

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



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
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

Performance Indicator	Description	2007/8	2008/9	2009/10
BV183b *	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	N/A	N/A	N/A
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
BENLPI1	Percentage of cases from complete to determined within 14 days	88%	91%	94%

*NBC does not provide hostel accommodation

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%

Performance Indicator	Description	2007/8	2008/9	2009/10
BV 205*	Quality of Service checklist for Planning	80%	90%	100%
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%

*BVPI 205 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	13.9	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	2.8	2.8
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	63%
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%

Performance Indicator	Description	2007/8	2008/9	2009/10
BVPI106	% of new homes built on previously developed land	65%	65%	65%
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?	Yes	Yes	Yes
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.

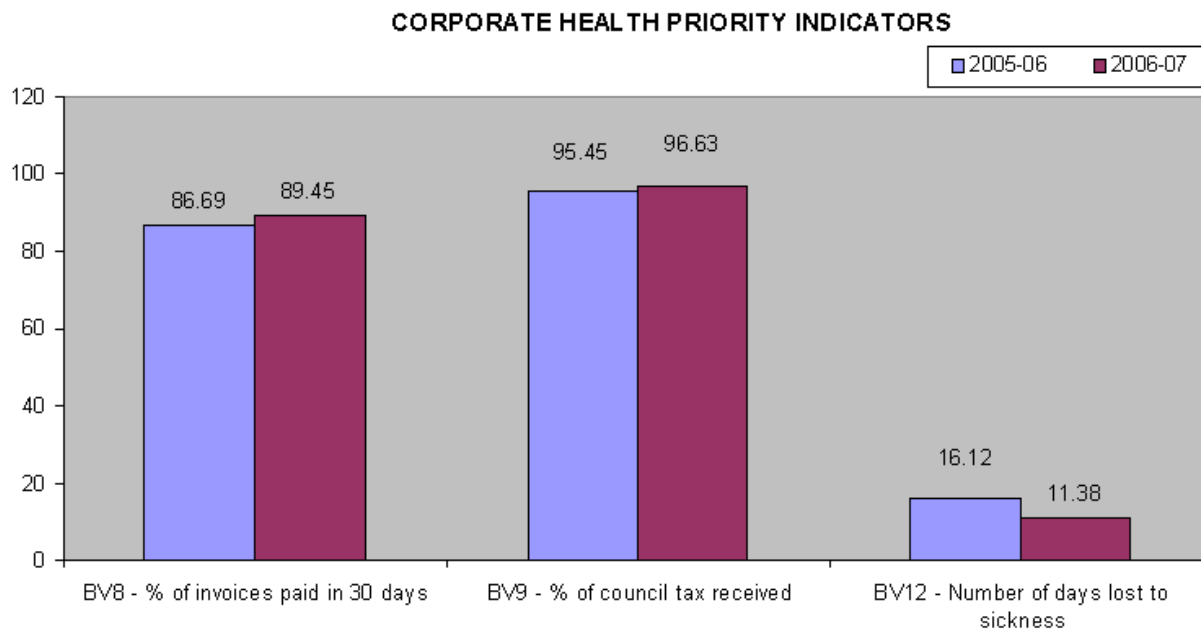
Quartile Category (Where data available)	Northampton Borough Council Total	Streetscene and Property Maintenance	Housing Services	Building Control and Environmental Health	Human Resource	Community Safety, Leisure and Town Centre Operations	Finance and Asset Management	Regeneration, Growth and Community	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

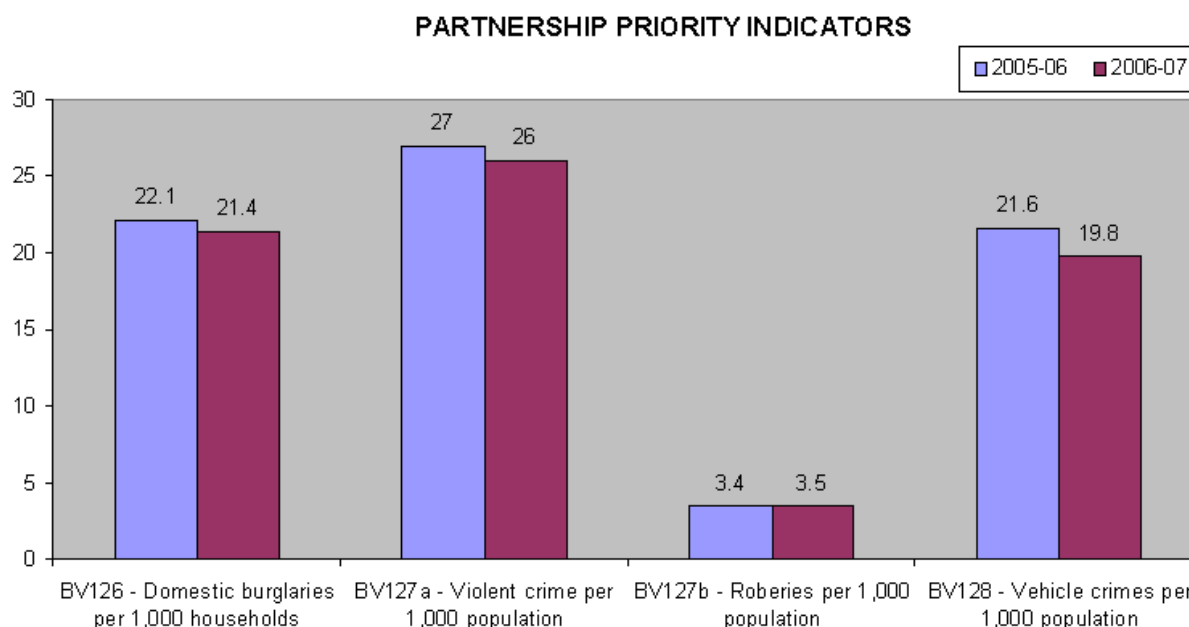
Performance against last year has increased by just under 3% however the target of 93% was not achieved. Based on current quartile data this indicator has moved out of the bottom quartile however, due to the fact that it remains just outside of the bottom range, the release of the new quartile tables 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

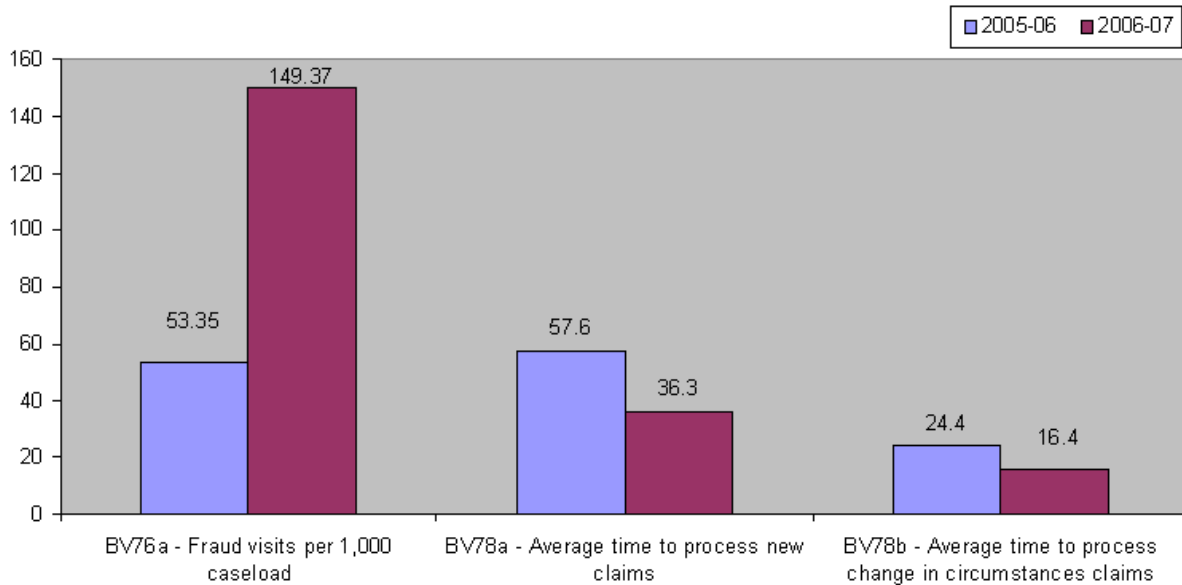


Overall, levels of crime have fallen in all categories except Robberies. However, the performance levels are not sufficient to move out of the bottom quartile for all district councils.

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.

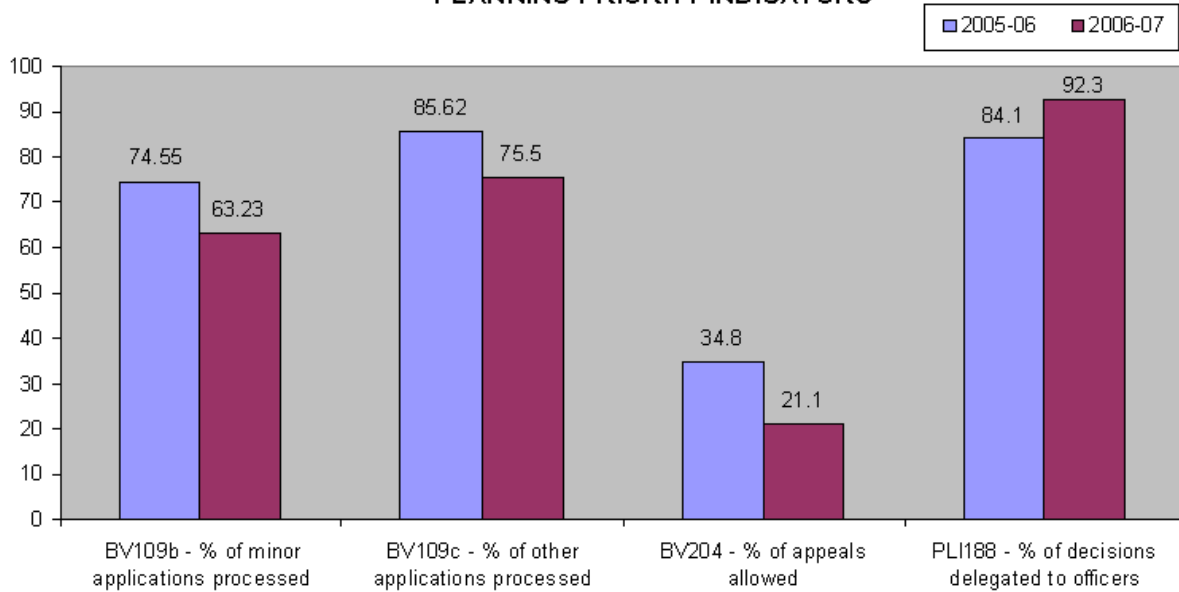
Improvements in training, reductions in agency staff, workflow management and the introduction of a 24hour guarantee for new claims and changes in circumstances, have all contributed to the performance improvement.

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.

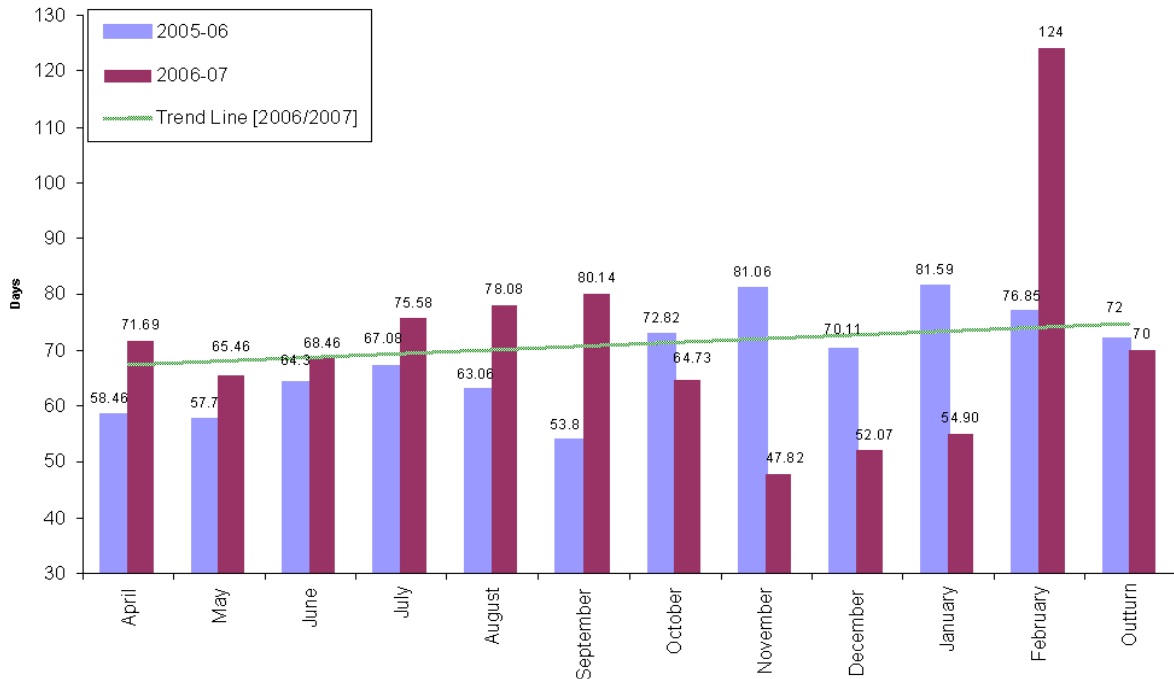
The council has entered into a three-year partnership with Kendric Ash to deliver sustained improvements to the Revenues and Benefits Service and the Benefits Strategic Improvement Plan details how the service will deliver these improvements.

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 by 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%		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		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	81.59	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% ↓		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% ↓		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% ↑		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 ↑		Bottom	29 Days	37 Days	51 Days	72 Days Bottom
↑	PL1188	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%	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%	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	Not reported			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
↓	HLPI9	Night time repairs completed on target	Housing Repairs	99%	99 %	98% ↑			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%	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%	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	27%	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	£51.26	£52	£51.72 ↑		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% ↔		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	Level 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	87.08%	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% ↑		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% ↓		Upper Median	98.7%	90%	80%	100% Top
↑	BV205	Quality of Service checklist for Planning	Culture Planning	77.70%	78%	77.7% ↔		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												
↑	LPP157	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 ↑		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 ↑		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%	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	8.13%
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	12,375	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	3,832	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%	None set	76%	"	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