

<b>Title:</b>	Performance monitoring 2007-08 Year end
<b>Portfolio Holder:</b>	Cllr Andrew Davis
<b>Reporting officer:</b>	Helena Carney Policy Officer

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## **Purpose**

This report summarises the Council's performance in 2007-08. It is divided into three sections:

- (1) Overall summary:
  - Key performance indicators
  - The full list of BVPI's
- (2) Appendix 1 - the full picture of key performance indicators
- (3) Appendix 2 – the full list of BVPI's to be reported to the Audit Commission

## **Background**

The Council monitors a range of national and local performance indicators. There is a hierarchy of performance monitoring at a corporate level, service plan level, and more detailed contract management level. This report provides a corporate high level overview of 29 key performance indicators which provide an indication of progress in each of the six Corporate Plan spotlight areas.

The information is collected quarterly, on a single day called 'Big Wednesday', which is usually around 10-15 days after the end of each quarter. A report is produced and this is considered by Corporate Team at the next available meeting. Corporate Team members will follow up on any issues raised with the relevant service managers. It is then distributed to Portfolio Holders (on an informal basis for information) and the Scrutiny Performance Group. The latter look in detail at specific issues and report back to the Scrutiny Committee. Finally, report is formally considered by Cabinet, along with any comments and recommendations from Corporate Team and/or the Scrutiny Committee.

At year end all national performance indicators are submitted to and reviewed by the Audit Commission which focuses particularly on data quality. This data must be submitted to the Audit Commission via their electronic data collection (EDC) system by 30 June 2008, (with the exception of 12 indicators that will be collected directly from other organisations). The information is then used to inform 'direction of travel' and other assessments.

In previous years the Audit Commission have required the Council to compile and publish an annual best value performance plan (BVPP). As 2007-08 is the last year in which BVPI performance data will be collected, the Audit Commission requires the content of the performance plan to be restricted to the reporting of outturn performance data and a statement certifying compliance with the Code of Practice on Workforce Matters. It is at the Council's discretion how this information is published or made available to relevant stakeholders. The intention is to publish the performance data and service and resource plans on the website.

The timetable for reporting is as follows:

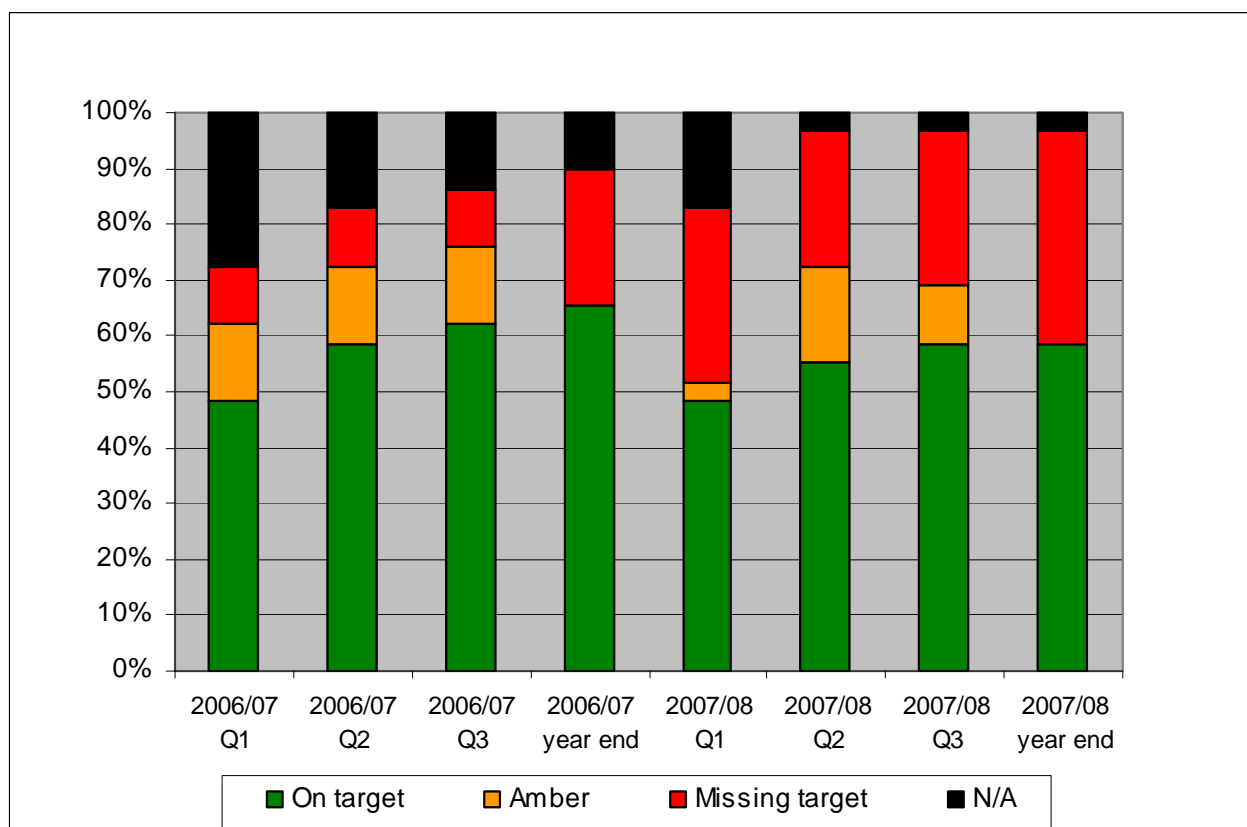
	Quarter 1 (Apr-Jun)	Quarter 2 (Jul-Sept)	Quarter 3 (Oct-Dec)	Year end (Jan-Mar)
'Big Wed' meeting	11 July	10 Oct 07	9 Jan 08	16 Apr 08
Report to CMT	1 Aug 07	24 Oct 07	30 Jan 08	7 May 08
Report to Portfolio Holders and Scrutiny Performance Group	3 Sept 07	7 Nov 07	4 Feb 08	12 May 08
Report to Scrutiny Committee	19 Sept 07	22 Nov 07	13 Feb 08	21 May 08
Submit BVPI data to the Audit Commission	-	-	-	30 June 08
Report to Cabinet	3 Oct 07	5 Dec 07	5 Mar 08	2 July 08

## Key issues

An overall summary is provided below along with graphs showing trends where appropriate. The full picture of the 29 key performance indicators is provided in Appendix 1. The full list of BVPI's that will be reported to the Audit Commission is provided in Appendix 2. Further more detailed information is available from the relevant service managers or from the Policy and Performance service.

## Overall summary

### Key performance indicators



The performance in 2007-08 fell slightly below the performance of the previous year when comparing the 29 key performance indicators listed in Appendix 1. Below is a comparison of the change in performance since 2006-07:

**2006-07 year end performance:**

- 19 indicators met their year end target
- 7 indicators missed their year end target
- 3 indicators were either not reported or did not have a target

**2007-08 year end performance:**

- 17 indicators met their year end target
- 11 indicators missed their year end target
- 1 indicator did not have a target (complaints monitoring)

**Good performance highlighted**

The indicators that met their year end target in 2007-08 are as follows:

Spotlight area	Performance indicators hitting target
1 Putting customers first	○ Local - % of letters requiring a response answered within the Council's service standards
2 Improving development control	○ BV204 - % of appeals allowed against the council's decision to refuse planning applications ○ Local - % of officer recommendations which are overturned by committee ○ Local – no of affordable housing units secured annually through the planning process (excluding PFI)
3 Recycling more waste	○ BV82a/b - % of household waste sent by the authority for recycling/composting ○ BV91b - % of residents served by kerbside recycling (2 recyclables) ○ BV84a – amount of household waste collected per head of population ○ BV82d(i) - % of household waste arisings which have been landfilled
4 Meeting housing need	○ BV183b – average length of stay in hostels (weeks) ○ Local – no of dwellings empty for six months or more
5 Better access to recreation	○ Local – no of people involved in sports development
6 Improving our market towns	○ BV199a - % of land and highways assessed as having deposits of litter and detritus that fall below an acceptable level ○ BV199b - % of land and highways from which unacceptable levels of graffiti are visible ○ BV199c - % of land and highways from which unacceptable levels of fly-posting are visible
Getting the job done principles	○ BV218b - % of abandoned vehicles removed within 24 hours ○ BV78a – average time for processing a new benefits claim ○ BV78b – average time for processing notifications of change of circumstance (days)

## Poor performance highlighted

The indicators that missed their year end target in 2007-08 are as follows:

Spotlight area	Performance indicators missing target
1 Putting customers first	<ul style="list-style-type: none"><li>○ Local - number of complaints upheld by the Local Government Ombudsman</li></ul>
2 Improving development control	<ul style="list-style-type: none"><li>○ BV109a - % of major applications processed within 13 weeks</li><li>○ BV109b - % of minor applications processed within 8 weeks</li><li>○ BV109c - % of other applications processed within 8 weeks</li></ul>
4 Meeting housing need	<ul style="list-style-type: none"><li>○ Local – no of new affordable rented houses started on site</li><li>○ Local – no of individuals in some form of temporary accommodation</li><li>○ Local - number of disabled households receiving assistance with housing needs from the Council and its partners</li><li>○ BV64 – no of private sector dwellings returned to occupation or demolished as a result of direct action by the Council</li></ul>
5 Better access to recreation	<ul style="list-style-type: none"><li>○ Number of swims and other visits at the Council's eight leisure facilities (per 1,000 population)</li></ul>
Getting the job done principles	<ul style="list-style-type: none"><li>○ BV9 - % of council tax collected</li><li>○ BV10 - % of non-domestic rates collected</li></ul>

A commentary by service managers explaining the situation is given against each of these indicators in Appendix 1. The Corporate Team and the Scrutiny Performance Group have reviewed these indicators and are following up a range of issues with the relevant service managers. Their findings are added to the commentary below.

### Commentary – good performance highlighted

#### Putting customers first

- Local - % of letters requiring a response answered within the Council's service standards

The Scrutiny Performance Group noted that although the year end performance was met, it only reflects a partial picture. Out of 17 service areas, two did not monitor their letter response times for either the whole or part of the year. The group would like further investigation, to ensure that all service areas are monitoring their letter response times within the Council's service standards and hope to see an improvement in quarter one, 2008-09. The Scrutiny Committee recommends to Cabinet that further investigation into letter monitoring is carried out.

### Commentary – poor performance highlighted

#### Putting customers first

- Local - number of complaints upheld by the Local Government Ombudsman

Three complaints were upheld during the year. The complaint upheld in the first quarter relates to the granting of planning permission for housing at the former gas works site in Bradford on Avon. The complaint upheld in the third quarter relates to the issuing of a County Court Summons regarding Council tax for the year 2006-07. The complaint upheld in the last quarter was made in relation to the intention of the Council to reallocate an area of land used as a garden for housing purposes.

### Improving development control

- BV109a - percentage of major applications processed within 13 weeks

- BV109b - percentage of minor applications processed within 8 weeks
- BV109c – percentage of all other application processed with 8 weeks

The systems thinking exercise caused some issues in the first half of the year. The use of planning consultants and agency planners reduced this to some extent but there was an inevitable and not unexpected effect on performance.

Since July 2007 post holders in 14 of the 30 fte posts in the section changed. This brought difficulties in managing the run down of workloads, delays in replacing staff that have left and training and bringing up to speed new members of staff. All of these factors (affecting almost half of the posts in the section) have had an effect on performance. The staff changes have affected and made more difficult the roll in of staff into the new way of working. The section currently has one vacant post. An appointment has been made to this post and the new member of staff will take up the position on 9 June. There are currently three agency planners employed (a development control officer and a senior planning enforcement officer in maternity cover posts and a development control officer post) in the section. The continuation of these posts as agency posts is under review.

The number of applications on hand is approximately 375 and this is a reduction of about 200 since July 2007. Whilst this reduction is encouraging, it also has a detrimental effect on performance in the shorter term due to determining older applications to clear the backlog.

The average time for processing all applications was 38 days in February compared with 54 days under the old way of working.

It is hoped that the staffing situation will be more settled moving into the future as this is recognised as being key to improving performance. The new way of working continues to give encouraging results and these will improve with a more settled staffing position.

The Scrutiny Performance Group acknowledges the many issues that have affected the processing times of major, minor and other applications throughout the year, but would like the Scrutiny Committee to note that the year end performance of BV109a (major applications) may prove to be in the bottom quartile.

### **Meeting housing need**

- Local - number of new affordable houses started on site (local) – this is a cumulative target.

The target of 200 units was made up of 100 units to be provided through the enabling programme and 100 units to be provided through the PFI scheme, which has not yet started. A total of 107 units have been started in 2007-08, provided through the enabling programme.

- Local - number of individuals who are in some form of temporary accommodation at any one time

There is a lack of 'move on' accommodation for people to move out of temporary accommodation. This is a reflection of the overall housing situation in Wiltshire.

- Local - number of disabled households receiving assistance with housing needs from the Council and its partners

The average cost of Disabled Facilities Grants has increased and therefore less could be done within budget.

The Scrutiny Performance Group and Scrutiny Committee would like the costs of modifying homes to be reviewed. The Scrutiny Committee recommends to Cabinet that these costs are investigated.

- BV64 – number of private sector dwellings returned to occupation or demolished as a result of direct action by the Council

Staff resources had been redirected to processing Disabled Facilities Grants.

### **Better access to recreation**

- Local – number of swims and other visits at the Council's eight leisure facilities (per 1,000 population)

Although slightly under the year end target (missed by 85 visits), this is the best yearly performance since 2003.

### **Getting the job done principles**

- BV9 - % of council tax collected

The year end target was missed by 0.2%. In addition to in-year collection, £434,439.88 of historic debt was also collected.

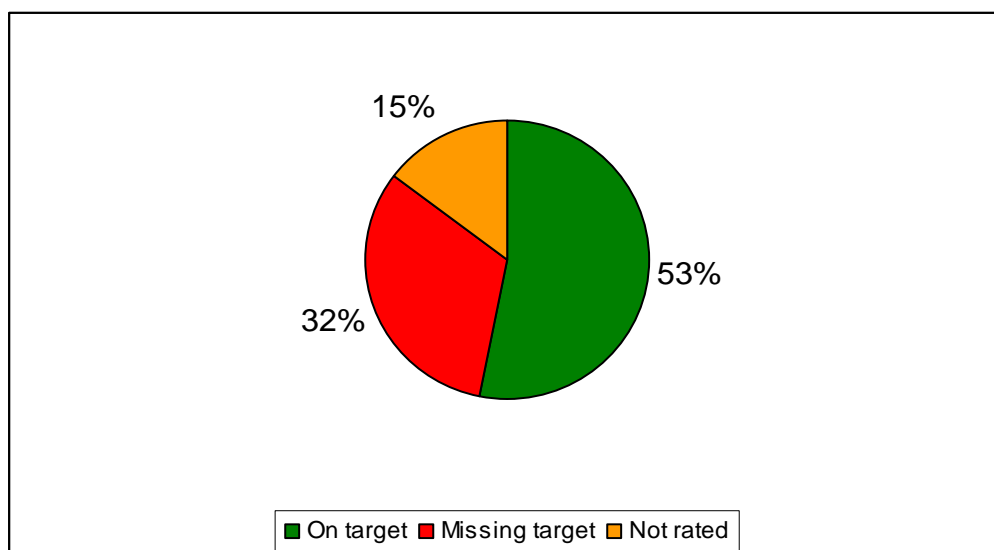
- BV10 - % of non-domestic rates collected

The year end target was missed by 0.2%. In addition to in-year collection, £113,410.56 of historic debt was also collected.

### **The full list of BVPI's**

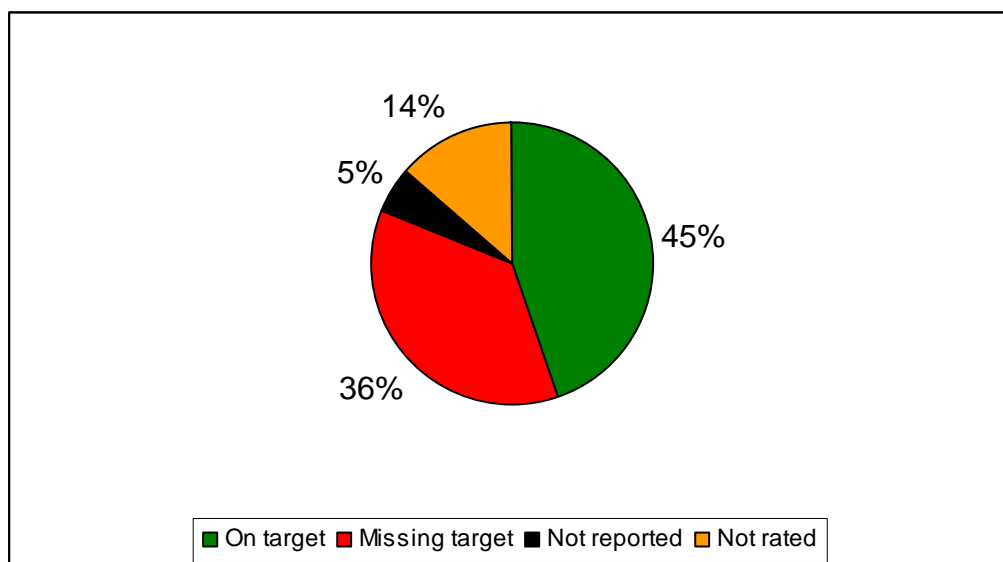
#### **2006-07 year end performance:**

- 36 met their year end target
- 22 missed their year end target
- 10 were not rated by the Audit Commission



### 2007-08 year end performance:

- 31 met their year end target
- 23 missed their year end target
- 4 were not reported
- 10 were not rated by the Audit Commission



### Of the four indicators not reported in 2007-08:

- BV202 – number of people sleeping rough on a single night within the area of the local authority

An annual survey or count was not carried out in 2007-08.

- BV79b(i) – Housing benefit recovered as a percentage of recoverable payments
- BV79b(ii) – Housing benefit recovered as a percentage of total overpayment debt

The DWP changed the reporting requirements for both indicators which required a software upgrade. This resulted in the data from the new release being incorrect. Therefore the data for quarter 4 is not available and the year end figures cannot be reported.

- BV106 – New homes on previously developed land

The data is expected from Wiltshire County Council in June 2008.

### Effect on strategies and codes

Performance monitoring is used to assess progress against the objectives set out in the Corporate Plan. A total of 29 performance indicators are monitored and these are grouped under the spotlight areas and getting the job done principles.

### Risk management implications

There are a number of risks associated with performance monitoring. They include:

- Ineffective performance monitoring leading to inadequate management information about the performance of council services. Work is continuing to strengthen the

performance monitoring processes in the Council.

- Audit Commission qualification or reservation of national performance indicators. In practice this means they are not included in Audit Commission data tables and are counted as 'bottom quartile'.

### **Finance and performance implications**

There are no direct financial implications. The performance implications have been highlighted throughout the report.

### **Legal and human rights implications**

There are no legal implications arising from this report.

### **Next steps**

The final report will be considered by Cabinet on 2 July 2008. Members will be invited to comment on the indicators and suggest options for improvement.

We have confirmed with the Audit Commission which national indicators are applicable to West Wiltshire District Council. The performance data for 2007-08 will be published on the Council's website.

### **Recommendations**

Cabinet is asked to:

- Identify any areas of concern that would benefit from further investigation.
- Review the specific recommendations of the Scrutiny Committee that letter monitoring and costs of Disabled Facilities Grants are investigated.
- Note that the data will be submitted to the Audit Commission before the year end performance monitoring report is formally considered by Cabinet on 2 July 2008.
- Note that data for 3 BVPI's cannot be provided. This will result in these indicators being reserved and treated as bottom quartile by the Audit Commission. It may also prompt a more detailed external audit of BVPI's.

## The full picture

This appendix provides detailed information on each of the indicators monitored.

Performance indicators can be nationally set denoted by a 'BV' number or locally set denoted by 'local'.

Performance last year in 2006-07. This provides context and allows comparison. For example, it shows how performance in a current quarter compares to the same quarter in the previous year.

Performance this year in 2007-08. This provides the latest information for each quarterly period. Occasionally some information may not be available for a variety of reasons and an explanation will normally be provided.

Key performance indicators	Q1	Q2	Q3	2006-07	2007-08	2007-08	Rating	Service manager comments on performance		
	Apr-Jun 2006	Jul-Sep 2006	Oct-Dec 2006	year end	Q1 Apr-Jun 2007	Q2 Jul-Sep 2007			Q3 Oct-Dec 2007	year end
Local - No. of new affordable rented houses started on site	32	2	58	141	23	2		200		
BV183b Average length of stay in hostels (weeks)	23.31 weeks	12.26 weeks	15.9 weeks	16.83 weeks	15.1 weeks	21.1 weeks		19 weeks		There is a lack of 'move on' accommodation for people to move out of hostels. This is a reflection of the overall housing situation in Wiltshire
Local - No. of individuals who are in some form of temporary accommodation at any one time	n/a	n/a	n/a	75 people	83 people	91 people		72 people		There is a shortage of affordable housing in Wiltshire, which is contributing to the number of people who are in some form of temporary accommodation.
Local - No. of dwellings empty for six months or more	523	542	477	442	449	433		500		This includes all types of dwelling in the area, not just social housing, and is taken from the council tax record.
Local - No. of disabled h'holds receiving assistance with housing needs from the Council and its partners	64	98	92	-	40	47		181		Cumulative. This target should be met by year end.
BV64 No. of private sector dwellings returned to occupation or demolished as a result of direct action by the Council	7	24	30	48	0	0		25		This is due to a reprioritisation of staffing and capital resources. High demand for Disabled Facilities Grants has resulted in capital funding being redirected to DFGs.

The rating is illustrated by traffic lights. Red means the performance indicator is currently not hitting the target; Amber means the performance indicator is currently missing the target but may hit the target by year end or where uncertainty currently exists; Green means the performance indicator is currently hitting the target and is expected to remain on track at year end.

At the Big Wednesday meeting service managers are asked to comment on performance where relevant.

## Data quality check

The Council is committed to ensuring its performance information is based on good quality data. As such, each quarter a check will be performed to ensure that standards are being complied with.

Although each service is recording complaints and the response times to correspondence, more work needs to be undertaken to ensure that the procedure used is applied consistently across the Council. There have also been issues arising from the staff responsible for co-ordinating complaints and/or monitoring letters leaving or being on long-term sick leave, leading to continuity problems.

**More information**



The Council monitors a wide range of other national and local indicators. If you are interested in a particular indicator and it is not listed in this Appendix please contact Policy and Performance for more information. Further information is also available in the annual performance plan and performance trends document.

## Appendix 1 - The full picture

### 1 Putting customers first

Portfolio holder: Cllr Andrew Davis







Service Manager: Wayne Smith

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006- 07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
Local - % of letters requiring a response answered within the Council's service standards	n/a	n/a	n/a	n/a		n/a	82.7%	64.9%	81.4%	80%	 GREEN	This is a partial picture only as some service areas have not monitored their response times throughout the whole year.
Local - No. of complaints received (stage 2)	6	9	3	6		3	3	4	11	n/a	n/a	
Local - No. of complaints upheld by the Local Government Ombudsman	0	0	0	0		1	0	1	3	1	 RED	The complaint in Q1 relates to the granting of planning permission for housing at the former gas works site in Bradford on Avon and in Q2 to the issuing of a County Court Summons regarding Council tax for the year 2006-07. The complaint in Q4 was made in relation to the intention of the Council to reallocate an area of land used as a garden for housing purposes.

## 2 Improving development control

Portfolio holder: Cllr Tony Phillips





Service Manager: Dave Hubbard

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006- 07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
BV109a % of major applications processed within 13 weeks	60.0%	52.2%	50.0%	45.8%		28.6%	28.6%	15%	22.5%	60%	 RED	A combination of staffing issues and introducing a new way of working have had a detrimental affect on the service throughout the year.
BV109b % of minor applications processed within 8 weeks	68.0%	68.4%	68.4%	66%		50%	55.9%	40%	47.4%	70%	 RED	A combination of staffing issues and introducing a new way of working have had a detrimental affect on the service throughout the year.
BV109c % of all other applications processed within 8 weeks	85.6%	84.9%	82.5%	80.6%		60%	68.0%	80%	69.9%	85%	 RED	A combination of staffing issues and introducing a new way of working have had a detrimental affect on the service throughout the year.
BV204 % of appeals allowed against the council's decision to refuse planning applications	33%	31.5%	34.3%	33%		15%	7.7%	61%	27.4%	33%	 GREEN	
Local - % of officer recommendations which are overturned by committee	17%	13.5%	12.3%	12.6%		16.7%	23.0%	18.8%	18.4%	22%	 GREEN	
Local - No. of affordable housing units secured annually through the planning process (excluding PFI)	n/a	n/a	n/a	381.5		517	556	649.5	667.5	537	 GREEN	Cumulative. The figure for quarter 4 is 18.

### 3 Recycling more waste

Portfolio holder: Cllr Linda Conley







Service Manager: John Follows

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006- 07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
BV82a/b % of household waste sent by the authority for recycling / composting	42.11 %	40.18 %	40.54 %	40.01 %		44.22 %	45.42 %	37.06 %	39.69 %	37%	 GREEN	
BV91b % of residents served by kerbside recycling (2 recyclables)	n/a	n/a	95%	98.7%		98.7%	98.7%	98%	98%	98%	 GREEN	
BV84a amount of household waste collected per head of population (kg)	114.5 kg	215kg	316kg	409.52 kg		105.1 kg	208.4 kg	298.8 kg	386.9 kg	437 kg	 GREEN	
BV82d(i) % household waste arisings which have been landfilled	57.89 %	59.82 %	59.46 %	60%		55.78 %	54.58 %	62.94 %	60.31 %	63%	 GREEN	

#### 4 Meeting housing need

Portfolio holder: Cllr Virginia Fortescue



Service Manager: Graham Hogg

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006- 07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
Local - No. of new affordable rented houses started on site	32	2	58	141		23	25	91	107	200	 RED	The target of 200 units is made up of 100 from the enabling programme and 100 from the PFI scheme. The PFI scheme has not yet started and therefore no units have been started. The enabling programme has provided 107 units.
BV183b Average length of stay in hostels (weeks)	23.31 weeks	12.26 weeks	15.9 weeks	16.83 weeks		15.1 weeks	21.7 weeks	16.9 weeks	18.5 weeks	19 weeks	 GREEN	
Local - No. of individuals who are in some form of temporary accommodation at any one time	n/a	n/a	n/a	75 people		83 people	91 people	86 people	79 people	72 people	 RED	There is a lack of 'move on' accommodation for people to move out of temporary accommodation. This is a reflection of the overall housing situation in Wiltshire.
Local - No. of dwellings empty for six months or more	523	542	477	442		449	433	395	424	500	 GREEN	
Local - No. of disabled h'holds receiving assistance with housing needs from the Council and its partners	64	98	92	-		40	47	10	171	181	 RED	The average cost of Disabled Facilities Grants has increased and therefore less could be done within budget.
BV64 No. of private sector dwellings returned to occupation or demolished as a result of direct action by the Council	7	24	30	48		0	0	0	23	25	 RED	Staff resources have been redirected to processing Disabled Facilities Grants.

**5 Better access to recreation**





**Portfolio holder: Cllr Richard Wiltshire**

**Service Manager: Richard Rogers**

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006- 07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
Local - No. of people involved in sports development	3,331	2,656	936	8,736		2,292	3,836	5,771	7702	6,004	 GREEN	
Local - No. of swims and other visits at the Council's eight leisure facilities (per 1,000 pop.)	2,470	2665	2532	10,462		2,713	5,270	7,848	10,615	10,700	 RED	Although slightly under target this is the best yearly performance since 2003.

**6 Improving our market towns**





**Portfolio holder: Cllr Michael Mounde Service Managers: Adam Nardell / Richard Rogers / John Follows**

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006-07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
BV199a % of land and highways assessed as having deposits of litter and detritus that fall below an acceptable level	n/a	20%	18%	16.6%		n/a	16%	15%	15%	17.5%	 GREEN	
BV199b % of land and highways from which unacceptable levels of graffiti are visible	n/a	1%	1%	0.78%		n/a	1%	1%	1%	1.3%	 GREEN	
BV199c % of land and highways from which unacceptable levels of fly-posting are visible	n/a	0%	0%	0.33%		n/a	1%	0%	0%	1.5%	 GREEN	
BV218b % of abandoned vehicles removed within 24 hours	100%	100%	81.8%	93.8%		100%	100%	100%	100%	98%	 GREEN	

**Getting the job done principles**

**Portfolio holder: Cllr Graham Payne and Cllr Roy While**







**Service Manager: Ian Jamieson / Shirley Sanchez / Sharon Larkin**

Key performance indicators	Q1 Apr-Jun 2006	Q2 Jul-Sep 2006	Q3 Oct-Dec 2006	2006- 07 year end		Q1 Apr-Jun 2007	Q2 Jul-Sep 2007	Q3 Oct-Dec 2007	2007-08 year end	2007-08 Target	Rating	Service manager comments on performance
BV9% of council tax collected	31.4%	59.1%	86.9%	97.6%		30.2%	59.6%	87.1%	97.6%	97.8%	 RED	In addition to in-year collection, we have collected £434,439.88 of historic debt.
BV10 % of non-domestic rates collected (NNDR)	31.9%	61.5%	88.3%	98.1%		32.7%	62.1%	88.7%	98.4%	98.6%	 RED	In addition to in-year collection, we have collected £113,410.56 of historic debt.
BV78a Av. time for processing a new benefits claim (days)	37.4 days	37.6 days	37.0 days	37.1 days		35.5 days	23.1 days	19.2 days	26.3 days	30 days	 GREEN	
BV78b Av. time for processing notifications of changes of circumstance (days)	16.8 days	14.5 days	13.8 days	11.3 days		13.9 days	10.1 days	9.6 days	8.9 days	10 days	 GREEN	












## Appendix 2 – BVPIs to be reported to the Audit Commission by 30 June 08

BVPI	Description	Target 2007-08	Achieved 2007-08	Rating
Corporate Health				
BV2a	The equality standard for local government in England	Level 2	Level 2	
BV2b	Duty to promote race equality	74%	74%	
BV8	Invoices paid on time	98%	93%	
BV9	Council Tax collected	97.80%	97.60%	
BV10	Non-domestic rates collected	98.60%	98.40%	
BV11a	Women in senior management	20%	25%	
BV11b	Ethnic minority staff in senior management	6%	0%	
BV11c	Top 5% of earners that have a disability	0.75%	0%	
BV12	Sickness absence	8.5 days	9.77	
BV14	Early retirements	0.60%	0%	
BV15	Ill health retirements	0.50%	0.39%	
BV16a	Disabled employees	1.50%	1.47%	
BV16b	Economically active disabled population in West Wiltshire	11.80%	11.80%	N/A
BV17a	Ethnic minority employees	0.75%	0.3%	
BV156	Building accessibility	90%	100%	

BVPI	Description	Target 2007-08	Achieved 2007-08	Rating
Housing				
BV64	Private sector dwellings returned into occupation	25	23	
BV 183b	Length of stay in temporary accommodation – hostels	19	18.5	
BV202	The number of people sleeping rough on a single night within the area of the local authority	0	n/a	– (1)
BV213	Number of homelessness cases prevented	11	8.5	
Housing Benefit and Council Tax Benefit				
BV76b	The number of fraud investigation officers per 1,000 caseload	0.3	0.25	N/A (2)
BV76c	The number of fraud investigations per 1,000 caseloads	30	60.86	N/A (2)
BV76d	The number of prosecutions and sanctions per 1,000 caseload	3.5	5.5	N/A (2)
BV78a	Speed of processing new claim to HB/CTB (days)	30	26.3	
BV78b	Speed of processing changes of circumstances to HB/CTB (days)	10	8.9	
BV79a	Accuracy of HB/CTB claims	98%	97.8%	
BV79b (i)	Housing benefit recovered as % of recoverable overpayments	75.50%	n/a	– (1)
BV79b (ii)	Housing benefit recovered as % of total overpayment debt	31.50%	n/a	– (1)
BV79b (iii)	% of housing benefit overpayments written off	8.50%	4.24%	N/A (2)

BVPI	Description	Target 2007-08	Achieved 2007-08	Rating
Environment				
BV82a (i)	% of household waste recycled	17%	19.84%	
BV82a (ii)	Total tonnage of household waste recycled	8,984	9,580	
BV82b (i)	% household waste composted or sent for anaerobic digestion	20%	19.85%	
BV82b (ii)	Tonnage household waste composted or sent for anaerobic digestion	10,570	9,586	
BV82d (i)	% of household waste arisings which have been land filled	63%	60.31%	
BV82d (ii)	Tonnage of household waste arisings which have been land filled	33,295	29,129	
BV84a	Household waste collected per head	437kg	386.9kg	
BV84b	% change in household collected per head	3.50%	- 5.53%	
BV86	Cost of household waste collection	£52.00	£43.95	
BV91a	Households served by kerbside recycling	98%	98%	
BV91b	Households served by kerbside collection of at least two recyclables	98%	98%	
BV199a	Local street and environmental cleanliness – litter and detritus	17.5%	15%	
BV199b	Local street and environmental cleanliness – graffiti	1.3%	1%	
BV199c	Local street and environmental cleanliness – fly-posting	1.5%	0%	
BV199d	Local street and environmental cleanliness – fly-tipping	Grade 2	Grade 2	

BVPI	Description	Target 2007-08	Achieved 2007-08	Rating
Planning				
BV106	New homes on previously developed land	60%	Expected in June 2008	– (1)
BV 109a	Major planning applications within 13 weeks	60%	22.5%	
BV 109b	Minor planning applications within 8 weeks	70%	47.43%	
BV 109c	Other planning applications within 8 weeks	85%	69.88%	
BV 200a	Did the authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3 year rolling programme?	Yes	Yes	N/A (2)
BV 200b	Has the authority met the milestones set out by the LDS?	Yes	No	N/A (2)
BV204	% of appeals allowed against the authority's decision to refuse planning applications	33%	27.4%	
BV205	Quality of service checklist	68%	94%	
Environmental Health				
BV166a	Environmental health checklist of best practice	100%	100%	
BV216a	Identifying contaminated land	50 sites	53 sites	N/A (2)
BV216b	Information on contaminated land	5%	3.77%	
BV217	Pollution control	90%	87%	
BV218a	% of reports of abandoned vehicles investigated within 24 hours	98%	100%	
BV218b	% of abandoned vehicles removed within 24 hours	98%	100%	

BVPI	Description	Target 2007-08	Achieved 2007-08	Rating
Culture				
BV 219b	% of conservation areas in West Wiltshire with an up to date character appraisal	8.11%	8.11%	
Community Safety				
BV126	Domestic burglaries per 1000 households	5.71	6.2	
BV127a	Violent crime per 1000 population	9.1	14.4	
BV127b	Robberies per 1000 population	0.23	0.4	
BV128	Vehicle crimes per 1000 population	5.9	6.3	
BV174	Racial incidents per 1000 population	0	0	
BV175	% racial incidents with further action	100%	100%	
BV225	Actions against domestic violence	82%	91%	
BV 226a	Advice and guidance services – total (£)	£86,000	£87,475	N/A (2)
BV 226b	Advice and guidance services – CLS Quality Mark	95%	74%	
BV 226c	Advice and guidance services – direct provision	Nil	Nil	N/A (2)

Notes:

(1) – Missing data:

- BV202 - an annual count was not carried out in 2007-08.
- BV79b(i) and BV79b(ii) - the DWP changed the reporting requirements for both indicators which required a software upgrade. This resulted in the data from the new release being incorrect. Therefore the data for quarter 4 is not available and the year end figures cannot be reported.
- BV106 – New homes on previously developed land - the data is expected from Wiltshire County Council in June 2008.

(2) N/A – not rated by the Audit Commission