

APPENDIX 1 - BEST VALUE PERFORMANCE INDICATORS (BVPIs) - 2006/07 OUTTURNS & 2007/08, 2008/09 & 2009/10 TARGETS

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

* 2003/04 outturn data used for Survey BVPIs

** 2006/07 Quartile performance is given in relation to 2005/06 District Council Data, 2006/07 data for general survey BVPIs and 2003/04 DC data for benefits and planning survey

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05 Includes Performance Commentary
Corporate Health											
2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability.	0-5	1	-	2	2	-	3	3	4	↑
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application.	%	74	1	84	73	1	86	88	90	↑
3 Survey	The percentage of citizens satisfied with the overall service provided by their local authority	%	54	3	52	60	3	-	-	O/S	↓
4 Survey	The percentage of complainants satisfied with the handling of their complaint	%	34	2	32	38	3	-	-	O/S	↓
8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	%	88.93	4	82.73	94.00	4	O/S	O/S	O/S	↓

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05
											Includes Performance Commentary
9	The percentage of council tax collected by the Authority in the year.	%	97.12	4	97.70	98.50	3	98.20	98.50	98.70	↑
10	The percentage of non-domestic rates due for the financial year which were received by the authority.	%	98.63	3	98.50	99.00	3	99.00	99.30	99.30	↓
11a	Percentage of top-paid 5% of local authority staff who are women.	%	26.92	2	32.00	30.00	1	34.00	35.00	36.00	↑
11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	%	0.00	2	0.00	2.20	2	2.20	2.20	2.20	-
11c	Percentage of the top paid 5% of staff who have a disability. (excluding those in maintained schools.)	%	3.84	2	4.00	4.00	2	5.00	6.00	6.00	↑
12	The number of working days/shifts lost to the Local Authority due to sickness absence.	Days	9.44	2	13.27	8.00	4	10.00	9.00	8.00	↓

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05 Includes Performance Commentary
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	%	1.13	4	0.00	1.00	1	1.00	1.00	1.50	↑
15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	%	0.00	1	0.27	0.35	3	0.35	0.35	0.35	↓
16a	The percentage of local authority employees with a disability.	%	3.28	2	3.32	3.70	2	3.70	3.80	4.00	↑
16b	The percentage of the economically active population in the local authority area who have a disability.	%	10.24	-	10.24	-	-	-	-	-	-
16a / 16b	The ratio of local authority employees with a disability compared with the local population.	%	32.03	-	32.42	36.13	-	36.13	37.11	39.06	↑
17a	The percentage of local authority employees from ethnic minority communities.	%	1.4	2	1.4	2.5	2	2.5	2.5	2.5	-
17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area.	%	1.6	-	1.6	-	-	-	-	-	-
17a / 17b	The ratio of local authority employees from minority ethnic communities compared with the local population.	%	87.5	-	87.8	156.3	-	156.3	156.3	156.3	↑
156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people.	%	25.00	-	50.00	75.00	4	75.00	100.00	100.00	↑

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05 Includes Performance Commentary
	Housing										
64	Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.	number	5	3	8	8	3	9	10	10	↑
	Homelessness										
183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.	whole weeks	2.27	2	5.34	2.50	4	6.00	2.00	2.00	↓

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05
											Includes Performance Commentary
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	whole weeks	17.13	3	29.69	16.00	4	22.00	16.00	0.00	↓
202	The number of people sleeping rough on a single night within the area of the authority.	number	7	4	8	5	4	5	5	5	↓
203	The percentage change in the average number of families placed in temporary accommodation.	%	-24.50	1	-15.13	-10.00	2	-10.00	-10.00	-10.00	↑
213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	%	0	4	1	0.15	3	1	1	1	↑

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											Includes Performance Commentary
214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.	%	4.52	4	1.32	4.00	2	1.50	1.50	1.50	↑
Housing Benefit & Council Tax Benefit											
76a	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload.	number	204.08	-	172.28	189.00	-	165.00	165.00	165.00	-
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload.	number	0.31	-	0.26	0.30	-	0.30	0.30	0.30	-
76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload.	number	20.26	-	31.31	25.00	-	30.00	30.00	30.00	↑
76d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area.	number	4.11	-	5.99	4.00	-	6.00	6.25	6.50	↑

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05
											Includes Performance Commentary
78a	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported.	Calendar days	73.0	4	53.8	38.0	4	38.0	30.0	26.0	↑
78b	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority.	Calendar days	52.6	4	35.3	19.0	4	22.0	10.0	9.0	↑
79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	%	99.20	1	94.60	98.00	4	96.00	98.00	99.00	↓
79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	%	61.17	3	58.10	65.00	4	65.00	71.00	75.00	↓
79b (ii)	HB overpayments recovered 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.	%	37.71	2	30.10	40.00	3	40.00	45.00	45.00	↓

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79b (iii)	Percentage of Recoverable Overpayments Recovered (HB) Housing Benefit (HB) 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	%	2.09	-	1.30	2.00	-	2.00	2.00	2.00	-
80a Survey	Satisfaction with contact/access facilities at benefit office	% agree all	72	4	73	73	4	-	-	84	↑
80b Survey	Satisfaction with service in benefit office	% agree all	75	4	81	80	3	-	-	86	↑
80c Survey	Satisfaction with telephone service at benefit office	% agree all	52	4	65	62	4	-	-	80	↑
80d Survey	Satisfaction with Staff in benefit office	% agree all	65	4	77	78	4	-	-	86	↑
80e Survey	Clarity etc. of forms & leaflets	% agree all	44	4	55	58	4	-	-	67.5	↑
80f Survey	Time taken for a decision	% agree all	55	4	52	59	4	-	-	77	↓
80g Survey	Overall satisfaction with the Benefits Service	% agree all	62	4	68	65	4	-	-	84	↑
Waste & Cleanliness											
82a (i)	Percentage of household waste arisings which have been sent by the Authority for recycling.	%	15.49	3	16.41	15.80	3	O/S	O/S	O/S	↑
82a (ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	Tonnes	7243.71	-	7758.17	7,260.00	2	7,290.00	7,320.00	O/S	↑
82b (i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	%	2.86	3	4.65	3.20	3	O/S	O/S	O/S	↑
82b (ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	Tonnes	1335.67	-	2198.37	1,500.00	3	2,000.00	2,500.00	O/S	↑

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											Includes Performance Commentary
82a+b	Household Waste Recycling Rate	%	18.35	-	21.06	19.00	-	O/S	O/S	O/S	↑
84a	Number of kilograms of household waste collected per head of the population.	Kgs	364.4	1	368.60	363.0	1	O/S	O/S	O/S	↓
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.	%	-0.44	3	5.60	-0.40	4	0.00	0.00	O/S	↓
86	Cost of household waste collection per household.	£	51.62	3	49.03	53.16	3	O/S	O/S	O/S	↑
89 Survey	Percentage of people satisfied with the cleanliness standard in their area	%	62	3	71	65	2	-	-	O/S	↑
90a Survey	Percentage of people expressing satisfaction with the household waste collection service overall	%	87	2	85	88	2	-	-	O/S	↓
90b Survey	Percentage of people expressing satisfaction with the provision of recycling facilities overall	%	70	3	74	72	2	-	-	O/S	↑
91a	Percentage of households resident in the authority 's area served by kerbside collection of recyclables.	%	98.0	3	98.0	98.0	3	98.00	98.00	98.00	-
91b	Percentage of households resident in the authority 's area served by kerbside collection of at least two recyclables.	%	98.0	3	98.0	98.0	3	98.00	98.00	98.00	-

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199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	%	22.3	4	16.5	20.0	3	17.5	15.5	14.50	↑
199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	%	1	2	0	1	1	1	1	1	↑
199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	%	0	1	0	1	1	1	1	1	-
199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	%	4	-	4	3	-	3	2	2.00	-
Environment and Environmental Health											
166a	Score against a checklist of best practice for Environmental Health.	%	95.0	2	95.0	95.0	2	95.0	95.0	95.0	-

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216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination.	number	100	-	251	79	-	55	31	10	-
216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	%	61	1	60	35	1	44	77	85	↓
217	Percentage of pollution control improvements to existing installations completed on time.	%	100	1	50	100	4	100	100	100	↓



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											Includes Performance Commentary
218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	%	96.75	1	76.90	97.00	3	97.00	97.00	97.00	↓
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	%	9.38	4	45.50	10.00	4	10.00	50.00	70.00	↑
Planning											
106	Percentage of new homes built on previously developed land.	%	51.90	4	O/S	50.00		50.00	50.00	O/S	
109a	Percentage of major Planning Applications determined in 13 weeks.	%	60.66	3	66.67	70.00	2	75.00	80.00	85.00	↑
109b	Percentage of minor Planning Applications determined in 8 weeks.	%	77.02	2	74.17	77.00	2	78.50	80.00	82.00	↓



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											Includes Performance Commentary
109c	Percentage of other Planning Applications determined in 8 weeks.	%	88.55	2	89.21	88.00	2	90.00	92.00	93.00	↑
111 Survey	Percentage of applicants and those commenting on planning applications satisfied with the service received	%	75	2	69	80	4	-	-	77	↓
200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes/No	Yes	-	Yes	Yes	-	Yes	Yes	Yes	-
200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes/No	Yes	-	Yes	Yes	-	Yes	Yes	Yes	-
200c	Did the Local Planning Authority publish an annual monitoring report by 31st December each year?	Yes/No	Yes	-	Yes	Yes	-	Yes	Yes	Yes	-
204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.	%	36.2	4	37.3	28.0	4	26.5	25.0	25.0	↓

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205	The local authority's score against a 'quality of planning services' checklist.	%	88.9	3	94.4	94.4	1	100.0	100.0	100.0	↑
Culture & Related Services											
119a Survey	Satisfaction with the authorities sports/leisure facilities	%	61	1	62	62	2	-	-		↑
119b Survey	Satisfaction with cultural and recreational activities - Libraries	%	-	-	76	-	2	-	-		-
119c Survey	Satisfaction with the authorities museums and galleries	%	37	3	37	40	3	-	-		-
119d Survey	Satisfaction with the authorities theatres and concert halls	%	30	4	20	-	4	-	-		↓
119e Survey	Satisfaction with the authorities parks and open space	%	73	2	70	75	3	-	-		↓
219a	Total number of conservation areas in the local authority area.	number	65	-	66	66	-	67	68	69	-
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	%	2.00	3	1.5	2.00	3	3.00	4.00	5.00	↓
219c	Percentage of conservation areas with published management proposals.	%	2.00	2	0.0	2.00	2	2.00	0.00	0.00	↓
Community Safety & Well-Being											
126	Domestic burglaries per year, per 1,000 households in the Local Authority area.	number	5.95	2	4.8	6.02	1	5.7	-	-	↑
127a	Violent crime per year, 1,000 population in the Local Authority area.	number	10.10	1	11.5	6.58	2	6.2	-	-	↓
127b	Robberies per year, per 1,000 population in the Local Authority area.	number	0.24	1	0.3	0.09	2	0.1	-	-	↓



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											Includes Performance Commentary
128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area.	number	5.16	1	5.0	4.26	1	4.0	-	-	↑
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population.	number	1.56	-	0.00	1.56	-	1.56	1.56	1.56	-
175	The percentage of racial incidents reported to the Local Authority that resulted in further action.	%	100.00	1	N/A	100.00	-	100.00	100.00	100.00	-
225	Actions Against Domestic Violence		54.5	-	O/S	64.0		72.0	81.0	O/S	
226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	£	218,344	-	O/S	139,600		139,600	139,600	O/S	
226b	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.	%	100.00	-	O/S	100.00		100.00	100.00	O/S	
226c	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.	£	0	-	O/S	70,000		70,000	70,000	O/S	

/04 DC data for benefits and planning survey



Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
Level 2 attained due to work on equality impact assessments, equalities training for members and staff, and improvements to the Council's website.
The Council continues to make good progress on its duty to promote race equality. The Council's Race Equality Scheme is now incorporated into the Council's corporate Equalities & Diversity Policy.
The 2% decline in overall service satisfaction is worse than the 1% point drop in all district councils.
There was an average of 2% point improvement in the all district councils.



Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
<p>Collection has improved during the year, especially in relation to arrears. Additional staff are now in place in Benefits and Customer Contact, which will assist improvement. Targets set to achieve top quartile performance by 2008/09.</p>
<p>Resource issues in Revenues and Benefits have hampered performance. Additional staff are now in place in Benefits and Customer Contact, which will assist improvement. Targets set to achieve top quartile performance by 2008/09.</p>
<p>An increase of 1 female employee in the top 5% of earners. Now 6 female employees and 17 male. Gender Equality Scheme now in place to ensure that equality of opportunity is maintained at all levels of the Council.</p>
<p>The Council is committed to encourage applications from BME groups, through its recruitment and selection processes.</p>
<p>The number of employees in the top 5% of earners with a disability remains at 1. Council is committed to Disability Equality Scheme to ensure disability equality at all levels of the Council.</p>
<p>Increase in the number of long-term sickness absences across the majority of business areas. The Council will be setting in place a more active approach to attendance management.</p>

Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
1 person retired on the grounds of ill health during 2006/07
Disability Equality Scheme adopted in December 2006 to improve employment opportunities for people with disabilities.
The Council is committed to encourage applications from BME groups, through its recruitment and selection processes.
Currently measured for 2 buildings - Monkton Park and Corsham Tourist Information centre. Corsham TIC to be DDA compliant in early 2008 to raise performance to 100%

Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
<p>Target reached through assistance given to homeless families through rent deposit scheme.</p> <p>Stock survey showed that the District has quarter the average proportion of empty homes.</p>
<p>In 2005/06 10 families were in B&B. In 2006/07 we reduced the number of families in B&B by 50% to 5. Although it is not acceptable for families to spend long periods in B&B, we only use B&B as a last resort and often the families we place there are those with issues to resolve such as financial difficulties or history of being unable to sustain a tenancy. These families are inevitably more difficult to rehouse into permanent sustainable accommodation. We are actively working with partners and agencies such as the PCT and social care services to ensure these families are assisted to move into permanent housing with sufficient support to enable them to sustain their tenancies.</p>



Direction of performance from 2004/05
<p>↑ = improved</p> <p>↓ = worse</p> <p>- = no info for comparison</p> <p>Includes Performance Commentary</p>
<p>Over the year 10 families who were previously in hostel accommodation were rehoused. This compares to 13 families in hostel accommodation rehoused in 2005/06. Although the amount of time families have spent in hostels has increased, the actual number of families being placed into hostels is continually reducing. We have been working with Westlea Housing Association to build self-contained units in Chippenham. As these replacement units are self-contained they are not classed as hostel accommodation therefore, from May/June we will no longer be placing any families into hostels.</p>
<p>Estimate provided by homelessness drop-in centre in Chippenham. With Westlea, the Council is supporting the development of a hostel for single homeless people.</p>
<p>Target achieved by reducing the average number of families in temporary accommodation from 38 to 32.</p>
<p>Targets set in line with national target.</p>
<p>Increase from 20 cases of homelessness prevented in 2005/06 to 50 cases in 2006/07, through focussing on preventing homelessness rather than dealing with it after it has occurred. Increased training and the merging of the Housing Advice and Homelessness Services has assisted this.</p>

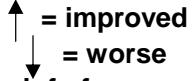
Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
<p>Reduction from 7 cases of repeat homelessness in 2005/06 to 2 cases in 2006/07, through earlier intervention to ensure households do not have problems sustaining tenancies. Targets re-set to maintain current high performance.</p>
<p>DWP target for visits in 2006/07 was reduced in year, which equated to 146 per 1,000 cases, so target was achieved. New DWP targets relate to the reduction of benefits actioned by the Council, rather than the number of visits it makes.</p>
<p>The establishment is for 2 FTE Investigations Officers. There has been a part time vacancy in the post for most of the year, due to a temporary structure.</p>
<p>63% of cases investigated resulted in a successful outcome, with 19% resulting in a sanction or prosecution. Investigation activity identified overpayments of £437k in benefits.</p>
<p>Improved performance due to increased joint working with the DWP and increased skill and experience of the Investigation Team, who were praised by DWP solicitors for the quality of prosecution file preparation.</p>



Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
<p>Improvement in performance of 19 days from previous year, with a final quarter performance of 40 days. Through working with the improvement team and with increased staffing levels, targets have been set to be in the top 50% of district councils by 2009</p>
<p>Improvement in performance of 16 days from previous year, with a final quarter performance of 22 days. New procedures to expedite the information gathering process are expected to result in performance being in the top 50% of district councils by 2009.</p>
<p>Due to a national shortage of benefit administration staff it has been necessary to recruit largely inexperienced staff and train them in house. Delivery of a comprehensive training/ development plan is expected to improve future performance.</p>
<p>Resource issues within Revenues and Benefits have impacted on performance. Targets set to move performance in 2nd quartile in 2 years.</p>
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Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
Target set in line with top quartile.
Target set in line with top quartile.
Target set in line with top quartile.
Target set in line with top quartile.
Target set in line with top quartile.
Target set in line with top quartile.
Target set in line with top quartile.

Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
Average recycling rate of 23% for Councils without alternate weekly collection.
Because more waste is being recycled the total waste collected increases. This PI measures waste sent to landfill plus waste recycled.



Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
<p>Wiltshire Technical Officers have been carrying out in order to reach an LPSA2 stretch target of 17.5% by 2007/08. The work has included all inspecting officers doing joint training facilitated by ENCAMS to set a benchmark for the inspection standard. The 2007/08 target is based on the stretch LPSA2 target and future targets are based on continuous improvement at an achievable level.</p>
<p>The small amounts of graffiti which were present in the inspected areas did not affect the overall percentage.</p>
<p>Small amounts of fly-posting present in the inspected areas did not affect the overall percentage.</p>
<p>The enforcement activity that was planned was not complete due to budget pressures. It is hoped that this team will be fully staffed from 2008/09 onwards and that the desired results will be achieved.</p>
<p>Unable to achieve 100% because we have resources only for mandatory work and unable to undertake EH health promotion work. This may change as the Local Authority Better Regulation Office(LBRO) review key areas of enforcement</p>

Direction of performance from 2004/05  = improved = worse - = no info for comparison Includes Performance Commentary
<p>Inspection of district now complete. A few additional sites may be identified as new information comes to light but it will not be a significant number.(Unlikely to be above 10 by 2009/10)</p>
<p>No that inspection of district is complete, performance should improve year on year. Top quartile.</p>
<p>Performance not met been because of staff shortages. The team has been without a Senior and District EHO for over a year. Resources have been used for other priority EH work. EHTL satisfied that whilst upgrade inspections had not taken place there had not been an adverse impact on the air quality, environment or health. Staff now appointed, performance shortfall should be redressed in 2007/8. Targets of 100% are a DEFRA requirement for a High performing authority.</p>

Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
<p>Abandoned vehicle responsibility moved from C&A to Parking Services after a member of C&A staff was on long term sick leave and reports were not dealt with as fast as perhaps should have been. This has affected the overall performance.</p> <p>Top quartile targets - Training is planned in the short/medium term to increase the number of inspectors available and the target should be achievable.</p>
<p>There has been a large improvement from previous year, although performance is below the national bottom quartile figure of 50%, which is the minimum level we must achieve. In 2009/10 the aim is to be above average against the national figures.</p>
<p>Awaiting figures from WCC</p>
<p>Although we achieved the Central Govt target of 60%, we hoped to achieve a target of 70%. After significant changes were made to the way we deal with Major applications from January, our performance rose to 75% for the period Jan – March 2007. We expect this rise in performance to continue next year.</p>
<p>Due to an unusually large amount of Major applications received, resources had to be diverted using officers who would usually deal with Minor applications to deal with Major Applications in order to meet the national target.</p>

Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
With the implementation of the new planning back-office system and a constant review of our procedures, we expect a steady increase in our performance over the next 3 years.
Target is 2% above the national average for 2003/04.
New LDS approved by the Secretary of State, 29 March 2007
Milestones met.
Published December 2006
<p>The intention is for the percentage of appeals allowed against the council's decision to be as low as possible. However it is not easy to control this percentage given that it relies on the decisions of Members and the Planning Inspector as well as Planning Officers. Appropriate training will be given to ensure NWDC makes decisions in line with Planning policies. 2008/09 target is top quartile</p>

Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
<p>We achieved 17 points out of 18, giving a percentage of 94.4%. We dropped a point based for not having a project management approach to dealing with Major planning applications, which we expect to rectify next year under the new structure.</p>
Deleted BVPI from 2007
Deleted BVPI from 2007
Awaiting police targets
<p>Reflects national trend in increased levels of violent crime.</p> <p>Awaiting police targets</p>
<p>Reflects national trend in increased levels of violent crime.</p> <p>Awaiting police targets</p>

Direction of performance from 2004/05  = improved  = worse - = no info for comparison Includes Performance Commentary
Awaiting police targets
New procedures being developed for this PI and responsibility will be reassigned following departure of responsible officer. Target continues at 1 reported incident
New procedures being developed for this PI and responsibility will be reassigned following departure of responsible officer.
Awaiting information from County co-ordinator
Figures being finalised
Figures being finalised
Figures being finalised