

Best Value Performance Indicators 2008/2009
April 2008 - March 2009

		Quarter Three	Performance	Quarter Four	Performance
BV002a.02 Equality Standard Level	Actual	2	G	3	G
	Target	2		3	
BV008 % Invoices paid within 30 days	Actual	98.25	A	98.34	A
	Target	100		100	
BV009 % Council Tax collected	Actual	87.14	G	98.31	A
	Target	87		98.75	
BV010 % NNDR collected	Actual	86.38	G	98.67	A
	Target	86.75		99.3	
BV012 Days / shifts lost to sickness	Actual	6.31	G	8.87	R
	Target	6		8	
BV078a Average time for new claims	Actual	31.56	No Data	32.23	R
	Target	22		22	
BV078b Average time for changes	Actual	10.4	No Data	8.44	R
	Target	7		7	
BV079a % Benefit calculations correct	Actual		No Data	No Data	No Data
	Target	99		99	
BV079bi.05 % HB Recovered: Overpayment	Actual	79	A	75.16	A
	Target	77.5		77.5	
BV079bii.05 % HB Recovered: Outstanding	Actual	27.52	R	31.82	R
	Target	27		36	
BV079biii.05 % HB O'Pay: Written Off	Actual	1.73	R	2.21	R
	Target	3.75		5	
BV082ai.05 % H'hold Waste Recycled	Actual	24.18	A	27.95	G
	Target	24.35		24.35	
BV082aia.05 Tonnes H'hold Waste Recycled	Actual	11030.56	G	14585.74	G
	Target	10837.5		1445	
BV082bi.05 % H'hold Waste Compost	Actual	27.38	G	27.75	G
	Target	22.33		22.33	
BV082bii.05 Tonnes H'hold Waste Compost	Actual	12490.29	G	14480.03	G
	Target	9937.5		13250	
BV084a.05 Household Waste Collection	Actual		Annual	379.22	G
	Target			438.01	
BV084b.05 Household Waste % change	Actual		Annual	-1.19	G
	Target			-0.39	
BV086 Cost of waste collection/house	Actual		Annual		No Data
	Target			56	
BV091b % of households with two recyclables collected	Actual	100	G	100	G
	Target	100		100	
BV106 % New homes built on 'brownfield'	Actual	59.73	G	87.5	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	190	G
	Target	100		100	
BV170a Visits to/usage of museums per 1000 pop.	Actual	1402.56	R	1848.38	R
	Target	1813.72		2385	
BV170b Visits to museums in person per 1000 pop.	Actual	1213.27	R	1578.13	A
	Target	1314.91		1742	
BV170c Pupils visiting museums and galleries	Actual	2014	G	3351	G
	Target	2100		3105	
BV179 % standard searches in 10 days	Actual	100	G	100	G
	Target	100		100	

		Quarter Three	Performance	Quarter Four	Performance
BV199a.05 Env. Cleanliness - Litter	Actual	11.23	A	10.97	G
	Target	11		11	
BV199b.05 Env. Cleanliness - Graffiti	Actual	0.47	R	0.32	G
	Target	0.65		0.65	
BV199c.05 Env. Cleanliness - Fly-Posting	Actual	0	G	0	G
	Target	0.4		0.4	
BV199b.05 Env. Cleanliness - Fly-Tipping	Actual		Annual	3	R
	Target			1	
BV203 % Change families in temporary accommodation	Actual	-37.34	G	-43.72	G
	Target	-15		-15	
BV204 % Planning appeals allowed	Actual	18.18	R	21.28	R
	Target	18		18	
BV205 Quality of Service checklist	Actual	100	G	100	G
	Target	100		100	
BV213 Housing advice: No. case work intervention	Actual	3.15	G	3.96	G
	Target	2.93		3.91	
BV214.05 % Repeat homelessness	Actual	0	G	0	G
	Target	5		5	
BV216b.05 Info. on contaminated land (% of sites of potential concern)	Actual	2.93	R	3.02	R
	Target	25		25	
BV217.05 % Pollution control improvements	Actual	100	G	100	G
	Target	100		100	
BV218a.05 % Abandoned vehicles-investigate	Actual	97.04	G	97.44	G
	Target	95		95	
BV218b.05 % Abandoned vehicles-removal	Actual	82.76	A	86.67	G
	Target	85		85	
BV219a.05 Conservation areas - number	Actual	55	A	56	G
	Target	55		56	
BV219b % Conservation Areas with up to date Character Appraisals	Actual	32.73	G	33.93	G
	Target	20		20	
BV219c % Conservation Areas with published Management Plans	Actual	63.64	A	64.29	R
	Target	73		73	
BV225 % score on DV actions checklist	Actual	81.82	A	90.91	A
	Target	82		91	

	Quarter One	Quarter Two	Quarter Three	Quarter Four	
Green	24	20	22	25	58.14%
Amber	5	8	10	6	13.95%
Red	5	7	6	10	23.26%
No Data	4	4	1	2	4.65%
No Target	1	0	0	0	
Total This Period	39	39	39	43	
Overall BVPI Status	Red	Red	Red	Red	