

## Appendix 2

### Performance Indicators set for use in assessing service improvement in the new CPA framework for Districts

#### Best Value Performance Indicators (BVPIs)

Description of PI	Source and reference	Top Quartile for District Councils 2004/05	EDDC Actual 2005/06	Performance to date in 2006/07	Comments
Time taken to determine major planning applications	BV 109a	71.25%	64%	88%	Exceeding top quartile position for 04/05
Time taken to determine minor planning applications	BV 109b	75.28%	70.5%	72%	Monitored monthly
Time taken to determine other applications	BV 109c	88.01%	88%	84%	Monitored monthly
Cleanliness of public places	BV 199a	10%	21%	21%	PI reported annually based on three surveys conducted throughout the year – hence no change so far from 2005/06 performance.
Provision of kerbside recycling collection	BV 91a	100%	79%	100%	Kerbside recycling collections now rolled out to cover the whole district
Percentage of standard planning searches carried out within 10 working days	BV 179	100%	100%		PI deleted
Environmental health checklist	BV 166a	93.4%	80%	80%	No change on 2005/06 position.
Recycling and composting performance	BV 82a&b	19.33%	17.74%	17.74%	PI reported annually.
Energy requirements of council housing	BV 63	67	63	63	PI reported annually
Tonnage of waste per head of population	BV 84	380.4	348.6	348.6	PI reported annually
Proportion of non-decent LA homes	BV 184a	43%	13%	13%	PI reported annually
Percentage of responsive repairs for which local authority made and kept an appointment	BV 185	75%			PI deleted
Rent collection and arrears	BV 66a	97.69%	96.32%	97.45%	Showing improvement
CRE code for rented housing	BV 164		Yes	Yes	Performance maintained

Description of PI	Source and reference	Top Quartile for District Councils 2004/05	EDDC Actual 2005/06	Performance to date in 2006/07	Comments
Average time in temporary accommodation – time spent in B&B	BV 183a	1 week	3 weeks	2 weeks	Showing improvement
Racial incidents with further action	BV 175	100%	0%	100%	This figure can be altered dramatically according to how many racial incidents are recorded. In 2005/06 there was one incident which did not require further action. So far this year there has been one incident reported for which further action was taken.
Domestic refuge places	BV 225	0.7	0.64	0.64	This is a score against a checklist of questions. Being monitored monthly this year.
Speed of processing – new housing benefit/council tax benefit claims (days)	BV 78a	28	41	31	Performance improving – monitored monthly.

The Council does not report on BV 183b Average time in temporary accommodation – time spent in hostels because it does not have any hostels.

## Housing Investment Programme (HIP) PIs

These PIs are not BVPIs and they are not being monitored corporately so no figures are available for the performance to date in 2006/07.

Description of PI	Source and reference	Top Quartile for District Councils 2004/05	EDDC Actual 2005/06	Comments
Percentage of urgent repairs completed in Government time limits	HIP-BPSA section E5 (previously BV 72)	Full data not available		
Average time taken to complete non-urgent repairs	HIP-BPSA section E6 (previously BV 73)	Full data not available		
Average re-let times	HIP-BPSA section E3 (previously BV 68 – reintroduced as BV 212 from 2005/06)	30 days	73.5 days	Performance was 35 days in 2004/05 so it worsened in 2005/06.
Average weekly management cost	HIP-BPSA section E1 (previously BV 65a)	Full data not available		
Percentage of homelessness acceptances that are repeat applications	HIP-section E1b	0	2	Performance was 0 in 2004/05 so it worsened in 2005/06.
Percentage of unfit private sector homes made fit	HIP-HSSA (previously BVPI BV 62)	4.7%	0.41%	Performance was 1.8% in 2004/05 so it worsened in 2005/06. However, the measure of 'unfitness' was dropped and replaced by a system of risk assessments with effect from 1 April 2006.
Percentage of total private sector homes vacant for more than 6 months	HIP-HSSA section A1 and A7	0.0%	0.0%	This PI is adjusted for deprivation and the figure shown for 2005/06 is an estimate. The actual performance reported in 2004/05 was 0.64% and in 2005/06 it was 0.80%.

## BVPI User Satisfaction Survey results 2003/04

The surveys for 2006/07 are currently being conducted and the results are not yet available

Description of PI	Source and reference	Results from 2003/04 survey	Top Quartile 2003/04
Satisfaction with:	90a and b		
90a Waste collection		88%	90%
90b Recycling		73%	75.5%
Satisfaction of applicants with Planning service	BV 111	61%	81%
Satisfaction with cleanliness of public spaces	BV 89	69%	68%
Overall satisfaction with Housing service	BV 74a	88%	85%
Satisfaction with opportunities to participate in housing decisions	BV 75a	67%	70%
Resident satisfaction with:	BV 119		
119a Sport/leisure		61%	60.25%
119e Parks/open spaces		77%	77%
119c Museums/galleries		45%	50%
119d Theatres/concert halls		46%	56%