



Best Value Performance Indicators 2004/05

Key:

■ Target achieved

■ Target not achieved

CORPORATE HEALTH

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 1a	Does the authority have a Community Strategy developed in collaboration with the LSP, for improving the economic, social & environmental well being in a way that is sustainable?	Yes	Yes	Yes	Yes	Yes	Yes				SM
BV 1b	By when will a full review of the Community Strategy be completed/or was it completed on time?	Dec-03	Dec-03	Dec-04	Dec-04	Dec-04	Dec-04				SM
BV 1c	Has the authority reported progress towards implementing the Community Strategy to the wider community this year? If no when will it be undertaken?	Yes	Yes	Yes	N/A	N/A	N/A				SM
BV 1d	By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	Oct-02	Oct-02	Oct-02	N/A	N/A	N/A				SM
BV 2a	The level if any of the Equality Standard for Local Government to which the authority conforms	2	1	2	1	1	1			Slippage due to focussing and meeting other corporate priorities	SM
BV 2b	The duty to promote race equality	50%	31.6%	50%	31.6%	31.6%	31.6%				SM
BV 8	The % of invoices for commercial goods and services which are paid by the authority within 30 days of such invoices being received	92.5%	90.85%	95%	93%	93.14%	93.00%			Performance has improved since last year. There is still a hard core of staff who do not see paying invoices on time as an important part of their job. Problems are typically experienced where staff are on holiday and management arrangements have not been sufficiently robust to process invoices on time. On other occasions it appears that sections hold payment for legitimate reasons (e.g. goods or works not supplied) - but are not recording this when the invoice is passed for payment and hence it is recorded as a late payment.	RH
BV 9	The % of Council Tax collected	98%	98.3%	98%	31%	58.7%	86.96%			Cumulative Figure	RH
BV 10	The % of non-domestic rates due for the financial year which were received by the authority	99%	99.6%	99%	31%	60.5%	90.06%			Cumulative Figure	RH

BV 11a	The % of top 5% of earners that are women	8.6%	6.2%	18%	6.0%	6.2%	5.95%				The target can only be met if there is a turnover in staff. There has been no opportunity to meet the target as there has been little or no turnover in staff.	DGT
BV 11b	The % of top 5% of earners from black & minority ethnic communities	4.3%	0.95%	5%	0.95%	0.95%	0.95%				The target can only be met if there is a turnover in staff. There has been no opportunity to meet the target as there has been little or no turnover in staff.	DGT
BV 12	The number of working days/shifts lost due to sickness absence	8.2 days	7.4 days	7 days	1.2 days	2.44 days	1.5 days				Cumulative Figure for year: 6 days (target unlikely to be met)	DGT
BV 14	The % of employees retiring early (excluding ill health retirements) as a % of the total workforce	0.19%	0%	0%	0%	0%	0%					DGT
BV 15	The % of employees retiring on the grounds of ill health as a % of the total workforce	0.22%	0%	0%	0%	0%	0%					DGT

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CORPORATE HEALTH

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 16a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the % of economically active disabled people in the authority area	2.5%	2.3%	2.5%	2.2%	2%	2%			The council advertises all vacancies both locally and nationally on the surreyjobs.info website. This is linked to jobspublic and lgjobs and has a good representation of users from disabled groups. An earlier experiment whereby at an additional cost all vacancies were also advertised on a specialist disabled and ethnic minority site revealed that this did not increase the proportion of applicants from these groups.	DGT
BV 16b	the % of economically active disabled people in the authority area	6.26%	9.17%	6.26%	Annual Figure						DGT
BV 17x	The % of local authority employees from minority ethnic communities	3%	2.9%	3%	2.6%	4.3%	2.5%			The Council have not recruited anyone from an ethnic minority background in 2004. Appointments have been made, but applicants did not take up offer. The council advertises all vacancies both locally and nationally on the surreyjobs.info website. This is linked to jobspublic and lgjobs and has a good representation of users from ethnic minority groups. An earlier experiment whereby at an additional cost all vacancies were also advertised on a specialist disabled and ethnic minority sites revealed that this did not increase the proportion of applicants from these groups.	DGT
BV 17y	the % of the economically active ethnic community population in the authority area	3.48%	5.8%	5%	Annual Figures						DGT
BV 156	The % of authority buildings open to the public in which all areas are suitable for and accessible to disabled people		85%	90%	Annual Figures						BM
BV 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	70%	65%	100%	Annual Figures						BD/NW

HOUSING

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1.5%	1.5%	1.6%	1.23%	0.34%	0.21%			Cumulative figure for year: 1.78. Target has been met	TW
BV 63	The average SAP rating of local authority owned dwellings	60	62.87	63	Annual Figure						AD
BV 64	The number of private sector dwellings that are returned into occupation or demolished during 2004/05 as a direct result of action by the local authority	12	10	11	7	1	0			The number of long term empty homes in the Borough has reduced, but unfortunately the Council can only count those that it has had some direct involvement with.	MR
BV 66a	Local authority rent collection and arrears: proportion of rent collected	98.8%	98.39%	98.8%	91.41%	91.52%				It is not possible to get a figure for this Quarter due to a computer system conversion	ES
BV 164	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 for Social Landlords?	Yes	No	Yes	Annual Figure						DB

HOUSING

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 183	The average length of stay in: a). Bed & Breakfast accommodation, b). Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	4 weeks	0	3 weeks	0 weeks	0 weeks					
	a). Bed & Breakfast accommodation	40 weeks	47 weeks	39 weeks	88 weeks	114 weeks				3rd Quarter - no figure due to system upgrade	DA
	b). Hostel accommodation									3rd Quarter - no figure due to system upgrade	DA
BV 184a	The proportion of LA homes which were non decent at 1 April 2003	18.8%	18.82%	12%			Annual Figures				AD
BV 184b	The % change in proportion of non decent LA homes between 1 April 2003 and 1 April 2004	20%	20.19%	20%							
BV 185	% of responsive (but non emergency) repairs during 2003/2004, for which the authority both made and kept an appointment	85%	38.7%	80%	95.7%	90.1%				3rd Quarter - no figure due to system upgrade	AD
BV 202	The number of people sleeping rough on a single night within the area of the authority	*	*	0-10	0-10	0-10	0-10				DA
BV 203	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the <small>figure for the previous year</small>	*	*	-4%	-4%	-4%				3rd Quarter - no figure due to system upgrade	DA

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COUNCIL TAX & HOUSING BENEFITS

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 76a	The number of claimants visited per 1,000 caseload	500	247.4	400	13	67.5	25			Cumulative amount of visits for year so far: 606 - target 720 (absolute figures). 2004/05 target based on new legislation - calculating the number of interventions. The 2003/04 target was based on home visits. PJ has gone down because the visiting officer left in October - the new VO has just started visiting	LP
BV 76b	The number of fraud investigators employed per 1,000 caseload	0.5	0.58	0.5	0.54	0.54	0.54			On target	LP
BV 76c	The number of fraud investigations per 1,000 caseload	60	38.04	70	30	13	3.5			Cumulative figure for half year: 93. Has gone down because of the level of HBMS referrals have been very low - also the fraud officers have been concentrating on a number of major frauds leading to prosecutions	LP
BV 76d	The number of prosecutions and sanctions per 1,000 caseload	5	5.8	5	0	0	2.75				LP
BV 78a	Average time for processing new claims	36 days	31 days	35 days	23 days	22 days	24 days			On target	LP
BV 78b	Average time for processing notifications of change of circumstance	9 days	6 days	9 days	5 days	5 days	5.5 days			On target	LP

BV 79a	% 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%	98%	98%	98.6%	98.4%	98.4%	98.4%					On target	LP
BV 79b	% of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	50%	52.25%	60%	43%	46.5%	55.26%						The figures are cumulative and are on course to meet 2004/05 target	LP

WASTE MANAGEMENT

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible	
BV 199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a %) that is assessed as having combined deposits of litter and detritus (e.g. Sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy)	*	55%	50%	Annual Figure							LS
BV 82a	% of total tonnage of household waste arisings which have been recycled	10%	14.72%	10%	13.72%	13.27%	14.29%			Target exceeded	MC	
BV 82b	% of total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	0%	0%	0%	0%	0%					LS	
BV 84	Number of kilograms of household waste collected per head	350 kgs	313.3 kgs	310 kgs	61.6 kgs	91.8 kgs	84.4 kgs			Whilst recycling has reduced general household waste, it has also had the effect of giving spare capacity in bins for other purposes, perhaps garden waste or other general clear outs. We are hoping to reduce waste further by the forthcoming introduction of a pilot green waste collection in March and also increased education and awareness programme to try to reduce waste.	LS	

PLANNING

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 106	% of new homes built on previously developed land	75%	100%	85%							PJ
BV 109	% of planning applications determined in line with the Government's new development control targets to determine:					Annual figure					
	a). 60% of major applications in 13 weeks	60%	58%	61%	27%	56%	17%			Calculated on a very few number of applications. There is the complexity of the size of the development and larger developments take longer and often involve extensive consultation. It only takes a few applications of this nature to have an impact/skew the statistic. The Council has no control over what applications are submitted. The Council will encourage pre-application discussions and try to avoid the need for on-going negotiations and draft out legal agreements in advance and monitor progress more closely.	PJ
	b). 65% of minor applications in 8 weeks	70%	62%	73%	57%	76%	56%			The decrease is due to staff absences. Notwithstanding this Quarter, the performance for the year so far is 62% - which is just under the target.	PJ

ENVIRONMENTAL HEALTH

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 166	Score against a checklist of enforcement best practice for environmental health/trading standards	100%	83%	100%	83.32%	83.32%	93.32%		2004/05	Public consultation/satisfaction questionnaires being issued in January 2005 which will achieve 100% performance	PB

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CULTURAL & RELATED SERVICES

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 170a	The number of visits to/usages of the museums per 1,000 population	194	243.4	203	58.5	54.1	58.3			Cumulative for year: 170.9	EW
BV 170b	The number of those visits that were in person per 1,000 population	87	105	92	24	32.8	24.8			Cumulative for year: 81.6	EW
BV 170c	The number of pupils visiting museums and galleries in organised school groups	5000	1159	1159	431	162	405			cumulative for year: 998	EW

COMMUNITY SAFETY

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 126	Domestic burglaries per 1,000 household		11.16		2.04	2.5	3.23				SM
BV 127	Violent crimes per 1,000 population broken down to show:		8.92		2.86	2.46	2.13			Whilst violent crime showing an increase of +2.5% (14 more offences) this is a very small increase particularly when compared to national average increase of approx 40% and an increase across the rest of the County of between 10 and 30%.	
	a). Violent offences committed by a stranger per 1,000 population	5% reduction p.a. based on outturn at 31 March 1999 on all categories of crime	3.97		1.14	1.22	1.09				SM
	b). Violent offences committed in a public place per 1,000 population		4.89		1.74	1.54	1.37				SM
	c). Violent offences committed in connection with licensed premises per 1,000 population		0.25		0.08	0.1	0.08				SM
	d). Violent offences committed under the influence per 1,000 population		2.48		0.85	0.62	0.64				SM
BV 128	Theft from and of a Vehicle		12.36		2.66	2.63	3.24				SM

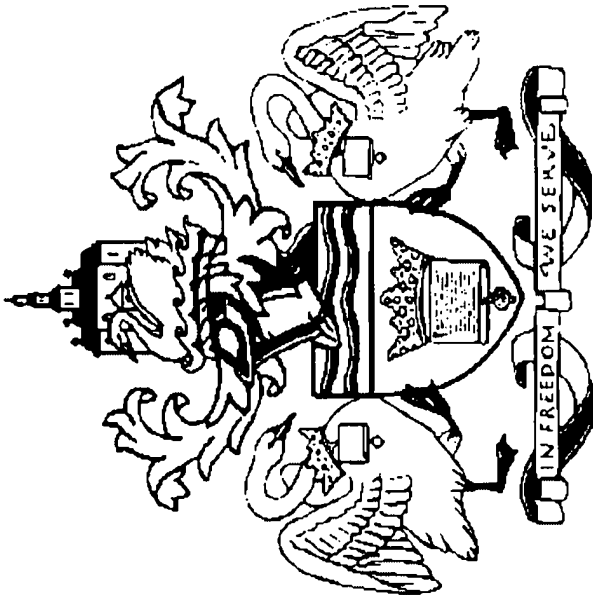
BV 174	The number of racial incidents recorded by the authority per 100,000 population	0	2.56	0	0	0	0	0	0	0				SM
BV 175	The % of racial incidents that resulted in further action	0%	50%	0%	0%	0%	0%	0%	0%	0%				SM
BV 176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	1	1	1	1	1	1	1	1	1	Annual Figure			DB

COMMUNITY LEGAL SERVICE

BV Code	Description	2003/04 Target	2003/04 Outturn	2004/05 Target	Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	Outturn 2004/05	Comments	Officer Responsible
BV 177	% of local authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark & meet a priority legal need identified in the Community Legal Service Partnership Strategic Plan	*	0%	0%	0%	0%	0%				SH

SATISFACTION BVPIS

BV Code	Description	2000/01 Outturn	2003/04 Target	Outturn 2003/04
BV 3	% of citizens satisfied with the overall service provided		89%	70.5%
BV 4	% of complainants satisfied with the handling of their complaint		65%	35.4%
BV 74	Satisfaction of tenants of Council Housing with the overall service provided by their landlord: with results further broken down by		88.5%	88.6%
	i). Black and minority ethnic tenants		88.5%	100%
	ii). Non-black and minority ethnic tenants		88.5%	88.6%
BV 75	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		60%	70.7%
	i). Black and minority ethnic tenants		60%	100%
	ii). Non-black and minority ethnic tenants		60%	70.6%
BV 80a	Satisfaction with Contact/access to facilities at Benefit Office		80%	81%
BV 80b	Satisfaction with service in Benefit Office		80%	79%
BV 80c	Satisfaction with telephone service		80%	76%
BV 80d	Satisfaction with staff in Benefit Office		80%	81%
BV 80e	Satisfaction with clarity etc. of forms and leaflets		80%	65%
BV 80f	Satisfaction with time taken for a decision		80%	72%
BV 80g	Satisfaction with overall service		80%	82%
BV 89	% of people satisfied with the cleanliness standard in their area		88%	69.2%
BV 90	% of people staisified with			
	a). Household waste collection		80%	90.2%
	b). Waste recycling		95%	74.8%
BV 111	% of applicants satisfied with the service received		85%	69%
BV 119	The % of residents satisfied with the Local Authority Cultural Services:			
BV 119a	Sports & leisure			
BV 119b	Libraries	*	*	*
BV 119c	Museums		50%	35.6%
BV 119d	Arts activities and venues		50%	43.3%
BV 119e	Parks and Open Spaces		80%	76%



Best Value Performance Indicators 2003/04

Key:



- Target achieved



- Target not achieved

CORPORATE HEALTH

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 1a	Does the authority have a Community Strategy developed in collaboration with the LSP, for improving the economic, social & environmental well being in a way that is sustainable?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	*	RW
BV 1b	By when will a full review of the Community Strategy be completed/or was it completed on time?	31.10.02	1.12.02	Dec-03	Dec-03	Dec-03	Dec-03	Dec-03	Dec-03	*	RW
BV 1c	Has the authority reported progress towards implementing the Community Strategy to the wider community this year? If no when will it be undertaken?	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	*	RW
BV 1d	By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	31.10.02	1.10.02	Oct-02	Oct-02	Oct-02	Oct-02	Oct-02	Oct-02	*	RW
BV 2a	The level if any of the Equality Standard for Local Government to which the authority conforms	1	1	2	1	1	1	1	1	*	RW
BV 2b	The duty to promote race equality	-	-	50%	27.8%	27.8%	27.8%	27.8%	31.8%	WORST	RW
BV 8	The % of invoices for commercial goods and services which are paid by the authority within 30 days of such invoices being received	90%	86.35%	92.5%	91.4%	91.2%	90.6%	90.2%	90.85%	3RD	RH
BV 9	The % of Council Tax collected (cumulative)	97.8%	97.6%	98%	30.9%	27.5%	28.4%	11.5%	98.3%	BEST	RH
BV 10	The % of non-domestic rates due for the financial year which were received by the authority (cumulative)	98.7%	99.9%	99%	31.3%	28.7%	28.5%	11.1%	99.6%	BEST	RH
BV 11a	The % of top 5% of earners that are women	8.6%	4.3%	8.6%	12.5%	12.5%	12.5%	16.6%	6.2%	WORST	DGT
BV 11b	The % of top 5% of earners from black & minority ethnic communities	4.3%	0%	4.3%	0%	4.2%	4.1%	4.2%	0.95%	2ND	DGT
BV 12	The number of working days/shifts lost due to sickness absence	8.2 days	6.9 days	8.2 days	1 day	2.8 days	1.9 days	0.4 days	7.4 days	BEST	DGT
BV 14	The % of employees retiring early (excluding ill health retirements) as a % of the total workforce	0.19%	0.64%	0.19%	0%	0%	0%	0%	0%	BEST	DGT
BV 15	The % of employees retiring on the grounds of ill health as a % of the total workforce	0.22%	0.21%	0.22%	0%	0%	0%	0%	0%	BEST	DGT

CORPORATE HEALTH

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 16a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the % of economically active disabled people in the authority area	2%	2.14%	2.5%	2.1%	2.1%	2.5%	2.3%	2.3%	*	DGT
BV 16b	The % of economically active disabled people in the authority area	-	6.26%	6.26%	6.26%	6.26%	6.26%	6.26%	9.17%	*	DGT
BV 17x	The % of local authority employees from minority ethnic communities	2%	2.4%	3%	2.7%	3.2%	3.1%	2.9%	2.9%	*	DGT
BV 17y	The % of the economically active ethnic community population in the authority area	-	3.48%	3.48%	3.48%	3.48%	3.48%	3.48%	5.8%	*	DGT
BV 156	The % of authority buildings open to the public in which all areas are suitable for and accessible to disabled people	75%	72%						85%	BEST	BM
BV 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	40%	33%	70%					65%	2ND	AR
BV 180a	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole i) Electricity ii) Fossil Fuels	-	-								
									107	*	BM
									380	*	BM

Annual Figures

HOUSING

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	2%	2.31%	1.5%	0.48%	0.34%	0.55%	0.14%	1.5%	3RD	TW
BV 63	The average SAP rating of local authority owned dwellings	52	57	60	Annual Figure				62.87	2ND	AD
BV 64	The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	2	1	12	5	2	3	0	10	*	MR
BV 66a	Local authority rent collection and arrears: proportion of rent collected	98.7%	98.82%	98.8%	92.65%	92.87%	96.78%	91.14%	98.39%	BEST	ES
BV 164	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 for Social Landlords?	Yes	No	Yes	Annual Figure				No	*	DB

HOUSING

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 183	The average length of stay in: a). Bed & Breakfast accommodation, b). Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	5 weeks	1 week	4 weeks	0	0	0	0	0	BEST	DG
	a). Bed & Breakfast accommodation	40 weeks	43.7 weeks	40 weeks	47 weeks	20 weeks	42 weeks	70 weeks	47 weeks	WORST	DG
	b). Hostel accommodation	-	30.3%	18.8%	Annual Figure				18.82%	BEST	IB
BV 184a	The proportion of LA homes which were non-decent at 1 April 2003	-	38%	20%					20.19%	2ND	AD
BV 184b	The % change in proportion of non-decent LA homes between 1 April 2003 and 1 April 2004	-	82.25%	85%					38.7%	3RD	AD
BV 185	% of responsive (but not emergency) repairs during 2003/2004, for which the authority both made and kept an appointment	-									

COUNCIL TAX & HOUSING BENEFITS

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 76a	The number of claimants visited per 1,000 caseload	-	-	500	107	103	66	77	247.4	2ND	LP
BV 76b	The number of fraud investigators employed per 1,000 caseload	-	-	0.5	0.54	0.54	0.54	0.54	0.58	BEST	LP
BV 76c	The number of fraud investigations per 1,000 caseload	-	-	60	4	18	7.5	19	38.04	2ND	LP
BV 76d	The number of prosecutions and sanctions per 1,000 caseload	-	-	5	2.5	2	1	2	5.8	BEST	LP
BV 78a	Average time for processing new claims	40 days	44 days	36 days	29 days	29 days	32 days	35 days	31 days	BEST	LP
BV 78b	Average time for processing notifications of change of circumstance	9 days	9.5 days	9 days	6 days	5 days	7 days	5 days	6 days	BEST	LP
BV 78c	% of renewal claims processed on time	83%	78%	83%	88%	84%	82%	80%	83%	BEST	LP
BV 79a	% 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	95%	93%	98%	98.4%	98%	97.6%	97%	98%	2ND	LP
BV 79b	% of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	55%	50%	50%	39.4%	50%	56%	64%	52.25%	BEST	LP

WASTE MANAGEMENT

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a %) that is assessed as having combined deposits of litter and detritus (e.g.. Sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy)	-	-	-	-	-	-	-	55%	WORST	LS
BV 82a	% of total tonnage of household waste arisings which have been recycled	7%	6.61%	10%	16.23%	18.31%	17%	17.67%	14.72%	2ND	MC
BV 82b	% of total tonnage of household waste arisings which have been sent for composting	0%	0%	0%	0%	0%	0%	0%	0%	WORST	LS
BV 84	Number of kilograms of household waste collected per head	375 kgs	360 kgs	350 kgs	77.8 kgs	82.8 kgs	83 kgs	79kgs	313.3 kgs	BEST	LS
BV 86	Cost of waste collection per household (cumulative)	£ 30.41	£ 29.29	£ 33.37	£ 32.99	£33.12	£34.71	£34.84	£34.84	*	RH
BV 91	% of population resident in the authority's area served by kerbside collection of recyclables	100%	90%	95%	86.93%	88.92%	91.1%	91.26%	91.26%	3RD	MC

PLANNING

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 106	% of new homes built on previously developed land	80%	100%	75%	£ 21.05	£ 20.52	£20.71	£20.40	100%	BEST	PJ
BV 107	Planning cost per head of population (Cumulative)	£ 17.65	£ 18.45	£ 21.17					£20.40	*	RH
BV 109	% of planning applications determined in line with the Government's new development control targets to determine:	45%	56%	60%	88%	57%	20%	50%	58%	2ND	PJ
					65%	53%	68%	63%	59%	3RD	PJ
					80%	86%	86%	82%	84%	2ND	PJ
BV 179	% of standard searches carried out in 10 working days	100%	100%	100%	100%	100%	100%	100%	100%	BEST	JR
BV 188	The number of decisions delegated to officers as a % of all decisions	90%	67%	80%	75%	75%	75%	77%	73%	WORST	PJ
BV 200a	Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?	-	-	Yes	Yes	Yes	Yes	Yes	Yes	*	PJ
BV 200b	If no. are these proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?	-	-	N/A	N/A	N/A	N/A	N/A	N/A	*	

ENVIRONMENTAL

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 166	Score against a checklist of enforcement best practice for environmental health/trading standards	85%	23%	100%	63%	63%	63%	83%	83%	2ND	PB

CULTURAL & RELATED SERVICES

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 114	Score against a checklist - the adoption by the authority of a Local Cultural Strategy	100%	100%	100%	Annual Figure				100%	BEST	RF
BV 170a	The number of visits to/usages of the museums per 1,000 population	85	190	194	48.9	68.2	58.5	67.8	243.4	3RD	CM/EW
BV 170b	The number of those visits that were in person per 1,000 population	65	86	87	8.5	52.3	23	27	105	3RD	CM/EW
BV 170c	The number of pupils visiting museums and galleries in organised school groups	5000	239	5000	16	270	339	534	1159	3RD	CM/EW

COMMUNITY SAFETY

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 126	Domestic burglaries per 1,000 household		10.59		2.88	3.18	2.28	2.82	11.16	*	RW
BV 127	Violent crimes per 1,000 population broken down to show:				2.81	2.52	1.88	1.71	8.92		RW
	a). Violent offences committed by a stranger per 1,000 population	5% reduction p.a. based on outturn at 31 March 1999 on all categories of crime	3.87	5% reduction p.a. based on outturn at 31 March 1999 on all categories of crime	1.35	1.4	0.94	0.28	3.97	*	RW
	b). Violent offences committed in a public place per 1,000 population		4.23		1.90	1.5	1.06	0.43	4.89	*	RW
	c). Violent offences committed in connection with licensed premises per 1,000 population		0.25		0.10	0.03	0.11	0.01	0.25	*	RW
	d). Violent offences committed under the influence per 1,000 population		2.09		0.97	0.85	0.42	0.24	2.48	*	RW
BV 128	Violent crimes per 1,000 population		10.39		3.37	3.2	2.99	2.8	12.36	*	RW
BV 174	The number of racial incidents recorded by the authority per 100,000 population	0	0	0	1.28	1.28	0	0	2.66	*	RW
BV 175	The % of racial incidents that resulted in further action	0%	0%	0%	0%	100%	0%	0%	50%	WORST	RW
BV 176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	1	1	1					1	BEST	DB

COMMUNITY LEGAL SERVICE

BV Code	Description	2002/03 Target	2002/03 Outturn	2003/04 Target	2003/04 Outturn	2003/04	Apr - Jun 2003	Jul - Sept 2003	Oct - Dec 2003	Jan - Mar 2004	Outturn 2003/04	Comments	District Quartiles (BEST, 2ND, 3RD, WORST) for 2003/04	Officer Responsible
BV 177	% of local authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark & meet a priority legal need identified in the Community Legal Service Partnership Strategic Plan	-	-	-	-	-	-	-	-	-	0%	We are still awaiting the draft strategic plan from the Legal Services Commission. The draft strategic plan once produced by the Legal Services Commission will then be circulated for comment from the public and other stakeholders. The BVPI states 'This Performance Indicator applies only to Local Authorities which have Community Legal Service Partnerships that have published their CLS Strategic Plan (or who publish it during 2003/4). In view of the above we cannot enter a return for the BVPI for this round. [SH email 1 April 04]	WORST	SH

SATISFACTION BVPIS

BV Code	Description	2000/01 Outturn	2003/04 Target	Outturn 2003/04	Officer Responsible
BV 3	% of citizens satisfied with the overall service provided	88%	89%	70.5%	RW
BV 4	% of complainants satisfied with the handling of their complaint	45.50%	65%	35.4%	RW
BV 74	Satisfaction of tenants of Council Housing with the overall service provided by their landlord: with results further broken down by i). Black and minority ethnic tenants ii). Non-black and minority ethnic tenants	90.95%	88.5%	88.56%	IB
BV 75	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 i). Black and minority ethnic tenants ii). Non-black and minority ethnic tenants	51%	60%	70.66%	IB
BV 80a	Satisfaction with Contact/access to facilities at Benefit Office		80%	81%	LP
BV 80b	Satisfaction with service in Benefit Office		80%	79%	LP
BV 80c	Satisfaction with telephone service		80%	76%	LP
BV 80d	Satisfaction with staff in Benefit Office		80%	81%	LP
BV 80e	Satisfaction with clarity etc. of forms and leaflets		80%	65%	LP
BV 80f	Satisfaction with time taken for a decision		80%	72%	LP
BV 80g	Satisfaction with overall service		80%	82%	LP
BV 89	% of people satisfied with the cleanliness standard in their area	87.7%	88%	69.2%	RW
BV 90	% of people satisfied with				
	a). Household waste collection	75.1%	80%	90.2%	RW
	b). Waste recycling	94.2%	95%	74.8%	RW
BV 111	% of applicants satisfied with the service received			69%	PJ
BV 119	The % of residents satisfied with the Local Authority Cultural Services:				
BV 119a	Sports & leisure	54.6%		43.7%	RW
BV 119b	Libraries	N/A		N/A	RW
BV 119c	Museums	47.4%		35.6%	RW
BV 119d	Arts activities and venues	N/A		43.3%	RW
BV 119e	Parks and Open Spaces	77.5%		76%	RW