

CANNOCK CHASE COUNCIL

CABINET

19TH OCTOBER 2006

REPORT OF HEAD OF POLICY AND PERFORMANCE

PORTFOLIO LEADER – POLICY & RESOURCES

BEST VALUE PERFORMANCE INDICATOR PRIORITIES

1. Purpose of Report

1.1 To seek Cabinet's approval of the Best Value Performance Indicator priorities.

2. Recommendation

2.1	Cabinet are asked to consider the list of Best Value Performance Indicators and approve the priorities as identified.
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3. Key Issues

3.1 The Council, like all other local authorities, is required to provide performance data for Best Value Performance Indicators. Cabinet have previously considered the performance of all of the Best Value Performance Indicators which the Council is required to report and have identified priority areas. Directors' Management Team have undertaken further analysis of the performance indicators within the scope of the priorities identified by Cabinet. Each performance indicator has been prioritised to ensure that the Council's limited resources are allocated to those indicators which are considered to be priority for the current year.

3.2 Attached at Annex 1 are tables containing each of the Best Value Performance indicators together with the actual performance for 2005-06. The current quartile position of the indicator is shown in the next column. The final column provides a guide to the level of performance for 2006-07 should the aspirational quartile be achieved.

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Section 1

Background

The Council, like all local authorities has to report against Best Value Performance Indicators. The current suite of indicators have not been assigned priorities. To address this Directors' Management Team together with Senior Management Team have considered each of the performance indicators and determined a priority level for each, based on the priorities determined by the Cabinet Away Day

Section 2

Details of Matters to be Considered

To consider the list of Best Value Performance Indicators and the priorities assigned to each of them.

Section 3

Contribution to CHASE

The use of performance data from the Best Value Performance Indicators provides detailed information to demonstrate achievements of the Council's CHASE objectives.

Section 4

Section 17 (Crime Prevention) Implications

There are no identified implications in respect of Section 17 arising from this report.

Section 5

Human Rights Act Implications

There are no identified implications in respect of the Human Rights Act 1998 arising from this report.

Section 6

Data Protection Act Implications

There are no identified implications in respect of the Data Protection Act.

Section 7

Risk Management Implications

Potential risks could arise from the prioritisation of performance indicators. The Council could find itself criticised by the Audit Commission if performance deteriorates or by the public if they feel that standards of performance are not in line with best performing Councils. An explanation of why the prioritisation process was undertaken should be available.

Section 8

Legal Implications

Section 9

Financial Implications

There are no financial implications arising from this report. Allocation of resources in line with the priorities identified will be part of the Council's Delivering Change process.

Section 10

Resource Implications

Managers are requested to identify and request additional resources as part of the Council's Delivering Change process. These requests will be considered in line with the priorities identified.

Section 11

Conclusions

The Council has limited resources and to maximise the use of these resources in line with the Council's priorities, prioritisation of Best Value Performance Indicators has been undertaken.

Section 12

List of Background Papers

None

Annexes to the Report

Annex 1

Annex 1 – List of Prioritised Best Value Performance indicators

Annex 1

BEST VALUE PERFORMANCE INDICATOR PRIORITIES

Top Priority for Improvement

21 Indicators

* CPA Basket of indicators

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	2006-07 Anticipated Performance – performance on or around
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Corporate Health

Working days lost due to sickness absence	12.39	Worst	<9.71
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Housing Services

Average time to re-let Local Authority housing	30	n/a	Quartile Information not available
Non-decent Local Authority Dwellings	53%	Worst	> 35%
Non-decent L. A. Dwellings - change	28.3%	n/a	n/a

Housing Benefits

Housing Benefit Security – No. of claimants visited per 1000 caseload	62.77	Worst	>222.82
Housing Benefit Security – No. of investigators per 1000 caseload	0.13	n/a	Quartile Information not available
Housing Benefit Security – No. of investigations per 1000 caseload	35.01	Worse than Average	>40.92
Housing Benefit Security – No. of prosecutions & sanctions per 1000 caseload	3.38	Worse Than Average	>4.3
Speed of processing new claim to Housing Benefit /Council Tax Benefit	36.47 days	Worse Than Average	<29.38 days
Speed of processing changes of circumstances to Housing Benefit /Council Tax Benefit	14.11 days	Worse Than Average	< 7.4 days

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	2006-07 Anticipated Performance – performance on or around
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Environmental Services

Local street & Environmental cleanliness – Litter	26%	Worst	11%
Local street & Environmental cleanliness – Graffiti	n/a	n/a	Quartile Information not available
Local street & Environmental cleanliness - Fly-post	n/a	n/a	Quartile Information not available
Local street & Environmental cleanliness - Fly-tipping	n/a	n/a	Quartile Information not available

Planning

Planning applications: Major applications*	60.61%	Better Than Average	>57.64%
Planning applications: Minor applications*	62.7%	Worse Than Average	>67.85%
Planning applications: 'Other' applications*	77.29%	Worst	>82.48%
'Quality of Planning Services' Checklist*	72.2%	Worst	>78.8%
Planning Appeals	42%	Worst	31%

Community Safety and Well Being

Violent Crime per 1000 population	25.3	n/a	Quartile Information not available
Actions against Domestic Violence	90.9%	n/a	Quartile Information not available

Priority for Improvement 33 Indicators

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	2006-07 Anticipated Performance – performance on or around
Corporate Health			
Equality Standard for Local Government	1	n/a	Quartile Information not available
Duty to Promote Race Equality	47%	Worse than Average	>55%
Percentage of invoices paid on time	90.26%	Worse than Average	90.89%
Percentage of Council Tax collected	97.3%	Better than Average	>97.01%
Percentage of non-domestic rates collected	99.7%	Best	>98.47%
Buildings accessible to people with a disability	77%	n/a	Quartile Information not available
Housing Services			
Energy Efficiency - Average SAP Rating *	51	Worst	60
Rent collection and arrears recovery: rent collected	97.07%	Worse than Average	>97.17%
Rent collection and arrears recovery: 7 weeks arrears	5.86%	n/a	Quartile Information not available
Rent collection and arrears recovery: NSPs	16.37%	n/a	Quartile Information not available
Commission for Racial Equality's code of practice in rented housing	Yes	Best	Yes
Homelessness			
Length of stay in temp accommodation - B&B	6	Worst	<4 weeks
Number of Families in Temporary Accommodation	-25%	Better than Average	20.63%
Housing Advice Service: Preventing Homelessness	2.57	n/a	Quartile Information not available
Strategic Housing			
No. private sector dwellings returned into occupation	21	Worse than Average	61.04

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	2006-07 Anticipated Performance – performance on or around
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Housing Benefits

Accuracy of HB/CTB claims	98.6%	Better than Average	>97.4%
Accuracy of recovering overpayments	39.81%	n/a	Quartile Information not available
Accuracy of recovering overpayments	41.9%	n/a	Quartile Information not available
Accuracy of recovering overpayments	2.09%	n/a	Quartile Information not available

Environmental Services

Percentage household waste recycled	13.4%	Worse Than Average	>15.22%
Percentage household waste composted	7.86%	Better Than Average	>6.44%
Household Waste Collection: kilograms	423.12	Better Than Average	< 444.9 kgs
Cost of household waste collection per household	£54.84	Worst	£43.41
Kerbside Collection of Recyclables: 1 recyclable	99.35%	Better Than Average	>91.2%
Kerbside Collection of Recyclables: 2 recyclables	99.02%	n/a	Quartile Information not available
Household Waste Collection: % change	-3.03%	n/a	n/a

Environmental Health

Environmental Health checklist best practice	100%	Best	>97%
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Planning

New homes on previously developed land*	53.11%	Worst	>73.69%
Plan Making - Development Plan	Yes	Best	n/a
Plan Making - Milestones	No	n/a	n/a
Plan Making – Monitoring Report	Yes	n/a	n/a

Community Safety and Well Being

Domestic burglaries per 1000 household	9.2	Better Than Average	<11.54
Robberies per 1000 population	0.5	n/a	Quartile Information not available

Maintain Level of Service 26 Indicators

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	2006-07 Anticipated Performance – performance on or around
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Corporate Health

Percentage of employees with a disability	1.22%	Worst	2.91%
Percentage of economically active disabled community population	16.5%	n/a	Quartile Information not available
Percentage of black and ethnic minority employees	0.92%	Worst	4.7%
Percentage of economically active minority ethnic community population	1.2%	n/a	Quartile Information not available

Homelessness

Repeat Homelessness	2.88%	n/a	Quartile Information not available
Length of stay in temp accommodation – Hostel	0	Best	< 12 weeks
Number of Rough Sleepers	0	n/a	Quartile Information not available

Environmental Services

Tonnage of household waste recycled	5260.87	n/a	n/a
Tonnage of household waste composted	3085	n/a	n/a
Abandoned Vehicles - Investigation	90%	n/a	Quartile Information not available
Abandoned Vehicles – Removal	95%	n/a	Quartile Information not available

Environmental Health

Identifying Contaminated Land	59	n/a	Quartile Information not available
Information on Contaminated Land	22%	n/a	Quartile Information not available
Pollution Control Improvements	60%	n/a	Quartile Information not available

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	2006-07 Anticipated Performance – performance on or around
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Culture and Major Projects

Visits to/usage of museums per 1000 population	580	Worse Than Average	807
Visits to museums in person per 1000 population	477	Better Than Average	432
Visits to museums & galleries by pupils in organised groups	8873	Best	>6527

Community Safety and Well Being

Vehicle crimes per 1000 population	9.8	Better Than Average	>11.99
Racial incidents per 100,000 population	1.08	n/a	Quartile Information not available
Racial incidents with further action	100%	n/a	Quartile Information not available

Corporate Health

Top 5% earners: women	24.14%	Worse than Average	19.63%
Top 5% earner: minority ethnic communities	3.4%	Best	0
Top 5% earners: with a disability	0%	n/a	Quartile Information not available
Percentage of early retirements	1.13%	Worst	0.84%
Percentage of ill health retirements	0.37%	Worse than Average	0.44%

Housing Services

Rent collection and arrears recovery: evictions	0.62%	n/a	Quartile Information not available
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Others

BVPI Title	2005-06 Actual	Current Quartile (Quartile data relates to 2004-05 performance)	What does this mean – performance on or around
Conservation Areas - No.	8	n/a	n/a
Conservation Areas-Character Appraisals	50%	n/a	n/a
Conservation Areas - Management Plans	0%	n/a	n/a
Advice and Guidance Services: Total Expenditure	£107970	n/a	n/a
Advice and Guidance Services: CLS Quality Mark	100%	n/a	n/a
Advice and Guidance Services: Direct Provision	£91857	n/a	n/a

Satisfaction Surveys

BVPI No	BVPI Title
BV 3 *	Overall Satisfaction
BV 4 *	Satisfaction with Complaints Handling
BV 74a *	Tenant Satisfaction with Landlord - all
BV 74b *	Tenant Satisfaction with Landlord - ethnic minority tenants
BV 74c *	Tenant Satisfaction with Landlord – non-ethnic minority tenants
BV 75a *	Satisfaction with participation opportunities -all
BV 75b *	Satisfaction with participation opportunities - ethnic minority tenants
BV 75c *	Satisfaction with participation opportunities – non-ethnic minority tenants
BV 80 a*	Satisfaction with Benefit Service - Contact with the office
BV 80 b*	Satisfaction with Benefit Service - Service in the office
BV 80 c *	Satisfaction with Benefit Service - Telephone service
BV 80 d *	Satisfaction with Benefit Service - Staff in the office
BV 80 e *	Satisfaction with Benefit Service - forms
BV 80 f *	Satisfaction with Benefit Service - Speed of Service
BV 80 g *	Satisfaction with Benefit Service - Overall Satisfaction
BV 89 *	Satisfaction cleanliness of public space
BV 90a *	Satisfaction – waste collection
BV 90b *	Satisfaction – recycling
BV 111 *	Satisfaction Planning Service
BV 119a *	Satisfaction – sport and leisure facilities
BV 119c *	Satisfaction – museum/galleries
BV 119d *	Satisfaction - theatres/concert halls
BV 119e *	Satisfaction parks and open spaces