

**Best Value Performance Indicators 2008/2009**  
**April - December 2008**

		Quarter Two	Performance	Quarter Three	Performance
BV002a.02 Equality Standard Level	Actual	2	G	2	G
	Target	2		2	
BV008 % Invoices paid within 30 days	Actual	98.22	A	98.25	A
	Target	100		100	
BV009 % Council Tax collected	Actual	58.75	G	87.14	G
	Target	58.5		87	
BV010 % NNDR collected	Actual	60.18	G	86.38	A
	Target	58.5		86.75	
BV012 Days / shifts lost to sickness	Actual	3.58	G	6.31	A
	Target	4		6	
BV078a Average time for new claims	Actual		No Data	31.56	R
	Target	22		22	
BV078b Average time for changes	Actual		No Data	10.4	R
	Target	7		7	
BV079a % Benefit calculations correct	Actual		No Data		No Data
	Target	99		99	
BV079bi.05 % HB Recovered: Overpayment	Actual	76.34	A	79	G
	Target	77.5		77.5	
BV079bii.05 % HB Recovered: Outstanding	Actual	11.65	R	27.52	G
	Target	18		27	
BV079biii.05 % HB O'Pay: Written Off	Actual	0.85	R	1.73	R
	Target	2.5		3.75	
BV082ai.05 % H'hold Waste Recycled	Actual	22.9	A	24.18	A
	Target	24.35		24.35	
BV082aia.05 Tonnes H'hold Waste Recycled	Actual	7426.77	G	11030.56	G
	Target	7225		10837.5	
BV082bi.05 % H'hold Waste Compost	Actual	30.63	G	27.38	G
	Target	22.33		22.33	
BV082bii.05 Tonnes H'hold Waste Compost	Actual	9883.63	G	12490.29	G
	Target	6625		9937.5	
BV091b % of households with two recyclables collected	Actual	100	G	100	G
	Target	100		100	
BV106 % New homes built on 'brownfield'	Actual	50.45	G	59.73	G
	Target	50		50	
BV156 % LA public buildings - disabled	Actual	100	G	100	G
	Target	66.7		66.7	
BV166a % score on Environmental Health checklist	Actual	100	G	100	G
	Target	100		100	
BV170a Visits to/usage of museums per 1000 pop.	Actual	898.03	R	1402.56	R
	Target	1201.82		1813.72	
BV170b Visits to museums in person per 1000 pop.	Actual	776.34	R	1213.27	A
	Target	889.47		1314.91	
BV170c Pupils visiting museums and galleries	Actual	1141	G	2014	A
	Target	850		2100	
BV179 % standard searches in 10 days	Actual	100	G	100	G
	Target	100		100	
BV199a.05 Env. Cleanliness - Litter	Actual	11.36	A	11.23	A
	Target	11		11	
BV199b.05 Env. Cleanliness - Graffiti	Actual	0.95	R	0.47	G
	Target	0.65		0.65	
BV199c.05 Env. Cleanliness - Fly-Posting	Actual	0	G	0	G
	Target	0.4		0.4	
BV203 % Change families in temporary accommodation	Actual	59.35	G	50.77	G
	Target	86		86	

		Quarter Two	Performance	Quarter Three	Performance
BV204 % Planning appeals allowed	Actual	21.05	R	18.18	A
	Target	18		18	
BV205 Quality of Service checklist	Actual	100	G	100	G
	Target	100		100	
BV213 Housing advice: No. case work intervention	Actual	2.25	G	3.15	G
	Target	1.96		2.93	
BV214.05 % Repeat homelessness	Actual	0	G	0	G
	Target	5		5	
BV216b.05 Info. on contaminated land (% of sites of potential concern)	Actual	1.96	R	2.93	R
	Target	25		25	
BV217.05 % Pollution control improvements	Actual	100	G	100	G
	Target	100		100	
BV218a.05 % Abandoned vehicles-investigate	Actual	97.64	G	97.04	G
	Target	95		95	
BV218b.05 % Abandoned vehicles-removal	Actual	79.55	A	82.76	A
	Target	85		85	
BV219a.05 Conservation areas - number	Actual	54	A	55	G
	Target	55		55	
BV219b % Conserv. Areas with up to date Character Appraisals	Actual	27.78	G	32.73	G
	Target	20		20	
BV219c % Conserv. Areas with published Management Plans	Actual	66.67	A	63.64	R
	Target	73		73	
BV225 % score on DV actions checklist	Actual	81.82	A	81.82	A
	Target	82		82	

	Quarter One	Quarter Two	Quarter Three	
Green	24	20	22	56.41%
Amber	5	8	10	25.64%
Red	5	7	6	15.38%
No Data	4	4	1	2.56%
No Target	1	0	0	
Total This Period	39	39	39	
<b>Overall BVPI Status</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	