

Nuneaton and Bedworth Borough Council

Best Value Performance Plan 2008/09

The Local Government and Public Involvement Act 2007 removed the requirement for best value authorities (which includes Nuneaton and Bedworth Borough Council) to prepare and publish an annual Best Value Performance Plan (BVPP). Although this provision is effective from 1st April 2008 there is a requirement to publish a BVPP for one further year, i.e. by end of June 2008. However there are just two requirements for the content of that BVPP:

- a) Reporting of outturn performance data on the national Best Value Performance Indicators for the year 2007/08.
This data is in the attached appendix.
From 1st April 2008 there is a new and reduced list of national indicators.

- b) A statement certifying compliance with the Code of Practice on Workforce Matters. The following statement complies with that requirement:

“There were no staff transferred under the TUPE regulations during the period 1st April 2007 to 31st March 2008, therefore the Code of Practice on Workforce Matters in Local Authority Service Contracts was not applied”.

If you would like further detail or wish to discuss any aspect please contact :-
Steve Gore, Performance and Quality Manager
Telephone: 024 76376155
E. Mail : steve.gore@nuneatonandbedworth.gov.uk
Address : Chief Executive's Office, Town Hall, Coton Road, Nuneaton,
Warks, CV11 5AA

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
CORPORATE HEALTH				
BV 2a				
The level of the Equality Standard for Local Government to which the authority conforms in respect of gender,race and disability.	2	2	2	
BV 2b				
The quality of an Authority's Race Equality Scheme(RES) and the improvements resulting from its application.	74%	79%	79%	
BV 3				
The percentage of citizens satisfied with the overall service provided.	65%	-	-	
BV 4				
The percentage of complainants satisfied with the handling of their complaint.	36%	-	-	
BV 8				
The percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms.	95.01%	98.50%	95.50%	
BV 9				
Percentage of Council Tax collected by the Authority in the year.	97.58%	97.80%	97.77%	
BV 10				
The percentage of non-domestic rates collected by the Authority in the year.	99.08%	98.90%	99.14%	
BV 11a				
The percentage of top paid 5% of local authority staff who are women.	18.92%	21.60%	20.51%	
BV11b				
The percentage of top paid 5% of local authority staff who are from an ethnic minority.	0%	3.12%	0%	
BV 11c				
The percentage of top paid 5% of staff who have a disability.	5.88%	5.88%	0%	
BV 12				
The number of working days/shifts lost to the local authority sickness absence.	10.52 days	9.5 days	11.58 days	
BV 14				
The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	0.37%	0.48%	0%	
BV 15				
The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce.	0.12%	0.36%	0.38%	
BV 16a				
The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition.	2.40%	3.25%	2.49%	
BV 16b				
The percentage of economically active disabled people in the authority area.	15.76%	15.76%	15.76%	
BV 17a				
The percentage of local authority employees from minority ethnic communities.	4.26%	4.42%	4.70%	
BV 156				
The percentage of the authority's buildings open to the public in which all public areas are suitable for and accessible to disabled people.	72.73%	90%	86.05%	

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
HOUSING				
BV 63				
Energy Efficiency – the average SAP rating of LA - owned dwellings	68	67	68	
BV 64				
The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority	43	30	65	
BV 66a				
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account(HRA) dwellings.	97.87%	98.00%	98.23%	
BV 66b				
The number of local authority tenants with more than 7 weeks of(gross)rent arrears as a percentage of the total number of council tenants.	4.72%	4.25%	4.16%	
BV 66c				
Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	29.08%	22%	24.61%	
BV 66d				
Percentage of local authority tenants evicted as a result of rent arrears.	0.63%	0.48%	0.79%	
BV 74				
Satisfaction of tenants of council housing with the overall service provided by their landlord:				
a) All tenants	76%	–	–	
b) black and minority ethnic tenants, and	69%	–	–	
c) non-black and minority ethnic tenants	76%	–	–	
BV 75				
Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord:				
a) All tenants	61%	–	–	
b) black and minority ethnic tenants	25%	–	–	
c) non black and minority ethnic tenants.	61%	–	–	
BV 183b				
The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need .	7 weeks	7 weeks	8 weeks	
BV 184				
a) The proportion of LA homes which were non-decent at the start of the financial year.	22%	18%	16%	
b) The % change in proportion of non-decent LA homes between 1 April 2005 and 1 April 2006.	27.5%	32%	-6.9%	
BV 202				
The number of people sleeping rough on a single night within the area of the local authority.	0	less than 5	–	Because less than ten declared,no count required.
BV 212				
The average time taken to re-let local authority housing.	23 days	22 days	20 days	
BV 213				
The number of households who considered themselves as homeless,who approached the local housing authority's housing advice service(s),and for whom housing advice casework intervention resolved their situation.	1	3	4	

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
HOUSING BENEFIT AND COUNCIL TAX BENEFIT				
BV 76b				
The number of fraud investigators employed by the local authority per 1,000 caseload..	0.32	0.33	0.32	
BV 76c				
The number of Housing Benefit and Council Tax Benefit(HB/CTB) fraud investigations carried out by the local authority per year,per 1,000 caseload.	33.85	35	38.28	
BV 76d				
The number of Housing Benefit and Council Tax Benefit(HB/CTB) prosecutions and sanctions per year,per 1,000 caseload in the local authority area.	5.66	5.00	4.73	
BV 78a				
The average processing time taken for all new Housing and Council Tax Benefit(HB/CTB) claims submitted to the local authority,for which the date of decision is within the financial year being reported.	21.64 days	25 days	18 days	
BV 78b				
The average processing time taken for all written notifications to the local authority of changes to a claimant's circumstance that require a new decision on behalf of the authority.	10.43 days	9 days	10.30 days	
BV 79a				
Accuracy of processing Housing/Council tax benefit - % of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit(HB/CTB) is found to be correct.	98.4%	98%	99%	
BV 79b (i)				
The amount of Housing Benefit overpayments(HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	70%	67%	71.48%	
BV 79b (ii)				
HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of overpayments identified during the period.	36%	30%	35.35%	
BV 79b (iii)				
HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period,plus amount of HB overpayments identified during the period.	6.77%	5%	2.98%	
BV 80				
Housing and Council Tax Benefit satisfaction survey:				
a) Contact/access facilities at the office.	83%	-	-	
b) Service in the office	79%	-	-	
c) Telephone Service	71%	-	-	
d) Staff in the office	83%	-	-	
e) Clarity, etc. of leaflets	67%	-	-	
f) Speed of Service	78%	-	-	
g) Overall satisfaction	83%	-	-	

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
WASTE AND CLEANLINESS				
BV 82a(i)				
Percentage of household waste arisings which have been sent by the Authority for recycling.	10.84%	12.50%	11.75%	
BV 82a(ii)				
Total tonnage of household waste arisings which have been sent by the Authority for recycling.	6177.80	6937	6402.81	
BV 82b(i)				
Percentage household waste sent by the Authority for composting or treatment by anaerobic digestion.	14.72%	15.50%	15.73%	
BV 82b(ii)				
The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	8387.30	8602	8571.32	
BV 84a				
The number of kilograms of household waste collected per head of population.	471.9	466	451.4	
BV 84b				
Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population.	1.75%	0%	-4.35	
BV 86				
Cost of household waste collection per household.	£52.80	£51.84	£50.71	
BV 90				
a) The percentage of people satisfied with household waste collection.	89%	-	-	
b) The percentage of people satisfied with waste recycling.	69%	-	-	
BV 91a				
Percentage of households resident in the authority's area served by a kerbside collection of recyclables.	100%	100%	100%	
BV 91b				
Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables.	100%	100%	100%	
BV 89				
The percentage of people satisfied with the cleanliness standard in their area.	64%	-	-	
BV 199a				
The proportion of relevant land and highways(expressed as a percentage)that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	20%	14%	20.3%	
BV 199b				
The proportion of relevant land and highways(expressed as a percentage) from which unacceptable levels of graffiti are visible.	4%	6%	7%	
BV 199c				
The proportion of relevant land and highways(expressed as a percentage) from which unacceptable levels of fly-posting are visible.	1%	2.25%	2%	
BV 199d				
The year-on-year reduction in the total number of incidents and increase in the total number of enforcement actions taken to deal with 'fly-tipping'.	4	2	2	

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
PLANNING				
BV 106				
Percentage of new homes built on previously developed land.	75%	80%	72%	
BV 109				
Percentage of planning applications determined in line with the Government's new development control targets to determine:				
a) 60% of major applications in 13 weeks;	69.23%	71.00%	61.11%	
b) 65% of minor applications in 8 weeks;	81.33%	80.00%	59.56%	
c) 80% of other applications in 8 weeks	93.75%	94.50%	81.93%	
BV 111				
The percentage of applicants satisfied with the service received by those making a planning application	85%	-	-	
BV 200a				
Did the local planning authority submit the Local Development Scheme(LDS)by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes	
BV 200b				
Has the local planning authority met the milestones which the current Local Development Scheme(LDS)sets out?	Yes	Yes	No	
BV 204				
The percentage of appeals allowed against the authority's decision to refuse planning applications.	32.4%	25%	23.8%	
BV 205				
Planning - Quality of service checklist.	94.4%	100%	94.4%	

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
ENVIRONMENT AND ENVIRONMENTAL HEALTH				
BV 166a				
Score against a checklist of enforcement best practice for environmental health/trading standards	100%	100%	100.0%	
BV 216a				
The number of 'sites of potential concern'(within the local authority area),with respect to land contamination.	Not Monitored	None Set	435	
BV 216b				
The number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary,as a percentage of all 'sites of potential concern'.	Not Monitored	None Set	13%	
BV 217				
The percentage of pollution control improvements to existing installations completed on time.	94%	94%	96%	
BV 218a				
The percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	98.56%	97%	98.88%	
BV 218b				
The percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	95.83%	96%	96.36%	
CULTURE AND RELATED SERVICES				
BV 119				
Percentage of residents satisfied with the local authority cultural services:				
a) Sports and Leisure Venues	77%	-	-	
c) Museums	66%	-	-	
d) Arts activities and venues	56%	-	-	
e) Parks and open spaces	76%	-	-	
BV 170				
a) The number of visits to/usages of museums per 1,000 population	676	465	344	
b) The number of those visits that were in person per 1,000 population	644	444	312	
c) The number of pupils visiting museums and galleries in organised school groups	1146	900	953	
BV 219b				
The percentage of conservation areas in the local authority area with an up-to-date character appraisal.	60%	80%	60%	

PERFORMANCE INDICATORS 2007/2008				
Description	Actual Results 06/07	Target 07/08	Actual Results 07/08	Comments
COMMUNITY SAFETY AND WELL-BEING				
BV 126				
Domestic burglaries per 1,000 households	19.50	14.02	14.66	
BV 127a				
Violent crimes per year per 1,000 population in the local authority area..	21.40	15.95	21.21	
BV 127b				
Robberies per year per 1,000 population in the local authority area..	1.20	0.75	0.96	
BV 128				
Vehicle crimes per 1,000 population.	15.60	13.92	13.50	
BV 174				
The number of racial incidents recorded by the authority per 100,000 population	5.80	8.3	4.14	
BV 175				
The % of racial incidents that resulted in further action.	100%	100%	100%	
BV 225				
Actions against domestic violence.	36.4%	63%	54.5%	
BV 226a				
The total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	£160,500	£147,000	£178,000	
BV 226b				
The percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above.	100%	94%	90.45%	
BV 226c				
The total amount spent on Advice and Guidance in the areas of housing,welfare benefits and consumer matters which is provided directly by the authority to the public.	£118,750	£105,070	£105,381	