

APPENDIX 1 - BEST VALUE PERFORMANCE INDICATORS (BVPis) - 2005/06 OUTTURNS & 2006/07, 2007/08 & 2008/09 TARGETS

Key	
	On Target
	Less than 5% off target
	More than 5% off target, or no figures available

* 2005/06 Quartile performance is given in relation to 2004/05 District Council Data

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
Corporate Health											
2a	Equality Standard for Local Government	0-5	0	-	1	1	-	2	3	3	↑ A comprehensive Equalities & Diversity Policy and Action Plan was approved by Full Council on the 21st February 2006.
2b	Duty to Promote Race Equality	%	53	2	73.68	60	1	73	75	78	↑
8	Percentage of Invoices Paid on Time	%	90.36	4	88.93	92.00	4	94.00	95.00	97.00	↓ Change over to new creditors system and introduction of purchasing cards reduced performance in the last 3 months of the year.
9	Percentage of Council Tax Collected	%	97.85	3	97.12	98.50	4	98.50	98.80	99.00	↓ Introduction of new system led to backlogs of correspondence and insufficient resources to recover debts. Performance improved in latter part of year and resource levels in the team are being addressed.

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
10	Percentage of Non-domestic Rates Collected	%	98.36	3	98.63	99.00	3	99.00	99.30	99.30	↑	As above
11a	Top 5% of Earners: Women	%	26.92	2	26.92	27.50	2	30.00	30.00	30.00	↔	Only one post in the top 5% salary range has been recruited to and filled during the past 12 months, therefore turnover has been minimal.
11b	Top 5% of Earners: Ethnic Minorities	%	0.00	2	0.00	2.20	2	2.20	2.20	2.20	↔	We have received a low response from applicants from ethnic minorities although we have used a number of media in order to recruit from a wider community base. We will continue to explore other avenues including an ethnic jobsite as part of our commitment to enhance the diversity of our work force.
11c (New)	Top 5% of Earners: with a disability [New]	%	-	-	3.84	-	-	4.00	5.00	6.00	-	
12	Working Days Lost Due to Sickness Absence	Days	8.08	1	9.44	8.00	2	8.00	7.00	7.00	↓	The number of employees on long term sickness absence has risen compared to the previous year. The 2005/06 performance of 9.44 days is still significantly better than the 10.99 days for 2003/04 and is in the 2nd quartile.

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
14	Percentage of Early Retirements	%	0.29	2	1.13	1.00	4	1.00	1.00	1.00	↓ Low numbers involved - 4 early retirements (from 1 last year)
15	Percentage of Ill-health Retirements	%	0.29	3	0.00	0.35	1	0.35	0.35	0.35	↑
16a	Percentage of Employees with a Disability	%	3.70	-	3.28	3.70	-	3.70	3.70	3.70	↓ 2 employees who declared they met the DDA definition, left the Council's employment. A Disability Equality Scheme and action plan is currently being developed which will assist with recruiting and retaining more employees who meet the DDA definition. The Council continues to support employees who become disabled through making reasonable adjustments or seeking alternative suitable employment and in encouraging them to declare their disability.
16b	Percentage of Economically Active People who have a Disability	%	10.24	-	10.24	-	-	-	-	-	-
16a / 16b	The ratio of local authority employees with a disability compared with the local population.	%	36.13	1	32.03	36.13	2	36.13	36.13	36.13	↓
17a	Ethnic Minority Representation in the Workforce - Employees	%	1.6	-	1.4	2.5	-	2.5	2.5	2.5	↓ The average number of black and ethnic minority employees within the Council has reduced by one compared to 2004/05. The Council will continue through its
17b	Ethnic Minority Representation in the Workforce - local population	%	1.64	-	1.6	-	-	-	-	-	-

PI No.	Description	Units	2004/5 Actual	2004/5 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
17a / 17b	The ratio of local authority employees from minority ethnic communities compared with the local population.	%	97.6	2	87.5	156.3	2	156.3	156.3	156.3	↓ continue through its recruitment and selection processes to encourage applications from BMEs.
156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people.	%	40.00	-	25.00	75.00	-	75.00	75.00	100.00	↓ Main Council office DDA compliant. Althelstan Museum transferred to Malmesbury Town Council April 06. Plans in place for remaining 2 buildings that are not DDA compliant.
157	E-Government: E-enabled Interactions	%	87.58	1	99.68	100.00	1	PI Deleted from 2006/07			↑
Housing											
64	Vacant Dwellings Returned to Occupation or Demolished	Number	8	3	5	5	3	8	9	10	↓ Target achieved through, assistance given to homeless families via Rent Deposit Scheme and the Empty Homes Grant. Targets raised for following years and actions included in new Empty Homes Strategy.
Homelessness											
183a	Length of Stay in Temporary Accommodation (Bed & Breakfast)	Whole weeks	5	3	2.27	3	2	2.50	2.00	2.00	↑ Close monitoring of the use of B&B together with the Private Sector Leasing Scheme has enabled us to exceed the target.
183b	Length of Stay in Temporary Accommodation (Hostel)	Whole weeks	22	4	17.13	21	3	16.00	15.00	14.00	↑ Low numbers of families in hostel accommodation.

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
202	Number of Rough Sleepers	Number	6	-	7	5	-	5	5	5	↓	Information provided from the Drop-in Centre.
203	Change in Number of Families in Temporary Accommodation	%	28.21	4	-24.50	-10.00	1	-10.00	-10.00	-10.00	↑	Close monitoring of temporary accommodation has enabled us to exceed the target.
213 (New)	Housing Advice Service: Preventing Homelessness [New]	Number	-	-	0.37	-	-	10	15	20	-	
214 (New)	Housing Advice Service: Repeat Homelessness [New]	%	-	-	4.52	-	-	4.00	4.00	4.00	-	
Housing Benefit & Council Tax Benefit												
76a	Housing Benefit Security - Visits	Number	136.23	4	204.08	165.00	3	189.00	200.00	200.00	↑	The target has been exceeded due to streamlining of visiting processes and procedures.
76b	Housing Benefit Security - Investigators	Number	0.27	-	0.31	0.25	-	0.30	0.30	0.30	↑	
76c	Housing Benefit Security - Investigations	Number	24.57	4	20.26	40.00	4	25.00	27.00	30.00	↓	Fewer investigations undertaken as a result of priority assessment. This has resulted in a higher number of sanctions per 1000. Number of cases closed influenced by number of decisions outstanding.

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
76d	Housing Benefit Security - Prosecutions and Sanctions	Number	2.50	4	4.11	3.00	2	4.00	4.25	4.50	↑ The number of sanctions has increased due to an increase in joint working with DWP and improved sifting of referrals as well as the increased skill and experience of the investigation team.
78a	Speed of Processing: New HB/CTB Claims	Calendar days	No accurate data available	-	72.2	38.0	4	38.0	38.0	30.0	- New benefit software implemented in March 2005 and restructure of team delayed. Quarterly performance improved in year from 88.12 to 61.22 days. There are a number of actions underway to improve performance including two new benefit assessors being trained, performance monitoring, links with DWP and HM Customs and BFI Consultancy
78b	Speed of Processing: Change in Circumstances for HB/CTB Claims	Calendar days	No accurate data available	-	52.6	9.0	4	19.0	9.0	9.0	- Quarterly performance improved in year from 58.35 to 39.37 days. For actions underway to improve performance see 78a above.
79a	Accuracy of Processing HB/CTB Claims	%	No accurate data available	-	99.20	98.00	1	98.00	98.00	98.00	-

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
79b(i)	Percentage of Recoverable Overpayments Recovered (HB) [Amended]	%	-	-	61.17	-	-	65.00	65.00	65.00	-	
79b (ii)	Percentage of Recoverable Overpayments Recovered (HB) [Amended]	%	-	-	37.71	-	-	40.00	40.00	40.00	-	
79b (iii)	Percentage of Recoverable Overpayments Recovered (HB) [Amended]	%	-	-	2.09	-	-	2.00	2.00	2.00	-	
Waste & Cleanliness												
82a (i)	Household Waste Management (Recycling) [Amended]	%	13.27	3	15.49	18.00 (BV82 a+b)	3	15.80	16.30	17.80	↑	See BV82a+b
82a (ii)	Household Waste Management (Recycling) [Amended]	Tonnes	-	-	7,243.71	-	-	7,260.00	7,290.00	7,320.00	-	
82b (i)	Household Waste Management (Composting) [Amended]	%	2.99	3	2.86	18.00 (BV82 a+b)	3	3.20	3.70	4.20	↓	The tonnage composted for 2005/06 has reduced by 360 tonnes compared to 2004/05, due to street sweepings not being delivered to Old Camp Landfill Site Compton Bassett for composting in autumn.
82b (ii)	Household Waste Management (Composting) [Amended]	Tonnes	-	-	1,335.67	-	-	1,500.00	2,000.00	2,500.00	-	
82a+b	Household Waste Recycling Rate	%	16.26	-	18.35	18.00	-	19.00	20.00	22.00	↑	DEFRA recycling target for BV82a+b of 18% met. Increase in recycling rate attributed to roll out of kerbside recycling to 98% of households in North Wiltshire. Future targets in line with new DEFRA targets.

PI No.	Description	Units	2004/5 Actual	2004/5 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
84a	Household Waste Collection (kilograms per head) [Amended]	Kgs	366.0	1	364.4	360.0	1	363.0	363.0	363.0	↑	Continued improvement in performance from previous years. Waste restriction policy and waste minimisation programmes in place. Waste is growing nationally by 3% per year. Waste minimisation targets exceed those set out in waste minimisation programme of increase of 1%.
84b	Household Waste Collection (% change in kilograms per head) [Amended]	%	-	-	-0.44	-	-	-0.40	0.00	0.00	-	
86	Cost of Household Waste Collection	£	46.34	3	51.62	35.00	4	53.16	54.76	56.40	↓	
91a	Kerbside Collection of Recyclables (one recyclable) [Amended]	%	-	-	98.0	98.0	2	98.0	98.0	98.0	↑	The roll out programme for kerbside recycling in North Wiltshire is now complete, apart from new properties coming on line which are dealt with on an ad hoc basis.
91b	Kerbside Collection of Recyclables (two recyclables) [Amended]	%	67.6	4	98.0	98.0	2	98.0	98.0	98.0	↑	
199a	Local Street and Environmental Cleanliness - Litter & Detritus [Amended]	%	25.33	4	22.3	20.00	4	20.0	17.5	14.0	↑	The targets for the coming years will be more onerous as there are LPSA stretch targets to reach. This has been recognised in the C&A Services restructure with creation of additional supervisory staff within the street scene area of the department

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
199b	Local Street and Environmental Cleanliness - Graffiti [Amended]	%	-	-	1	-	-	1	1	1	-	
199c	Local Street and Environmental Cleanliness - Fly-posting [Amended]	%	-	-	0	-	-	0	0	0	-	
199d	Local Street and Environmental Cleanliness - Fly-tipping [Amended]	Number (1-4)	-	-	4	-	-	3	3	2	-	
Environment & Environmental Health												
166a	Environmental Health Checklist [Amended]	%	90.0	2	95.0	95.0	1	95.0	95.0	95.0	↑	
216a (New)	Identifying Contaminated Land [New]	Number	-	-	100	-	-	79	55	31	-	
216b (New)	Information on Contaminated Land [New]	%	-	-	61	-	-	35	44	77	-	
217 (New)	Pollution Control Improvements [New]	%	-	-	100	-	-	100	100	100	-	
218a (New)	Abandoned Vehicles [New]	%	-	-	96.75	-	-	97.00	97.00	97.00	-	
218b (New)	Abandoned Vehicles - removal [New]	%	-	-	9.38	-	-	10.00	10.00	10.00	-	
Planning												
106	New Homes on Previously Developed Land	%	57.40	3	51.90	50.00	4	50.00	50.00	50.00	↓	

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
109a	Planning Applications: Major Applications	%	73.68	1	60.66	65.00	2	70.00	75.00	80.00	↓	The complexity of "Major" applications received is difficult to predict. This, together with a lack of available resources at certain periods throughout the year, have contributed to a slight decline in the percentage of applications determined in the statutory period. Member agreement will be sought shortly, to make comprehensive changes to the way in which S106 agreements will be dealt with in future. NWDC are still complying with the National target.
109b	Planning Applications: Minor Applications	%	78.81	1	77.02	75.00	1	77.00	78.50	80.00	↓	
109c	Planning Applications: 'Other' Applications	%	89.13	1	88.55	85.00	1	88.00	90.00	92.00	↓	
179	Standard Searches within 10 Days	%	99.85	2	99.62	100.00	3	PI Deleted from 2006/07			↓	
200a	Plan-making: Development Plan [Amended]	Yes/No	-	-	Yes	Yes	-	Yes	Yes	Yes	-	
200b	Plan-making: Milestones [Amended]	Yes/No	-	-	Yes	-	-	Yes	Yes	Yes	-	
200c	Plan-making: Monitoring Report [Amended]	Yes/No	-	-	Yes	-	-	Yes	Yes	Yes	-	

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
204	Planning Appeals	%	28.6	2	36.2	28.0	3	28.0	26.5	25.0	↓ This target fluctuates, both locally and nationally, depending on the number and complexity of the developments. 65% of appeals allowed in year were overturned decisions by Members from the Planning Officer's recommendation. The appeal decisions will be reviewed and monitored over the next 6 months, following additional member training.
205	Quality of Planning Services Checklist	%	88.9	1	88.9	90.0	1	94.4	100.0	100.0	↔ We achieved 16 points out of 18, giving a percentage of 88.9%. We missed out on 1 Pendleton point, which we expect to achieve next year to give us a percentage of 94.4%. We also dropped a point based for not having a project management approach to dealing with Major planning applications, which we expect to rectify soon.
Culture & Related Services											
170a	Visits to and use of Museums and Galleries: all visits	Number	12	4	12	15	4	-	-	-	↔ No longer recorded.

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
170b	Visits to and use of Museums and Galleries: visits in person	Number	12	4	12	13	4	-	-	-	↔	Althelstan Museum transferred to Malmesbury Town Council April 2006.
170c	Visits to and use of Museums: School Groups	Number	0	4	45	95	4	-	-	-	↑	
219a (New)	Preserving the Special Character of Conservation Areas [New]	Number	-	-	65	-	-	66	67	68	-	
219b (New)	Preserving the Special Character of Conservation Areas: Character Appraisals [New]	%	-	-	2.00	-	-	2.00	3.00	4.00	-	
219c (New)	Preserving the Special Character of Conservation Areas: Management Proposals [New]	%	-	-	2.00	-	-	2.00	2.00	0.00	-	
Community Safety & Well-Being												
126	Domestic Burglaries per 1,000 Households	Number	6.90	2	6.0	-	1	6.0	5.7	-	↑	
127a	Violent Crime per 1,000 Population [Amended]	Number	-	-	10.1	-	-	6.6	6.2	-	-	
127b	Robberies per 1,000 Population [Amended]	Number	-	-	0.2	-	-	0.1	0.1	-	-	
128	Vehicle Crime per 1,000 Population [Amended]	Number	4.76	1	5.2	4.45	1	4.3	4.0	-	↓	
174	Racial Incidents Recorded	Number	0.00	-	1.56	0.00	-	1.56	1.56	1.56	-	
175	Racial Incidents Resulting in Further Action	%	N/A	-	100.00	100.00	-	100.00	100.00	100.00	-	The two alleged racial incidents that were reported were fully investigated with no further action required to be taken.
225	Actions Against Domestic Violence [176 Amended]	%	-	-	54.5	27.0	-	64.0	72.0	81.0	-	Information for this BVPI was collected on a County basis by the Domestic Violence Intervention Partnership.

PI No.	Description	Units	2004/5 Actual	2004/05 Quartile Performance	2005/06 Actual	2005/6 Target	2005/06 Quartile Performance*	2006/07 Target	2007/08 Target	2008/09 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
226a	Advice & Guidance Services - Total [177 Amended]	£	-	-	218,344	-	-	139,600	139,600	139,600	-	
226b	Advice & Guidance Services - CLS Quality Mark [177 Amended]	%	-	-	100.00	-	-	100.00	100.00	100.00	-	
226c	Advice & Guidance Services - Direct Provision [177 Amended]	£	-	-	0	-	-	70,000	70,000	70,000	-	