

Local Performance Indicators for 2006/07

Communities Directorate

Environmental Health & Health Equalities

The service has 5 BVPIs. It has dropped its 5 current Local PIs and proposes to introduce 2 new ones for 2006/07:

NEW The percentage of targets achieved within the Safer Food Better Business initiative.
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NEW The number of businesses with No Smoking policies.
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Housing & Social Inclusion

The service has 20 BVPIs. It proposes to retain 2 of its 8 current Local PIs and introduce 1 new one for 2006/07:

L46 Rent arrears of current tenants as a proportion of the authority's rent roll.

L50 The percentage of urgent repairs within government time limits.

NEW Average void period for Council homes.
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Leisure

With most of the Leisure Service becoming a Trust, the Arts function which has 3 BVPIs, proposes to retain 1 of its 3 current Local PIs for 2006/07:

L77 Number of participants attending a directly funded arts initiative
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Environment Directorate

Planning, Building Control, Countryside & Local Land Charges

The service has 7 BVPIs. It proposes to retain 5 of its 7 current Local PIs for 2006/07:

L2 Determination of Building Control applications within statutory period.
The percentage of Tree Preservation Order applications determined within 8 weeks.
The percentage of Conservation Area notices dealt with within 42 days.
The percentage target of visitors to Local Nature Reserves showing satisfaction with visit.
The percentage target of local schools using education ranger service annually.

StreetScene

The service has 15 BVPIs. It has dropped its 2 current Local PIs and does not propose to introduce any new ones for 2006/07.

Economy Directorate

Economic Development & Property Services

The service has 1 BVPI. It has dropped its 5 current Local PIs and does not propose to introduce any new ones for 2006/07.

Finance

The service has 13 BVPIs. It has dropped 8 of its 12 current Local PIs and proposes to modify the other 4 for 2006/07:

AMENDED To better the percentage rate of return on investments than the published 7 day rate by a specified target yet to be set.
AMENDED To increase the percentage of invoices paid electronically annually by a specified target yet to be set.
AMENDED To increase the percentage of debts collected electronically by a specified target yet to be set.

AMENDED Cumulative arrears to be reduced by a specified target yet to be set for:

- a) Council Tax
- b) NNDR
- c) Sundry Debtors.

Central Services Directorate

ICT

The service has 1 BVPI (BV 157, the percentage of services that can be e-enabled that are e-enabled) but this will be dropped for 2006/07. It proposes to modify its 6 current Local PIs (2 of which will apply corporately as Customer Service Centre measures) and introduce 2 new ones for 2006/07:

NEW Achievement of ICT Customer Service Levels as defined by Service Level Agreement.
L14 ICT Customer Satisfaction rating (monthly).
L14 ICT Customer Satisfaction (survey).
L106 Availability of Software services (to SLA times).
L16 Project objectives completed.
L23 ICT skills and knowledge: <ul style="list-style-type: none"> • Completion of basic skills on-line test as a percentage of computer users in the Council (different skills each year) • Gaining new skills – the percentage of computer users in the council who have attended a new skills course in the year • The percentage of computer users who have started the formal exams for ECDL.
NEW Budget expenditure

Legal and Member Services

The service has 1 BVPI. It has dropped 4 of its 9 current Local PIs and proposes to retain 1, merge 2 and modify the other 2 for 2006/07:

L119 (AMENDED) Percentage of Councillors who are accessing electronic information in line with council policy
L82/L120 (MERGED) Percentage of licences: <ul style="list-style-type: none"> a) General (excluding street collection permits) issued within 14 working days b) Vehicle, issued within 14 working days c) Licensing Act 2003 applications decided within statutory deadlines
L83 No of random licence checks: <ul style="list-style-type: none"> a) General b) Vehicle
L122 (AMENDED) Proportion of Councillors trained in regulatory functions (licensing, planning, audit and standards committee) before sitting on those committees

Elections & Electoral Registration

The function has 3 current Local PIs and proposes to retain them for 2006/07:

L28 Turnout at national elections
L29 Response to canvass
L96 Turnout at local elections

Organisational Development

The service has 12 BVPIs. It has no current Local PIs and does not propose to introduce any new ones for 2006/07.