

## Best Value Performance Indicators (BVPI's)

### Addendum:

Following audit by the Audit Commission a number of material errors and other corrections to the BVPI results have been identified and the BVPP has been corrected accordingly **(The corrections are shown in red)**.

The diagram below explains what the information in the following BVPI table means.

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
	Description of the performance indicator									Additional information about the service or performance can be found in here.

Information on our actual performance for 2002/03 is shown here

This is the average performance of all District Councils. It can be used to compare our results against others'.

This is the performance target we set ourselves for 2003/04

This is how we performed last year (2003/04)

Sometimes the Government set targets that they expect us to meet. Where there is no government target we have shown the figure achieved by District Councils in the Top Quartile in 2002/03. This is the target services are aiming to achieve.

These are the targets we have set for this and the next two years.

## Corporate Health

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 1a	Does the authority have a Community Strategy developed in collaboration with the Local Strategic Partnership, for improving the economic, social and environmental well being in a way that is sustainable?	Yes	50%	Yes	Yes		Yes	Yes	Yes	

## Corporate Health (continued)

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 1b	By when (mm/yy) will a full review of the Community Strategy be completed? If such a review was scheduled for this year, was it completed on time?	Yes		Dec 03	Dec 03		Dec 04	Dec 05	Dec 06	
BV 1c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm/yy) will this be undertaken?	No Dec 03	59%	Yes	Yes		Yes	Yes	Yes	
BV 1d	By when (mm/yy) does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?				N/A		N/A	N/A	N/A	
BV 2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	0	0.6	Level 1	Level 1	Level 1	Level 1	Level 2	Level 3	
BV 2b	The duty to promote race equality			50%	63%		70%	70%	80%	
BV 3	The percentage of citizens satisfied with the overall service provided by the authority			70%	56% (+/- 2.57%) 1430					Some difference will be due to sampling variation between 2000 & 2003, rather than because of 'true' differences in satisfaction.
BV 4	The percentage of complainants satisfied with the handling of their complaints			65%	33% (+/- 6.93%) 177					
BV 8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	96.3%	92%	97%	95.30%	96%	97%	98%	98%	
BV 9	The percentage of Council Tax collected The percentage of Council tax received in year 2003/2004	98.16%	98%	98%	98.2%	98%	98.2%	98.3%	98.4%	
BV 10	The percentage of Non-Domestic rates due for the financial year which were received by the authority. The percentage of non-domestic rates received in year 2003/2004.	96.12%	98%	96%	96%	99%	97.7%	98.7%	99.1%	Disruption of new Council tax and Housing Benefit computer system implemented in 2003/04 affected recovery staff resources
BV 11a	The percentage of top 5% of earners that are women	25%	19%	25%	25%	25%	25%	25%	25%	
BV 11b	The percentage of top 5% of earners that are from black and minority ethnic communities.	3.6%	1.3%	5%	0.10%		1%	1%	1%	Definition changed (Newsletter 24, Feb 2004) from headcount to FTE

## Corporate Health (continued)

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 12	Number of working days/shifts lost due to sickness absence	6.6*	10	6	9.5 days	8 days	8 days	8 days	8 days	*Qualified 2002/03
BV 14	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.27%	0.77%	0.8%	0%	0%	0.8%	0.4%	0%	
BV15	The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce.	0%	0.43%	0.4%	0%	0.1%	0.2%	0.2%	0.1%	
BV 16	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	2.1%	3.2%	2.0%	(a) 2.06%	3.80%	(a) 2.50%	(a) 3.10%	(a) 3.80%	
		11.23%	25%		(b) 11.20%	15.0%	(b) 11.20%	(b)11.20%	(b)11.20%	
BV 17	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	1.5%	1.8%	1.5%	(a) 1.95%	2.10%	(a) 2.10%	(a) 2.10%	(a) 2.10%	
		1.2%	3%		(b) 1.20%	3.0%	(b) 1.20%	(b) 1.20%	(b) 1.20%	
BV 156	The percentage of Authority Buildings open to the public in which all public areas are suitable for and accessible to disabled people	60%	41%	71%	60%	100% by Oct 2004	100%	100%	100%	Challenge to meet target as number of buildings is progressively increasing with the roll out of services to one-stop shops.
BV 157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	54%	47%	60%	63%	100% by 2005	80%	100%	100%	
BV 180 a	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole i) electricity ii) fossil fuels	114%	107%	-	(i) 116%	83%	116%	83%	83%	Audit of all buildings being carried out in 2004/05 when more accurate targets can be set.
		72%	105%		(ii) 78%	68%	78%	68%	68%	

## Housing

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	4.4%	3%	4%	4.04%	4%	4%	4%	4%	
BV 63	Energy Efficiency – the average SAP rating of local authority owned dwellings	58.0	59	59	59.1	63	60	61	63	
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	35		40	20		35	40	40	Performance in 2003/04 fell below target partly due to a reduction in take up of grant aid during a period of policy change. More proactive staff time will be devoted to this work in future
BV 66a	Local authority rent collection and arrears; Proportion of rent collected	97.42%	98%	97%	95.76	99%	95%	96%	99%	Performance dropped due to introduction of new computer systems in Housing and Housing Benefit and was further compounded by changes to welfare benefit system throughout the year.
BV 74	(a) Satisfaction of tenants of Council housing with the overall service provided by their landlord: with results broken down by (b) black and minority ethnic tenants (c) non-black minority ethnic	81% 33% 81%	77% 73% 80%	(a) 82% (b) 35% (c) 82%	(a) 84.4% (+/-2.57%) 765 (b) *40% (+/-42.9%) 5 (c) 84.7% (+/-3.18%) 745	86% 87% 84%	(a) 86% (b) 60% (c) 85%	(a) 86% (b) 60% (c) 85%	(a) 86% (b) 60% (c) 85%	*5 BME tenants responded.
BV 75	(a) 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 (b) black and minority ethnic and (c) non-black and minority ethnic			(a) 72% (b) 18% (c) 55%	(a) 66.9% (+/-3.73%) 611 (b) *40% (+/-42.9%) 5 (c) 66.7% (+/-3.81%) 589		(a) 72% (b) 60% (c) 70%	(a) 72% (b) 60% (c) 70%	(a) 72% (b) 60% (c) 70%	*5 BME tenants responded. Only 2nd Survey conducted therefore accurate target setting difficult; returns will be discussed in detail with tenants' representatives under auspices of Tenants' Compact to improve the position.

## Housing (continued)

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
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 the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	47%	Yes	Yes		Yes	Yes	Yes	
BV 183	The average length of stay in (a) bed and breakfast accommodation and (b) hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need.	4 0	6 12	4 0	4 0	1 0	4 0	4 0	3 0	The Business case for reducing our use of B&B to achieve top quartile will be reviewed in 2004/05.
BV 184a	The proportion of LA homes which were non-decent as at 1 <sup>st</sup> April 2003.	32.82%	34%	24%	25%	20%	19.5%	16.5%	13.2%	
BV 184b	The percentage change in proportion of non-decent LA homes between 1 April 2003 and 1 <sup>st</sup> April 2004.	23.7%	14%	12%	22%	22%	16.6%	20%	25%	
BV 185	Percentage of responsive (but not emergency) repairs during 2003/04, for which the authority both made and kept an appointment	0%	30%	0%	0	57%	10%	20%	57%	See Comment below
						The Council does not currently operate a specific date appointment system as it monitors whether jobs are completed within contractually prescribed time limits for different categories of work and not to appointment. However, this position is being researched for potential compliance with this BVPI and inclusion within the Responsive Maintenance and Void Re-instatement Contract for the North of the district which is to be re-tendered between January 2004 to start date in September 2004.				

## Housing Benefit/Council Tax Benefit

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 76	Housing Benefit Security	Yes	97%							
76a	Number of clmts visited per 1000 caseload				262.78		276	307	338	
76b	Number of fraud investigators per 1000 caseload				0.38		0.42	0.42	0.42	
76c	Number of fraud investigations per 1000 caseload				34.67		38	40	42	
7d	Number of prosecutions/sanctions per 1000 caseload				4.30		4.6	5.3	6.1	

### Housing Benefit/Council Tax Benefit (continued)

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /Top Quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 78a	Average time for processing new claims	39 days	42 days	40 days	52.09 days	35 days TQ 30 days	45 days	40 days	30 days	Disruption of new computer system implemented in 2003/04.
BV 78b	Average time for processing notifications of change of circumstances	10 days	13 days	12 days	9.18 days	7 days	*25 days	25 days	25 days	*Rules changed for Change of Circumstances in 2004/5, this will increase No. days but can't determine impact yet. DWP will be revising the TQ figure in 2004/5.
BV 78c	Percentage of renewal claims processed on time	75%	73%	73%	79.34%	85%				Obsolete from 2004/05
BV 79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination	91%*	97%	86%	94.39%	99%	97%	98.1%	99.1%	*Qualified 2002/03
BV 79b	Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	51%	53%	52%	50.83%	61%	53%	56%	61%	Disruption of new computer system's for HB & Rents implemented in 2003/04.
BV 80	Benefits User Satisfaction Survey: -									
BV 80a	Facilities to get in touch with the office				78.9%(+/- 3.21%) 618					
BV 80b	Service in the office				79.9%(+/- 4.36%) 324					
BV 80c	Telephone service				79.3%(+/- 4.73%) 281					
BV 80d	Staff				82.7%(+/- 3.02%) 605					
BV 80e	Clarity of the forms				61.5%(+/- 3.74%) 649					
BV 80f	Time it took to be told about result of claim				69.4%(+/- 3.55%) 645					
BV 80g	overall satisfaction summary				80.4%(+/- 3.02%) 663					



## Planning

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 106	The percentage of new homes built on previously developed land	67%*	61%	53%	80%	60% by 2008 Regional target 50%	53%	53%	53%	The target represents an average delivery of dwellings on PDL anticipated over the period of the local plan 2001-2011.
BV 107	Planning cost per head of population	£13.83	£13.00	£12.00	£16.78					To be deleted for 2004/05.
BV 109a	Percentage of major applications determined within 13 weeks	30.61%*	45%	60%	16%	60%	60%	60%	60%	* Qualified 2002/03 2003/04 performance in determining planning applications fell below targets. This was caused by staff shortages, coupled with the dual running of two computer systems during the transition to a new more flexible system. Performance should improve in 04/05 as the new computer system beds in and the old system is switched off.
BV 109b	Percentage of minor applications determined within 8 weeks	52.4%*	55%	65%	33.06%	65%	65%	65%	65%	
BV 109c	Percentage of other applications determined within 8 weeks	69.91%*	74%	80%	48.98%	80%	80%	80%	80%	
BV 111	Percentage of applicants satisfied with the service received			70%	70%(+/- 6.2%) 212					
BV 179	The percentage of standard searches carried out in 10 working days	43%*	86%	95%	99.95%	100%	100%	100%	100%	* Qualified 2002/03
BV 188	Percentage of applications determined under delegated powers	87%	81%	90%	87%		90%	90%	90%	To be deleted for 2004/05, but will become a Local Performance Indicator.
BV200a	Do you have a development plan (or alterations to it) that has been adopted in last 5 years and the end date of which has not expired			No	No		Yes	Yes	Yes	
BV200b	If "no" are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within 3 years			Yes	No		Yes	Yes	Yes	

## Environmental Health

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 166a	Score against a checklist of enforcement best practice for Environmental Health/Trading Standards	65%	67%	75%	85.89%	84%	90%	90%	90%	

## Cultural Services

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 114	The adoption by the authority of a local Cultural Strategy – score against a checklist of the guidance in 'Creating Opportunity' guidance issued in December 2000	0%	69%	100%	100%	100%	100%	100%	100%	
BV 119	Percentage of residents by targeted group satisfied with the local authority's cultural and recreational services:									
BV 119a	Sports/leisure facilities			62%	51%(+/- 2.65%) 1370					Profile of Joint Use centres is low; school based facilities are also competing with new private sector establishments.
BV 119c	Museums/galleries			75%	41%(+/- 2.62%) 1349					No public galleries in Stroud. Exhibition space consists of private establishments and two spaces within Museum. Customer satisfaction carried out on site high.
BV 119d	Theatres/concert halls			40%	33% (+/- 2.53%) 1332					The Sub Rooms is not readily associated with this category. Satisfaction surveys on site are high.
BV 119e	Parks/open spaces			75%	73%(+/- 2.33%) 1402					

### Cultural Services (continued)

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 170a	Visits/usages of museums per 1000 population	225.09*	746	182.3	225.8	697	241.06	243.38	259.57	Assumes future usage figures include at least 4000 web hits on the Digital Stroud website although a more accurate annual projection is currently being created This figure is not set at upper quartile because the Museum will not achieve this unless a banding for smaller sites is created. Benchmarking is currently being undertaken.
BV 170b	Visits made in person per 1000 population	224.76*	383	173.05	206.42	509	203.59	205.9	222.09	*Qualified 2002/03
BV 170c	Number of pupils visiting museums and galleries in organised school groups (this does not include visits by sixth form colleges or adult education institutions.	1,014		1025	585		500	750	2000	No Pods-type exhibition planned, but assumes numbers are sustained by appointment of 0.5FTE Learning Officer funded by Business Rates relief

### Community Safety

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 126	Domestic Burglaries per 1,000 households	9.9	12	12.36	10.5	8	9	8	8	
BV 127	Violent crimes per 1,000 population, broken down to show:									
BV 127a	Violent offences committed by a stranger per 1,000 population	2.7	4	-	2.81	2	2.5	2	2	
BV 127b	Violent offences committed in a public place per 1,000 population	7.4	7	-	7.12	4	6	5	4	
BV 127c	Violent offences committed in connection with licensed premises per 1,000 population	0.7	1	-	0.99	1	1	1	1	

### Community Safety (continued)

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 127d	Violent offences committed under the influence per 1,000 population	2.6	3	-	2.47	1	2	1.5	1	
BV 128	Vehicle crimes per 1,000 population.	11.7	12	10.20	12.1	9	11	10	9	
BV 174	The number of racial incidents recorded by the authority per 100,000 population.	0	4	2	0	0	0	0	0	
BV 175	The percentage of racial incidents that resulted in further action.		85%		0	100%	100%	100%	100%	
BV 176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0.14	0.4	0	0		0	0	0	

### Community Legal Service

Ref	Indicator	2002/03 Actual	2002/03 District Average	2003/04 Target	2003/04 Actual	National Target /top quartile	2004/05 Target	2005/06 Target	2006/07 Target	Comments
BV 177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet priority legal need identified in the Community Legal Service Partnership service plan.	99%	53%	95%	97.6%	100%	98%	98%	98%	

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## Contact Details

The Best Value Performance Plan has been prepared by the Policy and Review team and is also available electronically on the Council's website: [www.stroud.gov.uk](http://www.stroud.gov.uk)

If you would like to obtain an additional copy or comment on the plan please contact:

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