

Report of	Meeting	Date
Director of Policy and Performance (Introduced by the Executive Member for Corporate Policy and Performance)	Executive Cabinet	5 October 2006

Quarterly Best Value Performance Indicators 2006/07. Monitoring Report as at 30 June 2006

PURPOSE OF REPORT

1. This monitoring report sets out performance against the Council's Best Value Performance Indicators for the first quarter of 2006/07.

CORPORATE PRIORITIES

2. This report impacts on the Corporate Priorities as the areas of performance covered by the report relate to all four of the Council's priorities. More specifically the report contributes to the strategic objective of ensuring that Chorley Borough Council is a performing organisation.

RISK ISSUES

3. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	
Reputation	✓	Regulatory/Legal	
Financial		Operational	✓
People		Other	

4. This report addresses areas of risk in the Council's Performance. If performance is not actively monitored and managed the Council runs the risk of failing to achieve its strategic goals or good operational performance. Performance management is of importance to the standing and reputation of the authority. The report highlights areas where performance is not on track and outlines the actions we are taking to address performance.

BACKGROUND

5. Best Value Performance Indicators are National indicators collected in accordance with definitions issued by the Department for Communities and Local Government. A full list relevant to this Council, is attached at appendix 1.

Quarterly Business Plan monitoring statements have also been produced by directorates separately, and have been sent to the Overview and Scrutiny Committee and panels. Quarterly Business Plan Monitoring Statements outline the performance of Key Directorate Performance Indicators and the key messages emerging from Directorates in the First Quarter of 2006/07.

6. REPORT OVERVIEW

The report provides analysis and updates covering the following:

- The overall trend of change for the first quarter of 2006/07 when compared to the last available data which for the majority of BVPI's is the end of year figure for 2005/06.
- The Councils progress in achieving targets and in particular those BVPI's which are more than 5% below the target.
- The Councils position in comparison with 2004/05 national quartile data where comparative data is available. Note 2005/06 Quartile data will be made available in December 2006, when comparisons will be made using 2005/06 quartile data. It is therefore, anticipated that the third quarter BVPI monitoring report will make use of 2005/06 quartile data, at which point we will be able to assess the impact of the trend of continuous improvement on our quartile positioning.
- Action Plans which outline reasons for poor performance, action to be taken to address poor performance and expected level of performance at year-end are included for those indicators which are 5% or more below target

The monitoring report produced for the period July to September (second quarter 2006/07) will additionally include:

- An update of progress against those indicators which have not achieved target and for which steps were identified to achieve improvement.
- An update regarding those indicators where performance has continued to decline in the second quarter.
- Report on progress against the Key Actions and measures and targets outlined the Corporate Strategy 2006-09. The Corporate Strategy is the Council's main strategic document covering the period 1 April 2006 to 31 March 2009. The Strategy sets out a series of Key Actions and Measures and Targets, all of which feed into the Council's Priorities and Strategic Objectives.
- An analysis of those indicators, which form part of the Lancashire Local Area Agreement and the impact that the Performance of such indicators will have on Chorley.

7. INTERPRETATION- PERFORMANCE SYMBOLS

Symbols are used in the monitoring tables to provide a quick guide to how the Council is performing against a particular indicator:



=

Performance is at least 5% better than the target set for 2006/07.



=

Performance is within the 5% tolerance set for this indicator.

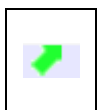


=

Performance is significantly worse than the 5% tolerance.

The performance symbols denote first quarter performance against the target.

Symbols are also used to show whether performance is improving between reporting periods or not. The symbol is generated by comparing how far performance is from target and assessing whether that gap is increasing or decreasing.



=

Performance against target is improving between reporting periods.



=

Performance against target has stayed consistent between reporting periods.



=

Performance against target is getting worse between reporting periods.

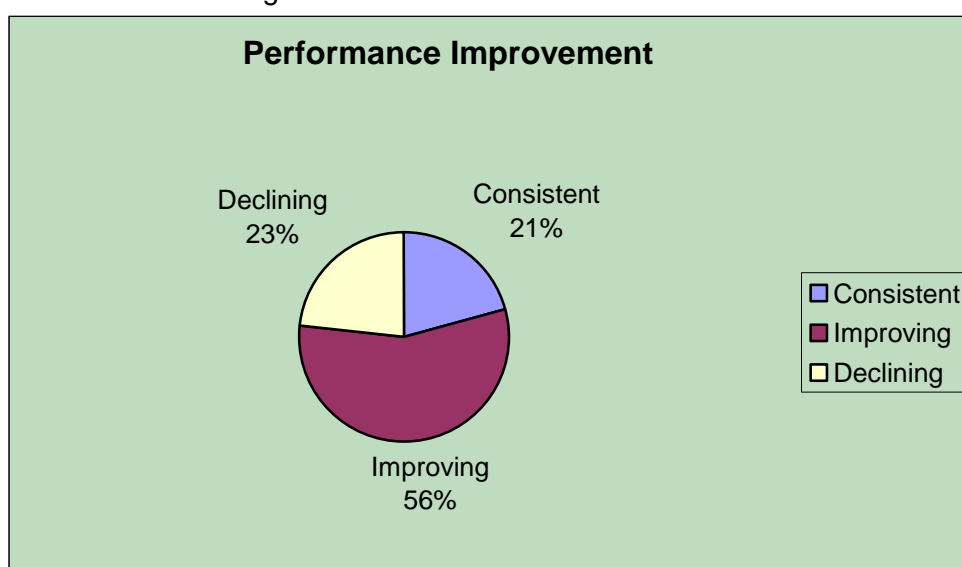
8. PERFORMANCE OVERVIEW BVPI'S

This section looks at the BVPI information collected in the first quarter of 2006/07. It does not examine the full BVPI set as some indicators e.g. cost comparisons and satisfaction figures are only available at the end of the year. The tables of BVPI's, organised by directorate, are included at appendix 2.

8.1 Trend

The performance indicators have been examined to assess whether performance compared to the last available data is improving, declining or has stayed the same.

Performance is improving for 56% (24) indicators, declining for 23% (10) and has remained the same for 21% (9). Overall, given that this is the first quarter results, the current position does not give any real cause for concern. However, those indicators where performance continues to decline in the second quarter, will be reported on next quarter with the actions that are being taken to address the situation.



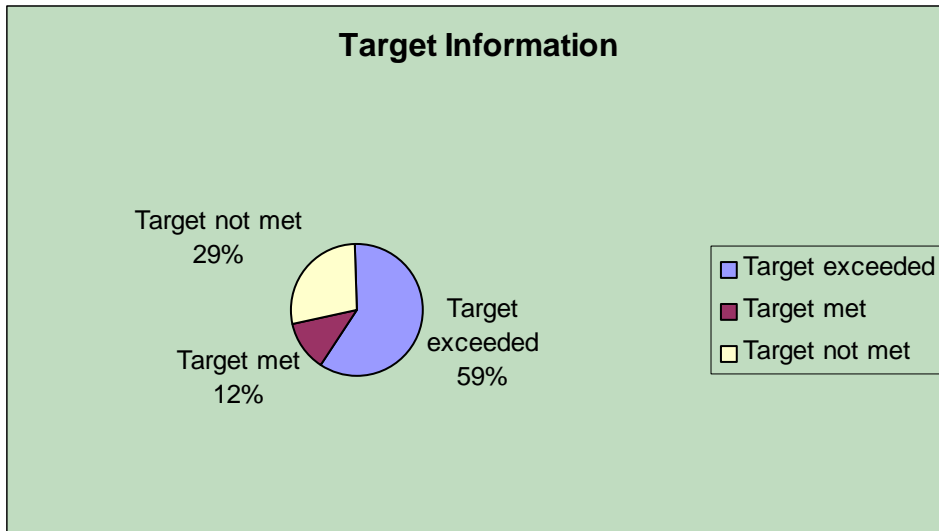
8.2 Targets

Targets are set at the start of the year, based on 2005/06 performance and available quartile information. Where appropriate, targets are profiled across the year to reflect indicators which build towards a year-end total and to reflect seasonal variations. Where targets have not been profiled, they have been excluded from the analysis. These will be examined, with a view to producing target profiles, before the next report is produced.

Of the 41 BVPI's where progress with target is measurable:

59% (24) indicators have exceeded target, 12% (5) indicators have met target and 29% (12) have not met target.

The chart below shows this split.



59% of targets exceeded is very good progress, but 29% not meeting target is a topic for further investigation. Where performance is more than 5% below the target, it will trigger a red triangle in performance plus and directors have been asked to complete an action plan. Action plans detail why performance has not reached target and what action is being taken to redress this. Action Plans for those five indicators which are more than 5% below target for the first quarter are attached at appendix 3. The main points of these action plans are included below.

8.3 BVPI's more than 5% below the target

BV11a % women in the top 5% earners

Performance in the first quarter is 29.175 compared with the target of 32%.

Director of HR's comments.

During the first quarter, there were a number of vacancies at the senior management level within the authority. In the second quarter, the post holders will take up their posts and the position will improve. It is anticipated that the end of year target will be met.

BV11b % Black and ethnic minority employees in the top 5% of earners.

Performance in the first quarter is zero compared with a target of 0.75.

Director of HR's comments

The Council currently advertises posts in Ethnic Britain to promote Chorley Borough Council; and sends jobs advertisements to local minority groups. We are in the process of reviewing our approach to equality and diversity in the context of CPA and the Equality Standard across the authority and employment will form a part of such a review. Future performance of this indicator will depend, in part, on the level of ambition determined for the authority in terms of the equality standard, as employment policies and practices are a significant element of delivering the equality standard.

BV156 % Local Authority buildings accessible to the disabled

Performance in the first quarter is 83% compared with the target of 88%.

Director of Property's Comments

The target is an end of year target. Work is underway on Clayton Green Sports Centre and the refurbishment of All Seasons is due to start shortly. The end of year target is achievable.

BV218a Abandoned Vehicle Removal

Performance in the first quarter is 62.5% compared with a target of 85%. This indicator also fell short of its target in the previous year.

Director of Streetscene, Neighbourhoods and Environment's comments

Inexperienced system users are not adhering to pre-set administration procedures resulting in target dates for removal not being defined at the start of the investigation/removal procedure.

To address this,

Pre-set system templates have been refined (June 06)

Written instructions clarified and re-issued (June 06)

Only Supervisors are to deal with abandoned vehicle cases to ensure accuracy and consistency (agreed with Senior Warden June 06)

Regular verification of removal activity by the contractors occurs

An increase in performance to 71.42% has already occurred following on from the meeting towards the end of June. This indicates an improvement in performance. Progress against target will be monitored daily.

% Tenants owing more than 7 Weeks Gross Arrears

Performance is 2.03 against a target of 1.90 at the first quarter.

Director of Housing's Comments

There has been a slight increase in the numbers of cases owing over seven weeks rent predicted for the first quarter. This PI fluctuates throughout the year due to tenants who pay monthly and the accounting periods. The profile of this PI results in performance increasing when key milestones have been attained which are the rent free weeks in December and March.

To address this the following actions will be implemented:

- Undertake targeting exercise to identify cases owing over 7weeks rent and review actions to be taken.
- Make personal contact to identified tenants to reiterate importance of payment of rent and the consequences of non payment
- Increase enforcement actions where necessary to prompt payment

- Utilise use of Tenant Support and other advice/support services e.g. C.A.B to assist tenants increase their ability to pay ensuring they have claimed benefits they are entitled to and to undertake income and expenditure analysis where tenants are in multiple debts and agree affordable payment plans to avoid court repossession proceedings

With the action plan in place and once key milestones are achieved within the free weeks and accounting periods a true assessment of the performance can be obtained, however at this current stage the target can still be achieved.

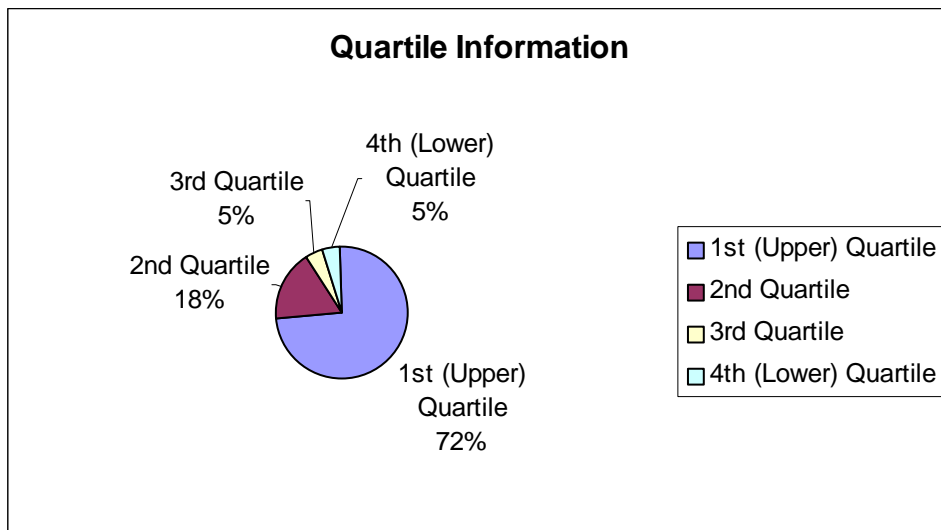
Each of these indicators will be revisited next quarter to continue to monitor progress.

8.4 Quartile Positions

Where available, the quartile data is shown for BVPI's. Not all BVPI's have quartile data as they are either new indicators or are indicators for which the definitions have changed. All England upper and lower quartiles for March 2005 are the latest available. Where available, the quartile data is shown for BVPI's. Not all BVPI's have quartile data. All England Upper and Lower quartiles for March 2005 are the latest available.

Of the 22 indicators that are comparable, 72% (16) are in the upper quartile, 18% (4) in the second quartile, 5% (1) in the third quartile and 5% (1) in the lower quartile.

This is very positive. The one indicator in the lower quartile, BV 11b % black and ethnic minority employees in the top 5% of earners, has an action plan aimed at improving performance. This is included at appendix 2.



9. CONCLUSION

Overall, performance against BVPIs for the first quarter 2006/07 is positive and moving in the right direction. Where targets have been missed by more than 5% at this early stage in the financial year, action plans have been introduced to bring

about improvement and Directors are currently confident in securing achievement of the target by the year end.

The Director of Policy and Performance took up her post at the beginning of September and as part of the role, will focus on continuing to develop the quarterly performance monitoring reports to members to ensure those BVPIs either declining in performance, failing to meet targets or within the lower quartiles are highlighted and actions to reverse the situation are outlined. Progress on the delivery of the actions and targets within the Corporate Strategy will also feature within the report.

In addition, there are plans to further strengthen our performance management arrangements through the introduction later in the year of quarterly Round Table Meetings, whereby the Cabinet Member for Policy and Performance and the Director of Policy and Performance will meet with each Cabinet Member and their Director to discuss and challenge poor or deteriorating areas of performance in respect of both BVPIs, local PIs and Corporate Strategy delivery. The Round Tables will also provide the opportunity to share best practice across the organisation in tackling performance issues.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

10. There are no human resource implications

COMMENTS OF THE DIRECTOR OF FINANCE

11. There are no financial implications associated with this report.

RECOMMENDATION(S)

12. That the report be noted.

LESLEY-ANN FENTON
DIRECTOR OF POLICY AND PERFORMANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Lesley-Ann Fenton	5323	22/0/06	

Appendix 1.

List of Best Value Performance Indicators

BVPI Code	BVPI Title
BV 2a	Equality Standard for Local Government
BV 2b	Duty to Promote Race Equality
BV 8	Percentage of invoices paid on time
BV 9	Percentage of Council Tax collected
BV 10	Percentage of non-domestic rates collected
BV 11a	Top 5% earners: women
BV 11b	Top 5% earner: minority ethnic communities
BV 11c	Top 5% earners: with a disability
BV 12	Working days lost due to sickness absence
BV 14	Percentage of early retirements
BV 15	Percentage of ill health retirements
BV 16a	Percentage of employees with a disability
BV 16b	Percentage of economically active disabled community population
BV 17a	Percentage of black and ethnic minority employees
BV 17b	Percentage of economically active minority ethnic community population
BV 156	Buildings accessible to people with a disability
BV 157	E-government: e-enabled interactions
BV 63	Energy Efficiency - Average SAP Rating
BV 64	Number of private sector dwellings returned into occupation
BV 66a	Rent collection and arrears recovery: rent collected
BV 66b	Rent collection and arrears recovery: 7 weeks arrears
BV 66c	Rent collection and arrears recovery: NSPs
BV 66d	Rent collection and arrears recovery: evictions
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

BVPI Code	BVPI Title
BV 164	Commission for Racial Equality's code of practice in rented housing
BV 183a	Length of stay in temporary accommodation - B&B
BV 183b	Length of stay in temporary accommodation – Hostel
BV 184a	Non-decent Local Authority Dwellings
BV 184b	Non-decent Local Authority Dwellings - change
BV 202	Number of Rough Sleepers
BV 203	Number of Families in Temporary Accommodation
BV 212	Average time to re-let Local Authority housing
BV 213	Housing Advice Service: Preventing Homelessness
BV 214	Repeat Homelessness
BV 76a	Housing Benefit Security - Number of claimants visited per 1000 caseload
BV 76b	Housing Benefit Security - Number of investigators per 1000 caseload
BV 76c	Housing Benefit Security - Number of investigations per 1000 caseload
BV 76d	Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload
BV 78a	Speed of processing new claim to HB/CTB
BV 78b	Speed of processing changes of circumstances to HB/CTB
BV 79a	Accuracy of HB/CTB claims
BV 79b i	Accuracy of recovering overpayments
BV 79b ii	Accuracy of recovering overpayments
BV 79b iii	Accuracy of recovering overpayments
BV 82a i	Percentage household waste recycled
BV 82a ii	Tonnage of household waste recycled
BV 82b i	Percentage household waste composted
BV 82b ii	Tonnage of household waste composted
BV 84a	Household Waste Collection: kilograms
BV 84b	Household Waste Collection: % change
BV 86	Cost of household waste collection per household
BV 91a	Kerbside Collection of Recyclables: one recyclable
BV 91b	Kerbside Collection of Recyclables: two recyclables
BV 199a	Local street and environmental cleanliness – Litter

BVPI Code	BVPI Title
BV 199b	Local street and environmental cleanliness – Graffiti
BV 199c	Local street and environmental cleanliness - Fly-post
BV 199d	Local street and environmental cleanliness - Fly-tipping
BV 166a	Environmental health checklist of best practice
BV 166b	Trading standards checklist of best practice
BV 216a	Remediation of Contaminated Land
BV 216b	Information on Contaminated Land
BV 217	Pollution Control Improvements
BV 218a	Abandoned Vehicles - Investigation
BV 218b	Abandoned Vehicles – Removal
BV 106	New homes on previously developed land
BV 109a	Planning applications: Major applications
BV 109b	Planning applications: Minor applications
BV 109c	Planning applications: ‘Other’ applications
BV 179	Standard Searches within 10 Days
BV 200a	Plan Making - Development Plan
BV 200b	Plan Making - Milestones
BV 200c	Plan Making – Monitoring Report
BV 204	Planning Appeals
BV 205	‘Quality of Planning Services’ Checklist
BV 219a	Conservation Areas - Number
BV 219b	Conservation Areas - Character Appraisals
BV 219c	Conservation Areas - Management Plans
BV 170a	Visits to/usage of museums per 1000 population
BV 170b	Visits to museums in person per 1000 population
BV 170c	Visits to museums & galleries by pupils in organised groups
BV 220	Public Library Service Standards Checklist
BV 126	Domestic burglaries per 1000 household
BV 127a	Violent Crime per 1000 population
BV 127b	Robberies per 1000 population
BV 128	Vehicle crimes per 1000 population

BVPI Code	BVPI Title
BV 174	Racial incidents per 100,000 population
BV 175	Racial incidents with further action
BV 225	Actions against Domestic Violence
BV 226a	Advice and Guidance Services: Total Expenditure
BV 226b	Advice and Guidance Services: CLS Quality Mark
BV 226c	Advice and Guidance Services: Direct Provision

Appendix 2

PERFORMANCE DATA TABLES

Customer, Democratic and Legal

BV Customer, Democratic and Legal Services.							
	Prev Qtr Actual	In Quarter Actual Perf	In Quarter Target	Actual YTD	YTD Target	Perf vs Target YTD	Direction of Travel
BV179 % standard searches in 10 days	100.00	100.00	100.00	100.00	100.00		

Development and Regeneration

BV: Development & Regeneration (Monthly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV109a.02 % Planning apps major	100.00	67.00	50.00	50.00	60.00			60.00
+ BV109b.02 % Planning apps minor	100.00	86.00	90.00	90.00	65.00			65.00
+ BV109c.02 % Planning apps - other	94.00	92.00	91.00	91.00	80.00			80.00

Finance

BV: Finance (Quarterly)									
	Previous Actual	Qtr This Actual	Qtr Perf Target	vs	Change in Perf	Year End Target			
+ BV076a Number of claimants visited	198.20	218.68	★		↗	200.00			
+ BV076c Number of fraud investigations	63.94	66.20	★		↗	40.00			
+ BV076d Number prosecutions & sanctions	13.50	10.00	★		↘	9.00			
+ BV079a % Benefit calculations correct	98.80	99.20	●		↘	99.00			
BV: Finance (Monthly)									
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf Vs Target	Change in Perf	Year End Target	
+ BV008 % Invoices paid within 30 days	100.00	96.07	95.32	95.32	96.50	●	↘	96.50	
+ BV009 % Council Tax collected	10.95	20.69	30.13	30.13	28.95	●	↘	98.60	
+ BV010 % NNDR collected	13.43	22.38	31.34	31.34	24.75	★	↘	99.00	
+ BV078a Ave time new claims (Cal days)	23.00	23.60	18.60	18.60	25.00	★	↗	25.00	
+ BV078b Ave time for changes (Cal days)	8.00	10.00	7.00	7.00	8.00	★	↗	8.00	

Housing

BV: Housing Services (Quarterly)								
	Previous Actual	Qtr This Actual	Qtr YTD Perf vs Target	Change in Perf	Year Target	End		
+ BV066b.05 % Tenants > 7wks Gross Arrears	1.99	2.03				1.90		
+ BV066c.05 % Possession Notices Served	57.34	7.85				56.50		
+ BV066d.05 % Tenants Evicted for Arrears	0.45	0.03				0.40		
+ BV183a Length of stay in B&B accom'n	0.00	0.00				0.00		
+ BV183b Length of stay in hostel accom'n	13.51	7.00				12.00		
BV: Housing Services (Monthly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV066a.05 % Rent Collected / Rent Owed	97.50	98.59	94.94	94.94	98.90			98.90
+ BV212.05 Average Time to Re-let	75.58	52.89	22.67	22.67	45.00			45.00

Human Resources

BV: Human Resources (Monthly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV011a.02 Women in top 5% earners	28.00	28.00	29.17	29.17	32.00			32.00
+ BV011b.02 Black/ethnic in top 5%	0.00	0.00	0.00	0.00	0.75			0.75
+ BV011c.05 Top 5%: with a disability	8.00	8.00	8.33	8.33	6.00			6.00
+ BV012 Days / shifts lost to sickness	0.51	1.51	2.28	2.28	2.25			9.00
+ BV014 % Early retirements	0.00	0.00	0.00	0.00	0.17			0.17
+ BV015 % Ill health retirements	0.00	0.00	0.00	0.00	0.17			0.17
+ BV016a % Disabled employees	3.33	3.37	3.52	3.52	3.65			3.65
+ BV017a % Ethnic minorities employees	1.57	1.58	1.66	1.66	1.60			1.60

ICT

BV: ICT (Monthly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV: ICT : BV157 % e-government	82.00	100.00	100.00	100.00	100.00			100.00

Leisure and Cultural Services

BV: Leisure & Cultural Services (Monthly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV170a Visits to / usage of museums	30.60	57.44	88.24	88.24	62.40	★	↗	250.00
+ BV170b Visits to museums in person	21.90	40.12	61.94	41.32	33.40	★	↗	108.52
+ BV170c Pupils visiting museums and galleries	26.00	26.00	190.00	190.00	195.00	●	↗	1500.00

Policy and Performance

BV: Policy & Performance (Quarterly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV174 Racial incidents per 1000 pop	0.97	0.97	2.00	2.00	4.50	★	↘	18.00
+ BV175 Racial incidents - further action	100.00	100.00	100.00	100.00	100.00	●	↔	100.00

Property Services

BV: Property Services (Monthly)								
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Target	YTD Perf vs Target	Change in Perf	Year End Target
+ BV156 % LA public buildings - disabled	83.00	83.00	83.00	83.00	88.00	▲	↔	88.00

Streetscene, Neighbourhoods and Environment

BV: SS Neighbourhoods & Environment (Quarterly)							
	Previous Qtr Actual	This Qtr Actual	YTD Perf Target	vs Change in Perf	Year End Target		
+ EN BV82bi.05 % waste composted	28.07	30.87	★	▲	21.00		
+ EN BV82ai.05 % waste recycled	17.61	17.42	★	▼	15.00		
+ BV218a.05 Abandoned vehicles-investigate	56.05	98.33	●	▲	100.00		
+ BV218b.05 Abandoned vehicles-removal	51.25	62.50	▲	▲	85.00		
+ BV225.05 Actions against Domestic Violence	45.00	45.00	●	→	?		
BV: SS Neighbourhoods & Environment (Monthly)							
	2 months ago	1 month ago	Current Actual	YTD Perf	YTD Perf vs Target	Change in Perf	Year End Target
+ BV126a Domestic Burglaries/1000 h'holds	0.47	0.67	0.70	0.70	●	▼	0.71
+ BV127a.05 Violent Crime / 1,000 pop.	Figures not available for April to June 2006 due to issues with Safer Lancashire Data Collection. Figures to be made available in second quarter report.						
+ BV127b.05 Robberies / 1,000 pop.	0.04	0.1	0.16	0.16	●	▲	1.57

+ BV128a Vehicle Crimes per 1000 pop	Figures not available for April to June 2006 due to issues with Safer Lancashire Data Collection. Figures to be made available in second quarter report.				
BV: SS Neighbourhoods and Environment (4 monthly)					
	Last Period Actual	This Period Actual	YTD Perf Actual	vs Change in Perf	Year End Target
+ EN BV199a.05 Street dirtiness - litter & detritus	7.05	5.00	★	★	12.00
+ EN BV199b.05 Street dirtiness - graffiti	1.63	1.00	●	★	?
+ EN BV199c.05 Street dirtiness - flyposting	0.00	0.00	●	★	?

Action Plans for Indicators Missing Target by 5% or More

Indicator Number: BV11a

Indicator Short Name: % Of Women in Top 5% of earners

Q1		End of Year Target
Performance	Target	
29.17	32	32

Please explain the reasons why progress has not reached expectations:

During the first quarter, there were a number of vacancies at the senior management level within the authority. Appointments had been made but posts not taken up and it was known that the figure would improve in the second quarter.

Please detail corrective action to be undertaken:

In the second quarter, the post holders of the vacant senior posts will take up their posts and the position will improve.

Please give an objective assessment as to whether the year end target will be met:

It is anticipated that the end of year target will be met.

Action Plan Owner: Director of HR



Indicator Number: BV11b

Indicator Short Name: % Ethnic Minority Employees in top 5% earners

Q1		End of Year Target
Performance	Target	
0	0.75	0.75

Please explain the reasons why progress has not reached expectations:

Low number of ethnic minority employees within the Council impacts on the top 5% of earners. We are building relationships with local community groups to encourage applications from different ethnic communities. We advertise all vacancies with a strapline actively encouraging applications from all sections of the community. Copies of all vacancies are sent to key members of the ethnic minorities consultative committee.

Please detail corrective action to be undertaken:

We are building relationships with local community groups to encourage applications from different ethnic communities. We advertise all vacancies with a strapline actively encouraging applications from all sections of the community. Copies of all vacancies are sent to key members of the ethnic minorities consultative committee

Action planned through financial year:

We are in the process of reviewing our approach to equality and diversity in the context of CPA and the Equality Standard across the authority and employment will form a part of such a review. Future performance of this indicator will depend, in part, on the level of ambition determined for the authority in terms of the equality standard, as employment policies and practices are a significant element of delivering the equality standard.

Please give an objective assessment as to whether the year end target will be met:

This can be better assessed after the next quarter's data is available.

Action Plan Owner: DIRECTOR OF HR

Indicator Number: BV156

Indicator Short Name: % Local Authority buildings accessible to the disabled.

Q1		End of Year Target
Performance	Target	
83	88	88

Please detail corrective action to be undertaken:

Work to Clayton Green Sports Centre to be carried out by CLS under the new contract will bring the figure up to the 88% target.

Action planned through financial year:

Work will start on completion of the All Seasons refurbishment now under way.

Please give an objective assessment as to whether the year end target will be met:

The year-end target is achievable.

Action Plan Owner: Roger Handscombe
Director of Property Services

Indicator Number: BV 218b

Indicator Short Name: Abandoned Vehicles- Removed

Q1		End of Year Target
Performance	Target	
62.5	85	85

Please explain the reasons why progress has not reached expectations:

Inexperienced system users are not adhering to pre-set administration procedures resulting in target dates for removal not being defined at the start of the investigation/removal procedure.

Please detail corrective action to be undertaken:

Pre-set system templates have been refined (June 06)
Written instructions clarified and re-issued (June 06)
Only Supervisors are to deal with AV cases to ensure accuracy and consistency (agreed with Senior Warden June 06)
Regular verification of removal activity by the contractors occurs through improved contact with admin support at the contractors

Action planned through financial year:

Daily monitoring and reporting logs to pre-empt/prompt timely action are issued from Support Services

Please give an objective assessment as to whether the year end target will be met:

An increase in performance to 71.42% had occurred following on from the meeting towards the end of June so if aggregated for the month should indicate an improvement on target. Daily monitoring will ensure improvement and means a Support Service Officer is able to initiate contractor action should there be no Warden supervisor available (through sickness absence) although reminders are issued at least 2 days in advance.

Action Plan Owner: John Lechmere
Director of Streetscene, Neighbourhoods and Environment

Indicator Number: BVPI 66b

Indicator Short Name: % Tenants owing > than 7 Weeks Gross Arrears

Q1		End of Year Target
Performance	Target	
2.03%	1.90%	1.90%

Please explain the reasons why progress has not reached expectations:

There has been a slight increase in the numbers of cases owing over seven weeks rent predicted for the first quarter. This PI fluctuates throughout the year due to tenants who pay monthly and the accounting periods. The profile of this PI results in performance increasing when key milestones have been attained which are the rent free weeks in December and March.

Please detail corrective action to be undertaken:

Undertake targeting exercise to identify cases owing over 7 weeks rent and review actions to be taken.
Make personal contact to identified tenants to reiterate importance of payment of rent and the consequences of non payment
Increase enforcement actions where necessary to prompt payment

Action planned in next financial year:

Utilise use of Tenant Support and other advice/support services eg C.A.B to assist tenants increase their ability to pay ensuring they have claimed benefits they are entitled to and to undertake income and expenditure analysis where tenants are in multiple debts and agree affordable payment plans to avoid court repossession proceedings

Please give an objective assessment as to whether the end target will be met:

With the action plan in place and once we reach the key milestones within the free weeks and accounting periods a true assessment of the performance can be obtained, however at this current stage the target can still be achieved.

Action Plan Owner: Sue Davidson
Directorate: Housing Services
Contact Number: 01257 515586