

***Working
For
Northampton***

**The 2006/07
Best Value
Performance Plan
For
Northampton Borough Council**

Final Version – 16th June 2006

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'Working for You'

Our Performance Plan for 2006/07

Foreword:

Welcome to Northampton Borough Council's Best Value Performance Plan for 2006/07.

Following a Corporate Performance Assessment in 2004 that rated the Council as poor, the Audit Commission have revisited the Borough and completed a direction of travel assessment. They have assessed us as having made slow but visible progress in our recovery. This is thanks to the great efforts of our Councillors and all of our staff.

We are ultimately aiming for excellence but are aware that we still have some distance to travel and need to raise our game in order to complete our recovery. We are clear on what we are aiming for and are confident we can achieve this. The foundations to achieve sustainable change and improve service delivery are in place and the Council has made dedicated efforts in implementing the community leadership structure, management structure and systems necessary to ensure success. This year we are concentrating on improving our weakest services.

We hope you find this Plan informative and easy to read and would be pleased to receive any comments you wish to make so that we can continue to improve in future years. We know that it takes resources, determination and more to produce results. We should like to express our thanks to the colleagues who have been involved in the recovery programme and the preparation of this Plan. Importantly, we look forward to working with everyone to deliver the quality services that the people of Northampton deserve.



Tim Heales
Leader of the Council



Tony Woods
Leader of the Liberal
Democrat Group



Simon
Leader of the Labour
Group



Pauline

Chief Executive

1 The performance Plan for 2006/07

1.1 The Purpose of the Performance Plan

The Local Government Act 1999 requires councils to produce an annual Best Value Performance Plan. Our plan '*Working for Northampton*' is one of our three key strategic plans, setting out our priorities for this year and performance targets for three years. The other strategic plans which link with this are our Corporate Plan, Recovery Plan and Community Strategy. Our current interim Corporate Plan - 2006/07 – sets out the Council's vision and seven priorities for this year. In recent years we have presented corporate plans that address priorities for one year. Next year – from April 2007 – we will produce a plan that addresses the period 2007 - 2010. Our Recovery Plan is a key document that sets out what actions we need to take to stop service failure and to improve areas of weakness in our organisation. The Recovery Plan is updated regularly, with progress evaluated by the Government Monitoring Board. While each of our strategic plans has a specific emphasis, there is also some overlap. Where this is the case, the text provides a reference to the relevant document.

1.2 The Structure of the 2006/07 Plan

In this years plan we have set out some contextual information about Northampton, the Council and the progress we have made during the past twelve months. Our plan addresses the statutory requirements for Best Value Performance Plans, including descriptions of our strategic objectives, arrangements for addressing our improvement priorities and weaknesses identified in the 2004 Comprehensive Performance Assessment, details of our performance based on our results (outturn) for 2005/06 and targets for three years, and a statement on contracts. For ease of reading, we have provided reference to other documents and indicated where those can be obtained.

2 About Northampton

2.1 Northampton Context

The town of Northampton has a long and rich history. It has played an important role both regionally and nationally, at one time being the seat of the national Parliament. The town has a strong root in industry, and is particularly known for its strong associations with shoe and boot making. Northampton has grown into the largest district council in the country and is strategically important to the region.

The town is yet fully to achieve the transformation from its industrial boot and shoe-making legacy to a modern, fully developed economy. The town is part of the Milton Keynes and South Midlands area identified for economic and population growth as part of the ODPM's¹ Sustainable Communities Plan. The newly formed West Northamptonshire Development Corporation (WNDC) has been created to deliver economic, social and housing growth in West Northamptonshire with Northampton being central to the success of that growth agenda. As such it is imperative that the Borough achieves the rapid improvement programme we have commenced.

Northampton Borough Council is the largest district council in England. The town is one of many contrasts and faces the challenges of improving outcomes for all against a complex and rapidly

¹ Office of the Deputy Prime Minister – now the Department for Communities and Local Government
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changing social and economic landscape. We have a population of 194,500 people living in around 85,000 households. We are a diverse community; visible minority ethnic communities form 8.5 per cent of the population. Northampton has areas of high deprivation, including three wards, which are amongst the most deprived in the country. Unemployment in the town, at 2.1%, is slightly higher than the regional and national averages (1.8% and 2.0% respectively²). Around 20% of children in the borough live in low-income households³.

2.2 The Council

The Council is made up of 47 councillors, selected during elections every four years. The next elections will take place in May 2007. The current political composition of the Council is 20 Conservative, 17 Liberal Democrat and 10 Labour Councillors. A Leader and Cabinet model of governance is in place, with a cabinet made up of seven Conservative councillors. Cabinet meets each month and collectively take major executive decisions for the Council. The Cabinet's business is delivered through six portfolios:

- Leader of the Council – Community Participation and Financial Strategy – Cllr Tim Hadland
- Deputy Leader of the Council, Business Intelligence, People Support and E-Government – Cllr David Palethorpe
- Economy and Infrastructure – Cllr John Caswell
- Local Environment – Cllr Penelope Flavell
- Residential Operations – Cllr Yousuf Miah
- Community Engagement and Democratic Services – Cllr Phil Larratt

2.3 Recovery and Improvement

As a result of a Comprehensive Performance Assessment (CPA) undertaken in March 2004, Northampton Borough Council was rated as a 'poor' council. A period of significant change followed, including the appointment of a new Chief Executive in November 2004. Further changes to the structure of the Council continued into 2005, including the appointment of three new Directors. Twenty six heads of service were replaced by ten new corporate managers in a structure designed to provide improved customer focus and service improvement.

In October 2005 the Council revised its political governance structure to deliver the recovery programme. An innovative cross-party 'Improvement Board' was established, comprising six senior councillors – two each from the three political parties. The Board also has external representation – the Chief Executive of Northampton County Council attends in the role of 'critical friend', and shortly two new independent members representative of the local business community will join the Board. The Board is managed by the Chief Executive and meets in public fortnightly - the only body of its type in the country. Each councillor takes a lead on specific improvement priorities. These include:

- Finance – Cllr Tim Hadland
- Partnerships – Cllr David Palethorpe
- Performance Management – Cllr Tony Woods
- Customer Focused Services – Cllr Brian Markham
- Governance – Cllr Lee Barron
- Value for Money – Cllr Les Marriott

² Number of Job Seekers Allowances paid as a percentage of the population – March 2005

³ ODPM data - 2001

2.4 Council Committees and Area Partnerships

The Council's responsibilities are discharged through a structure of formal committees, with services provided by officers. The Council structure is illustrated in table 1.

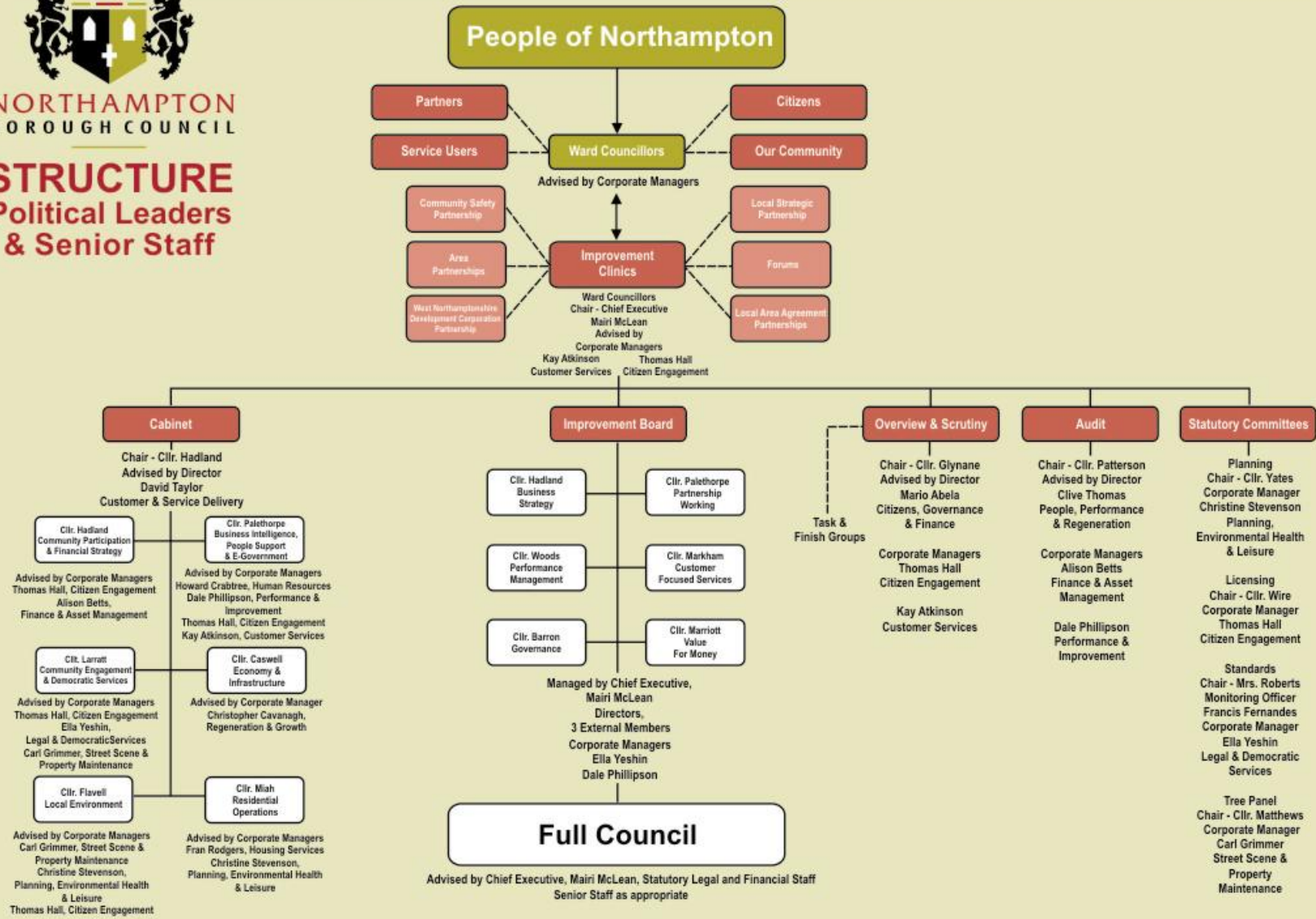
TABLE 1

Date: 1 / 6 / 2006



**NORTHAMPTON
BOROUGH COUNCIL**

**STRUCTURE
Political Leaders
& Senior Staff**



2.5 Partnerships and Forums

The Council has developed a wide range of partnerships across the town. These help keep us informed about issues of importance in the community and also in the delivery of some of our objectives. These include:

- The Local Strategic Partnership (LSP)
- Crime and Disorder Reduction Partnership
- Eight Area Partnerships –
 - Abington, Castle, St Crispins (Area Partnership 1)
 - Billing, Ecton Brook, Lumbertubs, Thorpелands (Area Partnership 2)
 - Kingsthorpe, St Davids, Boughton Green (Area Partnership 3)
 - Delapre, St James, Spencer (Area Partnership 4)
 - Eastfield, Headlands, Weston (Area Partnership 5)
 - East Hunsbury, Nene Valley, West Hunsbury (Area Partnership 6)
 - Kingsley, Parklands (Area Partnership 7)
 - New Duston, Old Duston (Area Partnership 8)

We also actively support six forums that represent the views of specific groups within the town. These are:

- Lesbian, Gay and Bisexual People Forum
- Race Equality Forum
- Women's Forum
- Youth Forum
- Disabled People's Forum
- Pensioners Forum

2.6 How We Fund Our Services

We began to implement the Council's first Medium Term Financial Strategy in April 2006. This sets out how we will resource our services over a rolling three-year cycle. There will be challenges in addressing the funding gap we have identified – likely to be between £1m and £1.8m by 2008/09. This is the result of three main factors – estimates for the costs associated with implementation of the 'Single Status' agreement on employment, potential changes to some services and the need for flexibility to resource priority areas. We commenced work on this in May this year - senior Councillors from the three political groups generated a series of proposals to achieve the savings and efficiencies required. We are currently undertaking detailed work on these proposals and will consult more widely on these during the 2nd and 3rd quarter of this year. Work is also ongoing in regard to our capital budgets, ensuring that our capital programme reflects our priorities.

2.7 How We Monitor 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 2006 we are increasing the number of these local indicators to inform 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 Recovery Plan actions. Our Recovery Plan sets out a series of projects and actions to address under-performance in key areas which impact on services. The Recovery Plan is frequently updated by our Recovery, Policy and Governance Manager, and progress evaluated every two months by Government Monitoring Board.

Our performance management framework has the following elements:

a) Weekly 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.

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, recovery 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. Since December 2005, all level one reports are also forwarded to two Improvement Board councillors with specific responsibility for monitoring performance.

Our monthly performance reports set out progress we make against all our monthly targets for all services. Indicators that are collected either quarterly or annually are reported at the appropriate time, so are not reported on a monthly basis. 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 copies placed in prominent locations around our council buildings.

c) Analysis of Performance at Improvement Board

Improvement Board meets fortnightly and receives reports on progress against recovery objectives. The Improvement Board also receives reports from senior councillors on performance in relation to a range of local and national targets to assess our progress.

d) Quarterly Performance Reviews

Quarterly Performance Reviews commenced in April 2006. These panels, chaired by the Chief Executive and comprising senior councillors from Cabinet and Improvement Board 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 recovery priorities and organisational health factors (such as absence monitoring).

e) Service review programme

In May this year we introduced a new programme of service reviews. These have been designed to challenge the way in which services are provided to ensure that we achieve efficient, effective and economic service delivery. A three-year programme has been developed. The reviews will include specific consultation with stakeholders, including service users, councillors, trade unions, and staff. Details on the methodology and the service review programme are set out in the Council's Service Review Methodology⁴. A specific element at the methodology in value for money - each review will challenge how well the services achieve value for money.

f) Corporate Appraisal Scheme

We have this year launched a new staff 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) Bi-monthly assessment by Government Monitoring Board

As a Council rated as 'poor' in 2004, we are subject to close monitoring by Government, and specifically by the Department 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.

⁴ available from the Performance and Improvement Department, Northampton Borough Council
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3 Our Priorities

3.1 Our Seven Priorities for 2006/07:

- ⇒ **Meet and exceed all the targets set out in our Recovery Plan**
- ⇒ **Improve Northampton's housing by focusing on improving our weakest services** (revenues and benefits, void properties, decent homes standard, homelessness)
- ⇒ **Make Northampton a cleaner, safer and greener place to live**
- ⇒ **Invest in the regeneration of the town, providing economic development and growth**
- ⇒ **Listen to local people and provide the services they require**
- ⇒ **Manage the council's finances effectively**
- ⇒ **Improve our performance to be fit for all our purposes**

Details on the specific targets that underpin these priorities follow in section 4.

3.2 Developing Our Priorities

Our priorities have been determined through a combination of events and factors. Firstly, as a Council rated as poor, we have specific areas of weakness on which we need to focus. These include addressing under-performance in some of our key services that impact on our community and a range of internal systems and processes that have contributed to service failure. Details of the specific actions and projects that are underway are set out in our Recovery Plan.

In December 2005 and January 2006 we consulted with local people to inform our financial planning. The consultation was structured around value for money and views on priorities for funding. The consultation included workshops with local people, postal surveys, and a telephone survey, the results of which have been considered as part of the development of our priorities. In May 2006, senior councillors from the three political groups met to consider the consultation results, together with detailed financial information on all our service areas. This process, together with our knowledge of our under-performing services, resulted in the identification of the seven corporate priorities set out in paragraph 3.1.

We intend to improve our corporate planning process later this year. This will result in a longer-term corporate plan and better and more frequent consultation.

3.3 The Northamptonshire Local Area Agreement

A Local Area Agreement⁵ was formally signed off this year. This is a three-year agreement between central and local government and key partners at the local level. It sets out priorities for Northamptonshire and a range of targets. The primary objective of the LAA is to deliver sustainable communities through better outcomes for local people. There are four service blocks, each led by a Board comprising representatives from a range of partner agencies and voluntary organisations.

The Northamptonshire LAA is made up of four 'blocks':

- Safer and Stronger Communities
- Economic Development, Enterprise and Growth
- Children and Young People
- Healthier Communities and Older People

For each of the above 'blocks' there are a number of outcomes. These are:

a) Safer and Stronger Communities

- 1: To significantly improve the quality of life for people living in the most disadvantaged (rural and urban) areas by developing and implementing neighbourhood approaches through the neighbourhood renewal strategy target areas
- 2: To reduce crime, increase public confidence and reduce the fear of crime, reduce the harm of drug, substance and alcohol abuse and reduce the impact of anti-social behaviour.
- 3: To reduce the number of avoidable injuries
- 4: To strengthen communities by supporting development of the Voluntary and Community Sector, giving people a greater voice and influence over decision making and developing cohesive communities
- 5: To create cleaner, safer and greener communities

b) Economic Development, Enterprise and Growth

- 1: To increase skill levels in the labour market to ensure that labour supply is inclusive and meets the needs of the county's employers both now and in the future
- 2: To promote growth in the number of enterprises in Northamptonshire, with a specific focus on knowledge economy employers, and maximise the benefits of their growth all, but particularly for excluded communities
- 3: To increase the affordability, supply, quality and condition of housing in Northamptonshire
- 4: To increase the accessibility of communities to meet their needs and maximise their opportunities

⁵ Details on the Local Area Agreement can be obtained from Citizen Engagement, Northampton Borough Council
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c) Children and Young People

- 1: To ensure children and young people achieve healthy life-styles by avoiding obesity, substance misuse and unplanned teenage pregnancy
- 2: To ensure children and young people enjoy improved mental health through high quality services
- 3: To provide a safe environment for children and young people by better multi-agency services supporting families
- 4: To improve the life-chances for a) children with disabilities b) looked after children
- 5: To improve educational attainment and enjoyment (including increased access to recreation and leisure)
- 6: To improve attendance, raise levels of behaviour and reduce incidences of bullying
- 7: To overcome social, accommodation and economic disadvantage for children and young people through collaborative service approaches
- 8: To increase the proportion of young people accessing education, employment, training or volunteering post-16
- 9: To increase opportunities for children and young people to influence the way services are provided
- 10: To reduce the number of children and young people affected by offending and victimisation

d) Healthier Communities and Older People

- 1: Supporting independent living for Older People
- 2: Increasing the quality of life and reducing social isolation for Older People
- 3: Reducing health inequalities for the population of Northamptonshire
- 4: Improving the health of the population of Northamptonshire
- 5: Reduce poverty and the effects of poverty in Northamptonshire by supporting people to maximise their income through benefits and debt management

Members of the Local Area Agreement partnership include Northampton Borough Council, Northamptonshire County Council and all other district councils in Northamptonshire; Northamptonshire Police and Policy Authority, Primary Care Trusts and the Countywide Infrastructure Organisation (NCOMPASS) which represents voluntary and community groups.

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 recovery plan priorities and are structured by service area.

4.2 Streetscene and Property Maintenance

Performance Indicator	Description	2006/7	07/08	08/09
82a (i)	Percentage tonnage of household waste arisings sent for recycling	19.20%	20.00%	20.00%
82a (ii)	Total tonnage household waste arisings sent for recycling	15,484.26 tonnes	16,596.96 tonnes	17,103.44 tonnes
82b (i)	Percentage tonnage household waste arisings sent for composting	16.80%	17.50%	18.00%
82b (ii)	Total tonnage household waste sent for composting	13,548.73 tonnes	14,522.34 tonnes	15,399.01 tonnes
84a	Kilograms of household waste collected per head population	414 kg	426 kg	439 kg
84b	Percentage change from the previous year in kilograms of waste collected per head population	+3.00%	+3.00%	+3.00%
86	Cost of waste collection per household	£52.00	£53.00	£54.00
91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	100%	100%	100%
91b	Percentage 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	5%	4%	3%
199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible	9%	8%	7%
199c	The proportion of relevant land and highways from which unacceptable levels of flyposting are visible	2%	1%	1%
218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	95%	97%	99%
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	95%	97%	99%
BV89	Percentage of people satisfied with cleanliness standard~	65%	-	-
BV90a	Percentage of people satisfied with household waste collection~	90%	-	-
BV90b	Percentage of people satisfied with waste recycling~	76%	-	-
BV119e	Percentage of people satisfied with parks and open spaces~	79%	-	-
ELPI 5	Percentage of flytips removed within two working days	97%	99%	99%
ELPI 6	Number of missed refuse collections per month	1500	1200	1000
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	15	10	5
BV 184b	Percentage change in proportion of non-decent homes between 1 st April and 31 March	5%	5%	5%
BV 212	Average time taken to re-let local authority homes	50	30	20
BV 63	Energy Efficiency: Average SAP rating of council properties	68	70	72

~ Customer Satisfaction is measured tri-annually, with the next national survey being available in 2006

4.3 Housing and Residential Operations

Performance Indicator	Description	2006/7	07/08	08/09
BV9	Percentage of council tax received in the year	98.5%	98.5%	99%
BV10	% of non domestic rates due for the year which were received by the authority	99.12%	99.2%	99.3%
BV66a	Local authority rent collection and arrears – proportion of rent collected.	97.5%	98%	99%
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	11.81%	11.22%	10.61%
BV66c	of local authority tenants who have had notices seeking possession served	42.35%	40.23%	38.22%
BV66d	The percentage of local authority tenants evicted as a result of rent arrears	0.79 %	0.75 %	0.71 %
BV74a	Satisfaction of tenants of council housing with overall service provided by landlord	81%	85%	90%
BV74b	Satisfaction of tenants of council housing with overall service provided by landlord broken down by ethnic minority tenants	76%	81%	86%
BV74c	Satisfaction of tenants of council housing with overall service provided by landlord broken down by non-ethnic minority tenants	81%	85%	90%
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	70%	80%	90%
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	70%	80%	90%
BV76a	Housing Benefit Security: the number of claimants visited per 1,000 caseload	195*	195*	195*
BV76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload	0.25*	0.25*	0.25*
BV76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	51*	51*	51*
BV76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload.	4.25*	4.25*	4.25*
BV78a	Speed of Processing: Average time for processing new claims	36*	36*	36*
BV78b	Speed of Processing: Average time for processing notifications of change in circumstances	9	5*	5*
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	98%*	99%*	99%*
BV79bi	The amount of housing benefit overpayments recovered during the period being reported on as a percentage of housing benefit deemed recoverable overpayments during that period	55%*	55%*	55%*

*Targets to be confirmed in consultation with DWP/GOEM prior to publication

Performance Indicator	Description	2006/7	07/08	08/09
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	90%*	95%*	99%*
BV79biii	Housing benefit overpayments written off 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 housing benefit overpayments identified during the period	10%*	7%*	1%*
BV80a	Overall satisfaction with benefits service: facilities to get in touch with the benefit office	85%	90%	95%
BV80b	Overall satisfaction with benefits service: satisfied with the service in the actual office	88%	93%	98%
BV80c	Overall satisfaction with benefits service: satisfied with the telephone service	82%	87%	92%
BV80d	Overall satisfaction with benefits service: satisfied with the staff in the benefits office	87%	92%	97%
BV80e	Overall satisfaction with benefits service: satisfied with the clarity and understandability of forms, letters and leaflets	67%	72%	77%
BV80f	Overall satisfaction with benefits service: satisfied with the amount of time it took to say whether claim was successful	77%	82%	87%
BV80g	Overall satisfaction with benefits service: Overall satisfaction	70%	75%	80%
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	Yes	Yes	Yes
BV183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	6 weeks	5 weeks	4 weeks
BV202	The number of people sleeping rough on a single night within the area of the local authority	4	2	0
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	20%	20%	20%
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	200	300	400
BV214	Proportion of households accepted as statutorily homeless by the same authority within the last 2 years	5%	3%	1%

**Targets to be confirmed in consultation with DWP/GOEM prior to publication*

4.4 Planning, Environmental Health and Leisure

Performance Indicator	Description	2006/7	07/08	08/09
216a	Number of sites of potential concern within the local authority area with respect to land contamination	775	700	625
216b	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'.	10.7	12	13
217	Percentage of pollution control improvements to existing installations completed on time	95	95	95
166a	Score against a checklist of enforcement best practice for environmental health	100	100	100
BV 109 (a)	Percentage of planning applications determined : 60% of major applications in 13 weeks	66%	70%	75%
BV 109 (b)	Percentage of planning applications determined in line with the government's new development control targets to determine: 65% of minor applications in 8 weeks	76%	80%	85%
BV 109 (c)	Percentage of planning applications determined: 80% of other applications in 8 weeks.	86%	90%	90%
BV 188	The number of decisions delegated to officers as a percentage of all decisions	90%	90%	90%
BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications	30%	25%	25%
BV 205	Quality of Service checklist for Planning	14/18 – 78%	14/18 – 78%	14/18 – 78%
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	118	77	42
BV111	Percentage of applicants satisfied with the service received from Planning~	84%	-	-
BV119a	Percentage of residents satisfied with sports and leisure services~	59%	-	-
ELPI 7	Number of swims and other visits per 1000 population	3832	3792	3928

~ Customer Satisfaction is measured tri-annually, with the next national survey being available in 2006

4.5 Citizen Engagement

Performance Indicator	Description	2006/7	07/08	08/09
2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	1	2	3
2b	The quality of an authority's Race Equality Scheme and the improvements resulting from its application	48%	53%	63%
174	The number of recorded racial incidents per 100,000 population	23	24	25
175	Of these, the percentage resulting in further action	100%	100%	100%
226a	Total amount spent by the Local Authority on advice and guidance services provided by external organisations	£368,860	£368,860	£368,860
226b	% Monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at general Help level and above	94%	95%	96%
BV 126	Domestic burglaries per year - 1,000 households	17.47	13.97	11.88
BV 127a	Violent crime per year - 1000 population	25.69	24.66	23.68
BV 127b	Robberies per year - 1000 population	3.05	2.83	2.99
BV 128	Vehicle crimes per year - 1,000 population	18.12	15.41	13.87
BV 225	Domestic violence checklist- The percentage 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)	85%	100%	100%
BV 170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population	1319	1322	1327
BV 170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	801	808	814
BV 170c	The number of pupils visiting museums and galleries in organised school groups	12,375	12,385	12,400
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	95%	Don't know if will continue	Don't know if will continue
BV119c	Percentage of residents satisfied with museums~	57%	-	-
BV119d	Percentage of residents satisfied with arts activities and venues~	72%	-	-

~ Customer Satisfaction is measured tri-annually, with the next national survey being available in 2006

4.6 Regeneration and Growth

Performance Indicator	Description	2006/7	07/08	08/09
BVPI106	Percentage of new homes built on previously developed land	65	65	60
BVPI 200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3 year rolling programme?-	Yes	Yes	Yes
BVPI 200b	Has the local Planning authority met the milestones which the current local Development scheme set out?	Yes	Yes	Yes
BVPI 200c	Did the local Planning authority publish an annual monitoring report by December of the last year?	Yes	Yes	Yes
BVPI 219a	The total number of conservation areas in the local authority area	19	19	20
BVPI 219b	Percentage of conservation areas in the local authority area with an up to date character appraisal-	26% (5)	52% (10)	75% (15)
BVPI 219c	Percentage of conservation areas with published management proposals	17% (3)	26% (5)	52% (10)

4.7 Human Resources

Performance Indicator	Description	2006/7	07/08	08/09
BV11a	The percentage of top 5% of earners that are women	30%	35%	35%
BV11b	The percentage of top 5% of earners who are from an ethnic minority	6.5%	7%	7%
BV11c	The percentage of top 5% of earners who have a disability	5.25%	5.3%	5.4%
BV12	The number of working days/shifts lost due to sickness absence	11.5	9.5	8.4
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.8%	0.6%	0.5%
BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	0.4%	0.3%	0.25%
BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	5%	5.5%	6%
BV17a	The percentage of local authority employees from minority ethnic communities	5.25%	5.5%	6%
BV16b	Percentage of economically active disabled people in the authority area	12.25 from census	12.25 from census	12.25 from census
BV17b	Percentage of the economically active minority ethnic population in the authority area	8.13 from census	8.13 from census	8.13 from census

4.8 Performance and Improvement

Performance Indicator	Description	2006/7	07/08	08/09
LPPI 157	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	95%	100%	100%

4.9 Customer Services

Performance Indicator	Description	2006/7	07/08	08/09
BV3	Percentage of citizens satisfied with the overall service provided by the local authority~	50%	-	-
BV4	Percentage of citizens satisfied with the handling of their complaint~	35%	-	-

~ Customer Satisfaction is measured tri-annually, with the next national survey being available in 2006

4.10 Finance

Performance Indicator	Description	2006/7	07/08	08/09
BV8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	93%	94%	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 – 2012⁶ and the Local Area Agreement referred to on page x in this Performance Plan. The table below shows the links between the range of priorities.

Northampton Borough Council Corporate Plan 06/07	Make Northampton a Cleaner, Safer and Greener Borough	Listen to Local People and provide the Services They Need	Improve Northampton's Housing by focusing on and Improving Our Weakest services	Invest in the Regeneration of the Town, providing Economic Development and Growth	Meet and Exceed the Targets in our Recovery Plan	Manage the Council's Finances Effectively	Improve our Performance to be Fit for All Our Purposes
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, and Children and Young People	Healthier Communities and Older People and, Children and Young People	Children and Young People	Economic Development, Enterprise and Growth			

⁶ The Community Strategy 2002-20012 is available from Legal and Democratic Services, Northampton Borough Council
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5 What We Achieved in 2005/06

5.1 Progress Assessment

In March 2006 the Audit Commission completed a progress assessment of the Council. The report confirmed that we had made some progress with our improvement objectives. However, the pace of change has been slow and we have not achieved the level of performance in some key services that we had set out to achieve. For much of 2005 our focus had been on strengthening our internal systems and processes to ensure sustainable improvement into the future. As such, we have had to restrict what would – in higher performing councils – be normal performance management, to that focused specifically on recovery. Having accomplished this significant programme of change, we are now focusing on those services that require specific improvement.

5.2 Customer Focused Services

This has been an area of weakness in the Council and during the past year we have delivered improvements in this area. We have made significant investments to improve the way in which customers contact us and access our services. These improvements include a much improved Council internet site, new call handling system and the first stage implementation of a Customer Relationship Management (CRM) system. A Programme Board oversees the implementation of a range of projects which have been designed to deliver improvements to customers. We have already substantially reduced the numbers of abandoned telephone calls to some of our services through these new approaches.

5.3 Statement on Contracts

The Authority can confirm that all contractual arrangements during 2005/2006, which involved a transfer of staff, complied where applicable with the Code of Practice on Workforce Matters in Local Authority Service Contracts and the related provisions in the Local Government Act 2003.

5.4 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 112 indicators spread across our ten 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 2004/05 and 2005/06. 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. Quartiles are published by the Audit Commission in or around November each year using outturn data from councils produced in May that year. Quartiles for 2005/06 performance will be available in November 2006.

The results show that of the 37 comparable indicators, we have 18 (49%) indicators in the first and second quartile, and 19 (51%) in the lower two quartiles. When compared to our position last year, we see some evidence of improvement; 14 of our indicators have improved quartile position, with 25 remaining the same. Two 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. Our Recovery Plan also sets out actions which contribute to the improvement programme.

Quartile category (Where data available)	Northampton Borough Council Total	Street scene and property maintenance	Housing Services	Environmental health and Leisure	Human Resources	Citizen Engagement	Finance and Asset management	Regeneration and growth	Performance and Improvement	Legal and Democratic services
Top	14	5	1	3	4	3	0	0	1	1
Median (U)	6	1	1	3	0	0	0	0	0	0
Median (L)	5	1	4	1	1	0	0	0	0	0
Bottom	12	1	6	0	2	2	1	0	0	0
Improved	14	4	2	3	4	0	0	0	1	0
Same	25	2	10	4	3	5	1	0	0	1
Worse	2	2	0	0	0	0	0	0	0	0
No Quart. data		14	11	6	3	10	1	6	0	0

Those indicators where we have the lowest levels of performance when compared with other councils are set out below:

- Percentage council tax collected in the year
- Housing benefit – the number of claimants visited per 1,000 caseload
- Housing benefit – average time for processing new claims
- Housing benefit – average time for processing changes in notification
- Housing benefit – accuracy of processing
- Housing – rent collection and arrears – the proportion of rent collected
- Number of working days lost to sickness absence
- Percentage of employees retiring early
- Percentage of invoices for commercial goods paid within 30 days of receipt
- Number of vehicle crimes per 1,000 population
- Number of domestic burglaries per 1,000 households
- Cost of waste collection

We have already undertaken action to address these areas of under-performance. We have engaged in partnerships with external consultants to bring about significant and rapid improvements to our benefits service – this areas accounts for 50% of our worst performing indicators. We have also implemented a new sickness absence policy that is beginning to have an impact on reducing absence levels. Our number of early retirements last year reflected the unique circumstances around our 'root and branch' review of our staffing structure, and will not be repeated again. In relation to our payment of invoices, we have implemented a new financial system which has helped us to achieve much higher performance in our processing times. As a district council, we have an important contribution to make to crime reduction, but are not solely responsible for this area. We do, however, have one of the most extensive CCTV systems in the country, and the car parks provided by us have achieved high levels of security specifically to prevent vehicle crime. We have also increased the number of neighbourhood wardens as a further contribution to community safety.

Our corporate priorities for this year (see page 11 of this plan) specifically address these areas of under-performance.

5.5 Detailed report on Performance

The tables below represent our outturn (results) for 2005/06 by service area and performance indicator.

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIAN QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
Streetscene and Property Maintenance - Customer and Service Delivery												
↑	BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	Environmental Health	0	95% [set 2006]	New 05-06		4	1	1	1	4
↑	BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	Environmental Services	0	95% [set 2006]	New 05-06		4	1	1	1	4
↓	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	3	10%	↑ 12		12 MEDIAN (U)	10	15	21.5	3 TOP
↓	BV199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible	Environmental Services	10	5% [set 2006]	New 05-06		4	1	1	1	4
↓	BV199c	The proportion of relevant land and highways from which unacceptable levels of fly posting are visible	Environmental Services	1	3% [set 2006]	New 05-06		4	1	1	1	4
↓	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	0	No Target Set	New 05-06`		4	1	1	1	4
↑	BV82ai	Percentage tonnage of household waste arisings which have been sent by the authority for recycling	Environmental Services	19.82	18.09 %	↑ 18.67		18.67 MEDIAN [U]	19.35	15.6	12.36	19.82 TOP
↑	BV82aii	Total of tonnage of household waste arisings which have been sent by the authority for recycling	Environmental Services	15509.95	15262.82 Tonnage	↑ 13814.3		4	1	1	1	4
↑	BV82bi	Percentage of the total tonnage of household waste sent for composting or treatment by anaerobic digestion	Environmental Services	16.30	17.77 %	↑ 9.45		9.45 MEDIAN [U]	10.56	4.28	0.4	16.30 TOP

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIUM QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
↓	BV82bii	Total tonnage of household waste sent for composting or treatment by anaerobic digestion	Environmental Services	12752	14966.53 Tonnage	↑ 6998.38		4	1	1	1	4
↓	BV84a	Number of kilograms of household waste collected per head	Environmental Services	401.7	432 Kg	↓ 379		379 TOP	380.8	411	443.1	401.7 MEDIAN (U)
↓	BV84b	Percentage change from the previous financial year in the number of Kg of household waste collected per head of population	Environmental Services	5.96	13.47 %	↑ + 11.76		+ 11.76	3	3	3	3
↓	BV86	Cost of waste collection per household	Environmental Services	51.72	45 Pounds	↑ 55.73		55.73 BOTTOM	35.62	42.01	48.13	51.72 BOTTOM
↑	BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	Environmental Services	100	100 %	→ 100		100 TOP	100	97.7	89.8	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		100	1	1	1	1
↑	BV184a	The proportion of local authority homes which were non-decent at 1st April	Housing Services	25%	20%	↑ 28.7		28.7 MEDIAN	17	29	42	25 MEDIAN (U)
↑	Bv184b	The percentage change in proportion of non-decent local authority homes between 31 March and 1st April	Housing Services	15.7	12.5% [set 2003]	↑ 12.7		12.7	3	3	3	3
↑	BV63	Energy efficiency - the average SAP (standard assessment procedure) rating of local authority owned dwellings	Housing Services	67	67%	↑ 65.9		66 MEDIAN (U)	67	65	60	67 TOP
↓	BV212	Average time taken to re-let local authority homes	Housing Services	72	45 Days	↓ 43.75		4	1	1	1	1
↑	ELPI5	Percentage of flytips removed within two working days	Environment Services	99.37	90 %	NO TREN D DATA	Slight change in definition hence not comparable to last year outturn	0.8	2	2	2	2
↓	ELPI6	Number of refuse collections missed per 100,000 collections	Environment Services	487	120	↓ 273		273	2	2	2	2

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIUM QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
↑	HLPI9	Night time repairs completed on target	Housing Repairs	98	98 %	NO TREND DATA		4	2	2	2	2
Regeneration and Growth - People, Performance and Regeneration												
↑	BV106	Percentage of new homes built on previously developed land	Culture Planning	No data provided	65 %	69.4		69.4 MEDIAN (L)	90.1	72.09	52	No data
↓	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	NO TREND DATA		3	3	3	3	3
↓	BV200b	Has the local Planning authority met the milestones which the current local Development scheme set out?	Culture Planning	No	Yes	NO TREND DATA		3	3	3	3	3
↓	BV200c	Did the local Planning authority publish an annual monitoring report by December of the last year?	Culture Planning	Yes	Yes	NO TREND DATA		3	3	3	3	3
↓	BV219a	The total number of conservation areas in the local authority area	Culture Planning	18	18	↑ 17		17	4	4	4	4
↑	BV219b	Percentage of conservation areas in the local authority area with an up to date character appraisal-	Culture Planning	16.67	25 %	↓ 22.2		4	4	4	4	4
↑	BV219c	Percentage of conservation areas with published management proposals	Culture Planning	0	25 %	NO TREND DATA		4	4	4	4	4
Environmental Health and Leisure - Customer Service and Delivery												
↑	BV109a	Percentage of planning applications determined : 60% of major applications in 13 weeks	Culture Planning	66.17	60 %	↑ 64.5		64.5 MEDIAN [U]	71.25	59	46.87	66.17 MEDIAN [U]
↑	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	75.57	65 %	↑ 70.7		70.7 MEDIAN [U]	75.33	69.05	61	75.57 TOP
↑	BV109c	Percentage of planning applications determined: 80% of other applications in 8 weeks.	Culture Planning	85.54	80 %	↑ 79.4		80.7 MEDIAN [L]	88.03	84.52	79.97	85.54 MEDIAN (U)

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIAN QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
↑	BV188	The number of decisions delegated to officers as a percentage of all decisions.	Culture Planning	84	85 %	↓ 85		85	3	3	3	84
↓	BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	Culture Planning	34.8	40 %	↑ 41		41 BOTTOM	24	29	37	34.8 MEDIAN [L]
↑	BV205	Quality of Service checklist for Planning	Culture Planning	77.7	89%	↓ 83		83 Median (U)	3	3	3	77.7
↑	BV166a	Score against a checklist of enforcement best practice for environmental health	Culture Planning	100	100	↑ 96.7		96.7 TOP	93.4	85.7	75	100 TOP
↓	BV216a	Number of sites of potential concern within the local authority area with respect to land contamination	Culture Planning	975	850	New 05-06		1	1	1	1	1
↑	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	6	9.6	New 05-06		1	1	1	1	1
↑	BV217	Percentage off pollution control improvements to existing installations completed on time	Culture Planning	97	No Target Set	New 05-06	new indicator no target to assess against	1	1	1	1	1
↑	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	59	43	↑ 55		55 TOP	25	9	2	59 TOP
↑	ELPI7	Number of swims and other visits per 1000 population	Leisure	4821	4752	No trend data		4	2	2	2	2
↑	ELPI8	No of Neighbourhood Wardens	Environmental Services	13	15	↑ 5	4 posts offered to take up roles in April	4	2	2	2	2
Performance and Improvement - People, Performance and Regeneration												
↑	BV157	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	90.06	82.44	↑ 40.39		40.39 BOTTOM	84.69	75	64.27	90.06 TOP

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIUM QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
Legal and Democratic Services - Citizens, Governance and Finance												
↑	BV179	The percentage of standard searches carried out in 10 working days.	Culture Planning	100	100 %	→ 100	Indicator withdrawn for 2006.	100 TOP	100	99.7	96.06	100 TOP
Housing Services - Customer and Service Delivery												
↑	BV9	Percentage of council tax received in the year	Corporate Health	95.45	98.5 %	↑ 95%		95 BOTTOM	98.5	98.1	97.31	95.45 BOTTOM
↑	BV10	% of non domestic rates due for the year which were received by the authority	Housing Benefit / Council Tax Benefit Services	99.23	99.12 %	↓ 99.67		99.7 TOP	99.2	98.81	98.22	99.23 TOP
↔	BV76a	Housing Benefit Security: the number of claimants visited per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	53.24	457	↑ 42.3		42.3 BOTTOM	296.6	222	173.06	53.24 BOTTOM
↔	BV76b	Housing Benefit Security: the number of fraud investigators employed per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	0.29	0.33	↑ 0.24		0.24 [MEDIAN [L]]	[0.4]	[0.3]	[0.2]	0.29 [MEDIAN [L]]
↔	BV76c	Housing Benefit Security: the number of fraud investigations per 1,000 caseload	Housing Benefit and Council Tax Benefit Services	51.08	43	↑ 38.51		38.51 MEDIAN [L]	59.53	41.2	29	51.08 MEDIAN [U]
↔	BV76d	Housing Benefit Security: the number of prosecutions and sanctions per 1,000 caseload.	Housing Benefit and Council Tax Benefit Services	4.64	3.4	↑ 2.48		2.48 [MEDIAN [L]]	[5.3]	[3.5]	[2.1]	4.64 [MEDIAN [U]]
↓	BV78a	Speed of Processing: Average time for processing new claims	Housing Benefit and Council Tax Benefit Services	57.6	50 Days	↑ 63.4*		63.4 * BOTTOM	28	33	40.6	57.6 BOTTOM
↓	BV78b	Speed of Processing: Average time for processing notifications of change in circumstances	Housing Benefit and Council Tax Benefit Services	24.4	15 Days	↓ 20.9		20.9 * BOTTOM	6.8	8.8	12.4	24.4 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	78.6	95 %	↓ 89.6		91.80 BOTTOM	99	98	96.8	78.6 BOTTOM

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIAN QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE 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	106.2	53 % (set 2003)	NO TREND DATA		4	1	1	1	1
↑	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	62.51	53 %	NO TREND DATA		4	1	1	1	1
↓	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	12.14	No Target Set	NO TREND DATA		4	1	1	1	1
↓	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	NO TREND DATA		3	3	3	3	3
↓	BV183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	Housing Services	3.25	6 weeks	↑ 4 weeks		4 MEDIAN (L)	3	3	3	3.25 MEDIAN (L)
↓	BV202	The number of people sleeping rough on a single night within the area of the local authority	Housing Services	8	4	↓ 7		3	3	3	3	3
↓	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	9.86	No Target Set	↑ 37		37 BOTTOM	-9.4	6.31	25.21	9.86 MEDIAN (L)
↑	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	5	1.28	NO TREND DATA		4	1	1	1	1

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIAN QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
↓	BV214	Proportion of households accepted as statutorily homeless by the same authority within the last 2 years	Housing Services	0.54	No Target Set	NO TREND DATA		1	1	1	1	1
↑	BV66a	Local authority rent collection and arrears – proportion of rent collected.	Housing Services	96.04	97 %	↓ 96.2		96.2 BOTTOM	98.74	97.8	97.15	96.04 BOTTOM
↓	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	12.43	No Target Set	NO TREND DATA	First year of collection	4	1	1	1	1
↓	BV66c	The percentage of local authority tenants in arrears who have had Notices Seeking Possession served	Housing Services	44.58	No Target Set	NO TREND DATA	First year of collection	4	1	1	1	1
↓	BV66d	The percentage of local authority tenants evicted as a result of rent arrears	Housing Services	0.83	No Target Set	NO TREND DATA	First year of collection	4	1	1	1	1
↑	BENLPI1	Percentage of cases from complete to determined within 14 days	Housing Revenues and benefits	0	0%	NO TREND DATA	Plan to report from 1st April 2006	4	2	2	2	2
Human Resources - People, Performance and Regeneration												
↑	BV11a	The percentage of top 5% of earners that are women	Corporate Health	32.83	26.69 %	↑ 28.4		28.4 MEDIAN [U]	28.93	23.07	16.1	32.83 TOP
↑	BV11b	The percentage of top 5% of earners who are from an ethnic minority	Corporate Health	8.89	6.76 %	↑ 6.76		6.76 TOP	1.98	0	0	8.89 TOP
↑	BV11c	The percentage of top 5% of earners who have a disability	Corporate Health	4.38	4 %	NO TREND DATA		4	1	1	1	1
↓	BV12	The number of working days/shifts lost due to sickness absence	Corporate Health	16.12	8.93	↓ 13.48*		13.48* BOTTOM	8.48	9.59	11.1	16.12 BOTTOM
↓	BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	Corporate Health	2.64	0.14 %	↓ 2.26		2.26 BOTTOM	0	0.41	1.04	2.64 BOTTOM
↓	BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	Corporate Health	0.41	0.5 % [set 2000]	↑ 0.55		0.55 BOTTOM	0	0.28	0.5	0.41 MEDIAN (L)

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIAN QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
↑	BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	Corporate Health	5.55	4.54 %	↑ 4.54		4.54 MEDIAN [U]	5.1	2.8	1.86	5.55 TOP
↓	BV16b	The percentage of economically active minority ethnic community in the authority area	Corporate Health	12.25	No Target Set	→ 12.25		12.25	1	1	1	1
↑	BV17a	The percentage of local authority employees from minority ethnic communities	Corporate Health	4.9	5.25 %	↓ 5.53		5.53 TOP	2.5	1.4	0.7	4.9 TOP
↑	BV17b	The percentage of the economically active minority ethnic community population in the authority area	Corporate Health	8.1		→ 9.3		9.3	1	1	1	1
Finance and Asset Management- Citizens, Governance and Finance												
↑	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	90	88 %	↑ 86		86	3	3	3	3
↑	BV8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	Corporate Health	86.89	95 %	↑ 81.1		81.1 BOTTOM	97	94.69	91.06	86.89 BOTTOM
	AMLPI1	Energy consumption /m2 of local authority operational property compared with comparable buildings in the UK as a whole		No data provided	No Target Set		Definition requires comparison with other authorities and as local PI no comparison now available- revised definition advised for 06-07					
Citizen Engagement - Citizens, Governance and Finance												
↑	BV226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	Community Legal Services	368860	0	NO TREND DATA		4	1	1	1	1
↑	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	90%	NO TREND DATA	new definition for 2005/06	4	1	1	1	1
↑	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.	Community Legal Services	Not Required to report 05-06	No Target Set	NO TREND DATA	new definition for 2005/06	4	1	1	1	1

GOOD TO BE HIGH / LOW	BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05	COMMENTS	NBC 04/05 RESULT & QUARTILE POSITION	04/05 TOP QUARTILE	04/05 MEDIAN QUARTILE	04/05 BOTTOM QUARTILE	NBC 05/06 RESULT & PROSPECTIVE QUARTILE POSITION
↓	BV126	Domestic burglaries per year per 1,000 households in local authority area	Community Safety	22.1	16.94 per 1000	↑ 26		26 BOTTOM	6.18	8.18	10.76	22.1 BOTTOM
↓	BV127a	Violent crime per year, 1000 population	Community Safety	27.0	No Target Set	NO TREND DATA		7.5 BOTTOM	2.45	4.31	7.28	1
↓	BV127b	Robberies per year, 1000 population	Community Safety	3.34	No Target Set	NO TREND DATA		15.2 BOTTOM	0.55	1.1	1.68	1
↓	BV128	The number of vehicle crimes per year, per 1,000 population in the local authority area.	Community Safety	21.6	20.37	↑ 25.23		25.2 BOTTOM	6.84	8.84	11.58	21.6 BOTTOM
↑	BV174	The number of racial incidents recorded by the authority per 100,000 populations.	Community Safety	18.48	22	↓ 22		22	3	3	3	3
↑	BV175	The percentage of racial incidents that resulted in further action.	Community Safety	100	100 %	→ 100		100	3	3	3	3
↑	BV225	Domestic violence checklist- The percentage 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) 1. Has the local authority	Community Safety	63.6%	2.73	NO TREND DATA	Amended definition formerly BV176	4	1	1	1	1
↑	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	NO TREND DATA	Definition change for 2005/06 - Not adopted for 03/04, 04/05	4	1	1	1	1
↑	BV2b	The quality of an authority's Race Equality Scheme and the improvements resulting from it's application	Corporate Health	37%	52%	NO TREND DATA	Definition change for 2005/06	26 BOTTOM	1	1	1	1
↑	BV170a	The number of visits to/usage's of local authority funded or part funded museums per 1,000 population	Cultural and Related Services	1287	2725	↓ 2126		2126 TOP	811	322	98	1287 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	800	860	↓ 1055		1055 TOP	466	234	71	800 TOP
↑	BV170c	The number of pupils visiting museums and galleries in organised school groups	Cultural and Related Services	14067	12375	↑ 13917		13917 TOP	3181	1179	300	14067 TOP

Tri-Annual Satisfaction Performance Indicators

Data reported below relates to last survey completed in 2003/2004 – the next survey will be available 2006/2007

BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05
Streetscene and Property Maintenance - Customer and Service Delivery					
BV119e	The percentage of residents satisfied with the Local Authority Cultural Services: parks and open spaces	Cultural and Related Services	79%	70% [set 2003]	NO TREND DATA
BV89a	The percentage of people satisfied with the cleanliness standard in their area	Environmental Services	44%	59% [set 2003]	NO TREND DATA
BV90a	The percentage of people with: [a] Household Waste Collection	Environmental Services	76%	80% [set 2003]	NO TREND DATA
BV90b	The percentage of people satisfied with: Waste Recycling	Environmental Services	55%	60% [set 2003]	
Environmental Health and Leisure - Customer Service and Delivery					
BV119a	The percentage of residents satisfied with the Local Authority Cultural Services: sports and leisure facilities	Cultural and Related Services	59%	60% [set 2003]	
Housing Services - Customer and Service Delivery					
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	68%	70% [set 2003]	
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	75%	75% [set 2003]	
BV80c	Overall satisfaction with the Benefits service: Overall I am satisfied with the telephone service	Housing Benefit and Council Tax Benefit Services	52.5%	65% [set 2003]	
BV80d	Overall satisfaction with the Benefits service: Overall I am satisfied with the staff in the benefits office	Housing Benefit and Council Tax Benefit Services	72%	75% [set 2003]	
BV80e	Overall satisfaction with the Benefits service: Overall I am satisfied with the clarity and understanding of the forms, letters and leaflets	Housing Benefit and Council Tax Benefit Services	55.6%	65% [set 2003]	
BV80f	Overall satisfaction with the Benefits service: Overall I am satisfied with the amount of time it took them to tell me whether my claim was successful	Housing Benefit and Council Tax Benefit Services	53.6%	70% [set 2003]	
BV80g	Overall satisfaction with the Benefits service	Housing Benefit and Council Tax Benefit Services	67%	70% [set 2003]	
BV111	The percentage of applicants satisfied with the service	Culture Planning	84%	90% [set 2003]	NO TREND DATA
BV74a	Satisfaction of tenants of council housing with the overall service provided by their landlord	Housing Services	72.3%	77% [set 2003]	
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 Services	65.3%	71% [set 2003]	
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 Services	73.3%	77% [set 2003]	
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 Services	57.7%	56% [set 2003]	

BVPI / LPI REF	DESCRIPTION OF INDICATOR	SERVICE AREA	RESULTS 05/06	TARGET	RESULTS 04/05
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 Services	57.4%	NO TARGET SET	
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 Services	58%	NO TARGET SET	
BV3	Percentage of citizens satisfied with the overall service provided by the authority	Corporate Health	38.2%	75 % [set 2003]	
BV4	Percentage of citizens satisfied with the handling of their complaint[s]	Corporate Health	30.4%	41% [set 2003]	
BV119c	The percentage of residents satisfied with the Local Authority Cultural Services: museums	Cultural and Related Services	57%	60% [set 2003]	
BV119d	The percentage of residents satisfied with the Local Authority Cultural Services: arts activities and venues	Cultural and Related Services	72%	No target set	

5.6 Amended and Reserved Indicators 2004/05

A number of our indicators related to performance in the year 2004-05, and 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. We are required to set out this information in this year's Performance Plan. During the past year we have made improvements to the way we collect and verify this type of data. The changes made were as follows

Amended BVPI's

BVPI	Submitted Figure	Amended Figure	Reason for amendment
Corporate Health			
BV11a	31.08%	28.4%	Indicator incorrectly calculated
BV14	1.33	2.26	Indicator incorrectly calculated
BV157	59.77	40.39%	Indicator revised during audit to be measured more accurately.
Housing			
BV183(i)	4 wks	3.7wks	Rounding error.
BV184a	Figure not submitted prior to audit visit	28.7%	N/A
BV184b	Figure not submitted prior to audit visit.	12.7%	N/A
BV203	152%	37%	Indicator incorrectly calculated
BV74a	N/A	72.3%	Figure not entered initially

BVPI	Submitted Figure	Amended Figure	Reason for amendment
BV74b	N/A	65.3%	Figure not entered initially
BV74c	N/A	73.3%	Figure not entered initially
BV75(i)	N/A	57.7%	Figure not entered initially
BV75(ii)	N/A	57.4%	Figure not entered initially
BV75(iii)	N/A	58%	Figure not entered initially
Environment: Waste Management			
BV82a	18.64%	18.67%	Wrong figure submitted
BV84	380	379	Rounding error
Environment: Planning			
BV109a	64.6%	64.5%	Indicator incorrectly calculated
BV109b	71.80%	70.7%	Indicator incorrectly calculated
BV205	83%	89%	Indicator incorrectly calculated
Community Legal Service			
BV177	91%	93.4%	Indicator incorrectly calculated
Community Safety			
BV174	19.97	22	Indicator incorrectly calculated

Reservations

	PI	04/05 Actual	Reason for Reservation (comments from our external auditors)
Corporate Health			
1	BV12 Number of working days/shifts lost to sickness absence	13.48	Weaknesses exist within the data collection system. As a result of this no reliance can be placed on the data used to calculate the performance indicator.
Housing			
2	BV212	37.8	The Council has included in the calculation of this indicator cases that have not been re-let during the period.
3	HIP HSSA Private sector homes vacant for more than 6 months.	836	The Council does not have the systems in place to enable them to collect this data.
Benefits			
4	BV78a Average time for processing new claims	59.21	The data used to calculate the indicator unreliable.
5	BV78b Average time for processing notifications of changes of circumstances	12.01	The data used to calculate the indicator unreliable.