentage change in proportion of non-decent local authority homes between 31st March and 1st April	Property Maintenance	Data not yet received	5%	15.7%			28.9%	14.5%	1.6%	15.7% Upper Median
↓	BV86	Cost of waste collection per household	Environmental Services	£51.13	£52	£51.72 ↑	Provisional figure	Lower Median	£40.28	£46.25	£52.88	£51.72 Lower Median
↑	BV89	The percentage of people satisfied with the cleanliness standard in their area	Environmental Services	53%	65%	44% ↑	Figure & quartiles based on last survey 2003/04	Bottom	73%	68%	62%	44% Bottom
↑	BV90a	The percentage of people satisfied with household waste collection	Environmental Services	69%	90%	76% ↓	06/07 quartile data	Bottom	85%	80%	74%	76% Bottom
↑	BV90b	The percentage of people satisfied with waste recycling	Environmental Services	70%	76%	55% ↑	"	Lower Median	75%	70%	66%	55% Bottom

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↑	BV119e	Percentage of residents satisfied with the Local Authority Cultural Services: Parks and Open Spaces	Cultural and Related Services	79%	79%	79% ↔	06/07 quartile data	Top	78%	74%	68%	79% Top
Regeneration, Growth & Community Development												
↔	BV174	The number of racial incidents recorded by the authority per 100,000 populations.	Community Safety	8.2	23	18.48 ↓		8.2	3	3	3	18.48
↑	BV175	The percentage of racial incidents that resulted in further action	Community Safety	100%	100%	100% ↔	Provisional figure	Top	100%	100%	100%	100% Top
↑	BV2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	Corporate Health	Level 1	1	Level 1 ↔		Level 1	3	3	3	Level 1
↑	BV2b	The quality of an authority's Race Equality Scheme and the improvements resulting from it's application	Corporate Health	16%	48%	39% ↓		Bottom	79%	63%	53%	39% Bottom
↑	BV106	Percentage of new homes built on previously developed land	Culture Planning	85.25%	65 %	84% ↑		Upper Median	96.74%	81.5%	62.52%	84% Upper Median
↔	BV200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3 year rolling programme?	Culture Planning	Yes	Yes	Yes ↔		Yes	3	3	3	Yes
↔	BV200b	Has the local Planning authority met the milestones which the current local Development scheme set out?	Culture Planning	Yes	Yes	No ↔		Yes	3	3	3	No
↔	BV200c	Did the local Planning authority publish an annual monitoring report by December of the last year?	Culture Planning	Yes	Yes	Yes ↔		Yes	3	3	3	Yes
↔	BV219a	The total number of conservation areas in the local authority area	Culture Planning	18	19	18 ↔		18	3	3	3	18

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↔	BV219b	Percentage of conservation areas in the local authority area with an up to date character appraisal	Culture Planning	33.33%	26% (5)	16.68% ↑		Top	31.81%	10%	0%	16.67% Upper Median
↔	BV219c	Percentage of conservation areas with published management proposals	Culture Planning	33.33%	17% (3)	0% ↑		Top	7.7%	0%	0%	0 % Upper Median
Development – Building Control and Environmental Health												
↑	BV109a	Percentage of planning applications determined: 60% of major applications in 13 weeks	Culture Planning	66.67%	66 %	64.18% ↑	Provisional figure	Lower Median	74.75%	66.67%	58.05%	64.18 % Lower Median
↑	BV64	Number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority	Culture Planning	161	118	59 ↑		Top	76.5	27	7	59 Upper Median
↑	BV166a	Score against a checklist of enforcement best practice for environmental health	Culture Planning	96.70%	100%	100% ↓	Provisional figure	Upper Median	98.7%	90%	80%	100% Top
↑	BV205	Quality of Service checklist for Planning	Culture Planning	77.70%	78%	77.7% ↔	Provisional figure	Bottom	94.4%	94%	83.3%	77.7% Bottom
↔	BV216a	Number of sites of potential concern within the local authority area with respect to land contamination	Culture Planning	966	775	975		966	3	3	3	975
↑	BV216b	Number of sites for which detailed information is available to decide whether remediation of the land is necessary, as a percentage of all "sites of potential concern"	Culture Planning	8	10.7	6 ↑		Upper Median	9	3	1	6 Upper Median
↑	BV217	Percentage of pollution control improvements to existing installations completed on time	Culture Planning	100%	95	97% ↑		Top	100%	94%	83%	97% Upper Median
↑	BV111	The percentage of applicants satisfied with the service received	Culture Planning	57%	84%	84% ↓	Figure & quartiles based on last survey 2003/04	Bottom	81%	74%	68.25%	84% Top

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
Performance, I.T. and Improvement												
↑	LPP1157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	Corporate Health	93.80%	95%	90.06% ↑		Bottom	100%	99.55%	96.99%	90.06% Bottom
Governance and Communications												
↑	GLI179	The percentage of standard searches carried out in 10 working days	Culture Planning	100%	100 %	100% ↔		Top	100%	99.96%	98%	100% Top
Housing Services												
↑	BV10	% of non domestic rates due for the year which were received by the authority	Housing Benefit and Council Tax Benefit Services	99.72%	99.12 %	99.23% ↑		Top	99.3%	99%	98.4%	99.23% Upper Median
↔	BV76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	0.24	0.25	0.28 ↓		0.24	3	3	3	0.28
↔	BV76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	61.32	60	51.08 ↑		61.32	3	3	3	51.08
↔	BV76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	3.91	4.3	4.64 ↓		3.91	3	3	3	4.64
↑	BENLPI1	Percentage of cases from complete to determined within 14 days	Housing Revenues and benefits	85.51%	69%	Not collected		85.51%	2	2	2	Not reported
↓	BV66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	Housing Services	11.92%	11.81%	12.43% ↑		Bottom	4.12%	5.96%	8.53%	12.43% Bottom
↓	BV66c	The % of local authority tenants in arrears who have had Notice Seeking Possession served	Housing Services	26.66%	42.35%	44.58% ↑		Upper Median	17.06%	27.09%	35.18%	44.58% Bottom
↓	BV66d	The percentage of local authority tenants evicted as a result of rent arrears	Housing Services	0.46%	0.79%	0.83% ↑		Lower Median	0.21%	0.38%	0.58%	0.83% Bottom

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↑	BV79bi	The amount of housing benefit overpayments recovered during the period being reported on as a percentage of hb deemed recoverable overpayments during that period	Housing Benefit and Council Tax Benefit Services	58.35%	85%	106.20% ↓		Bottom	79.46%	70.35%	59.3%	106.20% Top
↑	BV79bii	Housing benefit overpayments recovered during the period as a percentage of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of hb overpayments identified during the period	Housing Benefit and Council Tax Benefit Services	31.60%	55%	62.51% ↓		Lower Median	41.22%	34.11%	28.35%	62.51% Top
↓	BV79biii	Housing benefit overpayments written off 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	Housing Benefit and Council Tax Benefit Services	4.35%	9%	12.14% ↑		4.35%	3	3	3	12.14%
↓	BV183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	Housing Services	2 weeks	6 weeks	3.25 weeks ↑	Provisional figure	Upper Median	1.12 weeks	2.98 weeks	4.93 weeks	3.25 weeks Lower Median
↑	BV213	Number of household who considered themselves homeless who approached the local authority housing advice service and for whom advice casework intervention solved their situation	Housing Services	7	1.03	5 ↑	Provisional figure	Top	5	2	1	5 Top
↓	BV164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment Code of Practice in Social Landlords?	Housing Services	Yes	Yes	Yes ↔		Yes	3	3	3	Yes
↑	BV183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	Housing Services	0	N/A	0 ↔	0 *		0	6.84	18.48	0*

* NBC does not provide hostel accommodation

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↓	BV202	The number of people sleeping rough on a single night within the area of the local authority	Housing Services	4	4	8 ↑		Lower Median	0	2	5	8 Bottom
↓	BV203	The percentage change in the number of families which include dependent children or pregnant women, placed in temporary accommodation under the homelessness legislation compared with the average in the previous year	Housing Services	-27.73%	-20%	-9.86% ↑		Top	-16%	0%	19.09%	-9.86% Upper Median
↓	BV214	Proportion of households accepted as statutorily homeless by the same authority within the last 2 years	Housing Services	1.41%	5%	0.54% ↓		Upper Median	0.37%	1.9%	4.23%	0.54 % Upper Median
↓	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	Housing Services	£116, 532	No Target Set	Not reported		£116,532	3	3	3	Not reported
↑	BV74a	Satisfaction of tenants of council housing with the overall service provided by their landlord	Housing Benefit and Council Tax Benefit Services	64%	81%	73% ↓	Figure & quartiles based on last survey 2003/04	Bottom	83%	78%	73%	73% Bottom
↑	BV74b	Satisfaction of tenants of council housing with the overall service provided by their landlord with results further broken down by ethnic minority tenants	Housing Benefit and Council Tax Benefit Services	57%	76%	69% ↓	"	Bottom	80%	70%	60.25%	69% Lower Median
↑	BV74c	Satisfaction of tenants of council housing with the overall service provided by their landlord with results further broken down by non ethnic minority tenants	Housing Benefit and Council Tax Benefit Services	65%	81%	74% ↓	Figure & quartiles based on last survey 2003/04	Bottom	84%	78%	73.75%	74% Lower Median
↑	BV75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	Housing Benefit and Council Tax Benefit Services	49%	70%	59% ↓	"	Bottom	69%	64%	59%	59% Bottom

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↑	BV75b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by ethnic minority tenants	Housing Benefit and Council Tax Benefit Services	45%	60%	58% ↓	"	Bottom	73%	59%	50%	58% Lower Median
↑	BV75c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by non ethnic minority tenants	Housing Benefit and Council Tax Benefit Services	48%	70%	60% ↓	"	Bottom	69.50%	64%	58.50%	60% Lower Median
↑	BV80a	Overall satisfaction with the benefits service: Overall I am satisfied with the facilities to get in touch with the benefits office	Housing Benefit and Council Tax Benefit Services	66%	85%	70% ↓	"	Bottom	83%	79%	73%	70% Bottom
↑	BV80b	Overall satisfaction with the benefits service: Overall I am satisfied with the service in the actual office	Housing Benefit and Council Tax Benefit Services	59%	88%	72% ↓	"	Bottom	85%	80%	74%	72% Bottom
↑	BV80c	Overall satisfaction with the benefits service: Overall I am satisfied with the telephone service	Housing Benefit and Council Tax Benefit Services	46%	82%	55% ↓	"	Bottom	77%	70.50%	60%	55% Bottom
↑	BV80d	Overall satisfaction with the benefits service: Overall I am satisfied with the staff in the benefit office	Housing Benefit and Council Tax Benefit Services	65%	87%	75% ↓	"	Bottom	85%	82%	77%	75% Bottom
↑	BV80e	Overall satisfaction with the benefits service: Overall I am satisfied with the clarity and understandability of the forms, letters and leaflets	Housing Benefit and Council Tax Benefit Services	52%	67%	57% ↓	"	Bottom	67%	63%	60%	57% Bottom
↑	BV80f	Overall satisfaction with the benefits service: Overall I am satisfied with the amount of time it took for them to tell me whether my claim was successful	Housing Benefit and Council Tax Benefit Services	53%	77%	57% ↓	"	Bottom	76%	71%	64%	57% Bottom
↑	BV80g	Overall satisfaction with the benefits service	Housing Benefit and Council Tax Benefit Services	63%	70%	70% ↓	"	Bottom	83%	79%	74%	70% Bottom

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
Human Resources												
↑	BV11a	The percentage of top 5% of earners that are women	Corporate Health	32.43%	30%	32.83% ↓		Upper Median	42.45%	32%	22.22%	32.83% Upper Median
↑	BV11b	The percentage of top 5% of earners who are from an ethnic minority	Corporate Health	7.07%	6.5%	8.89% ↓		Top	4.33%	1.5%	0%	8.89% Top
↑	BV11c	The percentage of top 5% of earners who have a disability	Corporate Health	3.80%	5.25%	4.38% ↓		Upper Median	4.83%	2.28%	0%	4.38% Upper Median
↓	BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	Corporate Health	0.70%	0.8%	2.64% ↑		Lower Median	0.17%	0.43%	0.78%	2.64% Bottom
↓	BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	Corporate Health	0.61%	0.4% [set 2000]	0.41% ↓		Bottom	0.1%	0.23%	0.37%	0.41% Bottom
↑	BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	Corporate Health	4.97%	5%	5.55% ↓		Top	3.89%	2.73%	1.86%	5.55% Top
↑	BV17a	The percentage of local authority employees from minority ethnic communities	Corporate Health	5.60%	5.25 %	4.9% ↓		Top	4.8%	1.8%	0.9%	4.9% Top
↓	BV16b	The percentage of economically active minority ethnic community in the authority area	Corporate Health	12.25%	12.25% from census	12.55% ↔		12.25%	3	3	3	12.25%
↔	BV17b	The percentage of the economically active minority ethnic community population in the authority area	Corporate Health	8.13%	8.13% from census	8.13% ↔		8.13%	3	3	3	8.1%
Customer Services												
↑	BV3	The percentage of citizens satisfied with the overall service provided by the council	Corporate Health	34%	50%	38% ↓	06/07 quartile data	Bottom	58%	53%	48%	34% Bottom
↑	BV4	The percentage of citizens satisfied with the handling of their complaint	Corporate Health	29%	35%	30% ↓	"	Bottom	37%	33%	30%	29% Bottom

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
Finance and Asset Management												
↑	BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Corporate Health	92.54%	95%	90.14% ↑		92.54%	3	3	3	90.14%
Community Safety, Leisure & Town Centre Operations												
↑	BV170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population	Cultural and Related Services	863	1,319	1,287 ↓		Upper Median	958	382	133	1,287 Top
↑	BV170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	Cultural and Related Services	845	801	800 ↑		Top	523	247	87	800 Top
↑	BV170c	The number of pupils visiting museums and galleries in organised school groups	Cultural and Related Services	10,016	12375	14,067 ↓		Top	8,156	2,603	641	14,067 Top
↑	ELPI7	Number of swims and other visits per 1000 population	Leisure	4,427.62	3832	4,821 ↓		4,427.62	2	2	2	4,821
↑	BV225	Domestic violence checklist- The percentage of questions answered 'yes'	Community Safety	72.73%	85%	63.6% ↑		72.73%	3	3	3	63.6%
↔	BV226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	Community Legal Services	£368,860	£368,860	£368,860 ↔		£368,860	3	3	3	£368,860
↑	BV226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at general help level and above	Community Legal Services	92.18%	94%	92.18% ↔		92.18%	3	3	3	92.18%
↑	BV119a	The percentage of residents satisfied with the local authority cultural services; sports and leisure facilities	Cultural and Related Services	57%	59%	59% ↓	06/07 quartile data	Lower Median	63%	58%	54%	59% Upper Median
↑	BV119b	The percentage of residents satisfied with the local authority cultural services; libraries	Cultural and Related Services	74%			"	Top	72%	68%	63%	76% Top

GOOD TO BE HIGH/ LOW	BVPI / LPI REFERENCE	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 06/07	TARGET	RESULTS 05/06	COMMENTS	NBC 06/07 PROSPECTIVE QUARTILE POSITION	05/06 TOP QUARTILE	05/06 MEDIAN QUARTILE	05/06 BOTTOM QUARTILE	NBC 05/06 RESULT & QUARTILE POSITION
↑	BV119c	The percentage of residents satisfied with the local authority cultural services; museums	Cultural and Related Services	58%	57%	57% ↑	06/07 quartile data	Top	51%	40%	29%	57% Top
↑	BV119d	The percentage of residents satisfied with the local authority cultural services; arts activates and venues	Cultural and Related Services	67%	72%	72% ↓	06/07 quartile data	Top	53%	41%	29%	72% Top

Amended and Reserved Indicators 2005/06

Two of our indicators related to performance in the year 2005-06, one of which was detailed in our last Best Value Performance Plan, were amended or reserved by our auditors. This is because data quality for certain indicators at that time could not be assured. One further indicator was audited and found to be accurate. We are required to set out this information in this year's Performance Plan. The findings and changes subsequently made were as follows:

INDICATOR		MATTER IDENTIFIED BY AUDIT
BV109a-c	Planning Speed	
BV109a	Percentage of planning applications determined: 60% of major applications in 13 weeks	BVPI had to be amended: Original figure 66.17 Revised figure 64.18
BV109b	Percentage of planning applications determined in line with the government's new development control targets to determine: 65% of minor applications in 8 weeks	BVPI had to be amended: Original figure 75.57 Revised figure 74.55
BV109c	Percentage of planning applications determined: 80% of other applications in 8 weeks	BVPI had to be amended: Original figure 85.54 Revised figure 85.62
HIP HSSA	Percentage of total private sector homes vacant for more than 6 months	Indicator fairly stated No amendment required
HIP BPSA	Average re-let time for council properties	Indicator not fairly stated; therefore reserved

The Audit Commission introduced a new methodology for reviewing local authorities' data quality arrangements during 2006/07. As local authorities place reliance on information collected for decision-making, the data needs to be accurate. The new audit review process assesses the local authorities data quality management arrangements by reviewing its approach to:

- Data Quality Governance
- The data quality Policy Framework
- Information systems and processes
- People and Skills
- Using Data effectively

Following the Audit of 2005/06 management arrangements, we scored 1 in all of the above categories. The scoring categories are 1 to 4 with 1 being the lowest performance and 4 the highest.

The council is committed to improving the quality of the data that it collects, to ensure management decision-making is based on robust information. Over the last twelve months a significant number of improvements have been made to our data quality management arrangements and processes. A formal Data Quality Strategy* was approved in March 2007, detailing a number of objectives to be achieved over the next three years. Corporate and service level action plans will detail how we will continue to make improvements in this area. These action plans will be monitored through the performance management framework processes.

* A copy of the Data Quality Strategy can be obtained from the Corporate Performance Manager; Tel 01604 837837 or email performance@northampton.gov.uk