

**BABERGH DISTRICT COUNCIL**

**FROM: Corporate Support Manager**

**REPORT NUMBER    **E310****

**TO: Overview and Scrutiny  
(Community Services)**

**DATE OF MEETING    28 March 2006**

**2004/05 NATIONAL PERFORMANCE INDICATOR COMPARISONS**

**1.    SUMMARY**

1.1    The Audit Commission has published the 2004/05 Best Value Performance Indicator (BVPI) figures for English authorities. This report uses those figures to show whether our performance is improving when compared to others, and checks whether challenging targets for 2006/07 have been set in the 2006/07 Corporate Plan.

**2.    RECOMMENDATION**

2.1    That the committee scrutinises the performance information contained within this report and associated appendices, and determines whether any further action is required.

The committee is able to resolve this matter.

**3.    FINANCIAL IMPLICATIONS**

3.1    There are no direct financial implications.

**4.    KEY INFORMATION**

4.1    Every year the Audit Commission publishes how English authorities have performed on the statutory BVPIs. This allows us to determine whether our performance is improving when compared to others and to set challenging targets for the oncoming year which, if achieved, will drive continuous improvement.

4.2    The data is set out in quartiles and averages have also been calculated.

4.3    Babergh's data and position for 2004/05 is set out at **Appendix A** and a summary is shown below. As the number of BVPIs changes from year to year, the percentages in each quartile have been calculated to show the overall trends.

<b>Quartile Position</b>	<b>2002/03 %</b>	<b>2003/04 %</b>	<b>2004/05 %</b>	<b>2004/05 Number</b>
Top quartile	36%	40%	42%	25
2 <sup>nd</sup> quartile	17%	18%	19%	11
3 <sup>rd</sup> quartile	17%	21%	22%	13
Bottom quartile	30%	21%	17%	10
Better than average	53%	58%	66%	38 (of 58)

- 4.4 The above table shows that there has been a continuous improvement over the past three years. The proportion of BVPIs in the top and second quartiles has increased each year. At the end of 2004/05, 42% of BVPIs were in the top quartile and 61% of BVPIs were above the median. The proportion in the bottom quartile had reduced by half to 15% since 2002/03.
- 4.5 Babergh's 2005/06 end of year figures and quartile positions have been estimated and these are shown in **Appendix B**. The overall totals are shown below. It should be noted that in 2005/06 there were a number of new BVPIs and no comparison data will be available until January 2007. These have therefore been excluded.

<b>Quartile position</b>	<b>Projected position in 2005/06 %</b>	<b>Projected position in 2005/06 Number</b>
Top quartile	54%	24
2 <sup>nd</sup> quartile	23%	10
3 <sup>rd</sup> quartile	14%	6
Bottom quartile	9%	4
Better than average	80%	35 (of 44)

- 4.6 The 2005/06 CPA Improvement Plan set out that by the end of 2005/06, 45% of the BVPIs should be in the top quartile, 69% should be better than average, and there should be a reduced number in the bottom quartile. Although the CPA targets are challenging, the above estimates suggest that they are realistic and achievable.
- 4.7 The 2006/07 Corporate Plan was approved by the Council in February 2006, so it would be in place at the beginning of the 2006/07 year. However the comparison exercise had yet to be carried out and Council also approved that the Corporate Support Manager be given delegated authority to make any further minor amendments to the performance management information within the Corporate Plan.
- 4.8 By looking at trends, an attempt has been made to estimate quartile and average figures for 2006/07 and in **Appendix C** these have been compared with our targets for that year. A summary is shown below. Appendix C includes estimated figures for 10 satisfaction BVPIs (BV3, BV4, BV80, BV89, BV90a, BV90b, BV111, BV119a, BV119d and BV199e), as the next survey will take place during 2006. The table below excludes these BVPIs, so that the figures can be compared with earlier years. It is estimated that 3 of the user satisfaction BVPIs will be in the top quartile, 2 in the second quartile, 1 in the third quartile, but 4 in the bottom quartile.

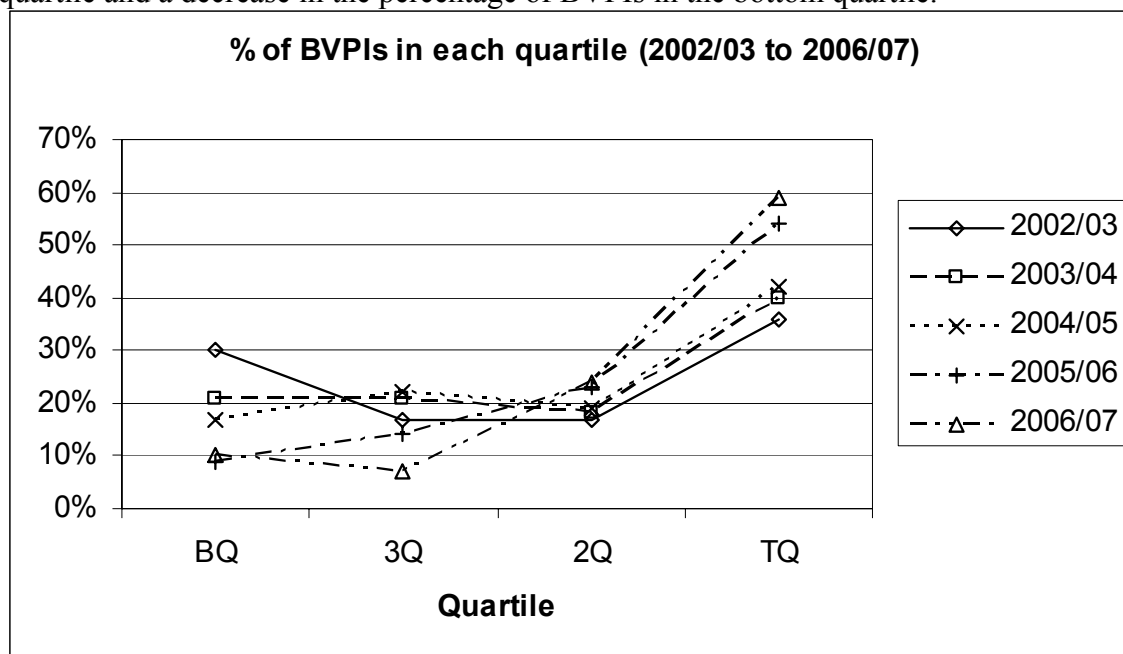
<b>Quartile position</b>	<b>Projected position in 2006/07 %</b>	<b>Projected position in 2006/07 Number</b>
Top quartile	59%	25
2 <sup>nd</sup> quartile	24%	10
3 <sup>rd</sup> quartile	7%	3
Bottom quartile	10%	4
Better than average	83%	35 (of 42)

- 4.9 The four-year CPA Improvement Plan states that in 2006/07, 50% of the BVPIs should be in the Top Quartile and 75% better than average. The above table shows that we are on target to achieve this. No changes should be made to the Improvement Plan at this point in time as the figures are only based on estimates.

- 4.10 The BVPIs in the next table are predicted to be in the bottom quartile during 2005/06 and / or 2006/07. BV11a, BV17, BV183b and BV179 have already been considered by the relevant O&S committee as part of the quarterly monitoring of the BVPIs. BV106 is expected to be in the 3<sup>rd</sup> quartile in 2005/06, but the target for 2006/07 places it in the bottom quartile. The target for this PI has been set at 40%, due to the limited number of brown field sites in Babergh.
- 4.11 The remaining BVPIs are satisfaction PIs. The quartile positions for these PIs have been estimated based on the latest satisfaction data (2003/04).

BVPI	Description	2005/06	2006/07
4	Satisfaction with complaint handling	NA	35% - BQ
11a	The % of top 5% earners that are women	14.2% - BQ	14.2% - BQ
17x	Proportion of staff from ethnic minorities as a % of the economically active ethnic community population.	46.2% - BQ	84% - 2Q
183b	Average length of stay in hostels	47 weeks - BQ	40 weeks - BQ
90a	Satisfaction with waste collection	NA	85% - BQ
106	New homes on brown field sites	70% - 3Q	40% - BQ
179	The % of standard searches carried out in 10 working days	34.7% - BQ	90% - BQ
119a	Satisfaction with sport and leisure facilities	NA	50% - BQ
119d	Satisfaction with theatres and concert halls	NA	40% - BQ
119e	Satisfaction with parks and open spaces	NA	68% - BQ

- 4.12 The graph below summarises the continuous improvement predicted between 2002/03 and 2006/07. It shows a pleasing picture of an annual increase in the percentage of BVPIs in the top quartile and a decrease in the percentage of BVPIs in the bottom quartile.



## 5. APPENDICES

- (a) **Appendix A** – Babergh vs All England quartiles (2004/05 BVPIs)  
 (b) **Appendix B** – Babergh vs All England predicted quartiles (2005/06 BVPIs)  
 (c) **Appendix C** – Babergh vs All England predicted quartiles (2006/07 BVPIs)

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## 2004/05 Comparison Data

BVPI	Description	Babergh 04/05 actual	2004/05 All England figures				Babergh Quartile Position 04/05	Better than average?
			TQ	Median	BQ	Average		
<b>CORPORATE SERVICES</b>								
1a	Does the Authority have a Community strategy developed with Local Strategic Partnerships?	Yes	Yes	Yes	Yes	97%	TQ	Same
1b	When will a full review of the strategy be completed?	31/12/06	07/04/05	31/12/05	01/07/06	NA	BQ	NA
1c	Has progress towards implementing the strategy been reported?	Yes	Yes	Yes	No	72%	TQ	Same
2a	The level of the Equality Standard for Local Government to which the authority conforms	1	2	1	1	1	2Q	Same
2b	The duty to promote race checklist score	58%	72%	58%	42%	55%	2Q	Yes
8	The percentage of Invoices for commercial goods or services paid on time	96.8%	95.97%	92.90%	88.65%	90.86%	TQ	Yes
9	The % of Council Tax collected in the year	98.65%	98.3%	97.6%	96.36%	97.01%	TQ	Yes
10	The % of Non Domestic Rates collected in the year	98.87%	99.14%	98.6%	98.00%	98.47%	2Q	Yes
11a	The % of top 5% earners that are women	14.2%	40.23%	29.63%	19.63%	29.48%	BQ	No
11b	The % of top 5% earners that are from ethnic minorities	0%	3.48%	0.79%	0%	2.87%	3Q	No
12	The average number of days sick per member of staff	8.36	8.4	9.56	11.1	9.71	TQ	Yes
14	The % of staff retiring early as a % of the total workforce	0%	0.16%	0.41%	0.84%	0.65%	TQ	Yes
15	The % of people retiring on the grounds of ill health as a % of the total workforce	0.3%	0.12%	0.26%	0.44%	0.32%	3Q	Yes
16a	The % of staff with disabilities	8%	3.73%	2.47%	1.49%	2.91%	Contextual	Contextual
16b	Percentage of economically active disabled community population	8.65%	NA	NA	NA	NA	Contextual	Contextual
16x	16a/16b	92.5%	31.33%	18.27%	11.54%	28.15%	TQ	Yes
17a	The % of Staff from ethnic minorities	1%	4.6%	1.9%	0.9%	4.7%	Contextual	Contextual
17b	Percentage of economically active minority ethnic community population	1.18%	NA	NA	NA	NA	Contextual	Contextual
17x	17a/17b	84.7%	100%	71.1%	50%	80.2%	2Q	Yes
156	The % of authority Buildings open to the public in which all facilities are suitable for people with disabilities	100%	77.23%	54.54%	31.5%	54.8%	TQ	Yes

BVPI	Description	Babergh 04/05 actual	2004/05 All England figures				Babergh Quartile Position 04/05	Better than average?
			TQ	Median	BQ	Average		
157	The number of types of interaction delivered electronically as a % of the interactions that are legally permissible for electronic delivery	51%	87.5%	77.07%	66.59%	75.52%	BQ	No
<b>HOUSING</b>								
62	Private unfit dwellings made fit/demolished	2.16%	4.69%	2.88%	1.6%	3.69%	3Q	No
63	Energy Efficiency of local housing stock	62.1	68	65	60	64	3Q	No
64	Private dwellings - returned to occupation	8	56.25	17	4	61.04	3Q	No
66a	Proportion of Rent collected	98.64%	98.33%	97.43%	96.43%	97.17%	TQ	Yes
74a	Tenant satisfaction - overall service with landlord	87%	84%	79%	74%	78.14%	TQ	Yes
75a	Tenant satisfaction with opportunities for participation	73%	69%	63%	59%	63.5%	TQ	Yes
164	Does the Authority follow the CRE code of practice & Good Practice Standards and the Good Standard Practice for social landlords?	Yes	Yes	No	No	48%	TQ	Yes
183a	Average length of stay in bed & breakfast in weeks	5	1	3	5	4	3Q	No
183b	Average length of stay in hostels	35	0	8	18	12	BQ	No
203	% change in number of families in temporary accommodation	-3.85%	-6.9%	9.22%	28.31%	20.63%	2Q	Yes
202	Number of rough sleepers	0	0	2	5	3.59	TQ	Yes
184a	Local authority homes which were non-decent at beginning of the year	38%	21%	33%	48%	35%	3Q	No
184b	Change in proportion of non-decent homes in the year	45%	22.6%	12.4%	4.7%	12.3%	TQ	Yes
185	The % of responsive repairs (non-emergency), appointments made & kept	16%	90.4%	68.4%	35.7%	61.1%	BQ	No
<b>BENEFITS</b>								
76a	Number of claimants visited per 1000 caseload	208	282.16	217.12	155.86	222.82	Contextual	Contextual
76b	Number of fraud investigators per 1000 caseload	0.4	0.23	0.31	0.41	0.34	Contextual	Contextual
76c	Number of fraud investigations per 1000 caseload	43	53.4	36.59	24.01	40.92	Contextual	Contextual
76d	No. of prosecutions & sanctions per 1000 caseload	8	5.31	3.53	2.06	4.3	Contextual	Contextual
78a	The average time taken to process new claims in days	30	29.4	35.4	44.55	39.02	2Q	Yes
78b	The average time taken to process a change in circumstances in days	6	7.4	9.9	14.9	12.3	TQ	Yes

BVPI	Description	Babergh 04/05 actual	2004/05 All England figures				Babergh Quartile Position 04/05	Better than average?
			TQ	Median	BQ	Average		
79a	The % of cases processed correctly	100%	99%	97.95%	96.20%	97.14%	TQ	Yes
79b i	% of overpayments recovered against % deemed recoverable	48.4%	49.93%	41.1%	33.1%	42.66%	2Q	Yes
<b>ENVIRONMENT</b>								
199a	Local Street and Environmental cleanliness(litter) - proportion that falls below acceptable level	15%	11%	17.5%	24%	18.1%	2Q	Yes
82a i	The % of total tonnage of waste arising which has been recycled	30.5%	17.89%	14.7%	11.78%	15.2%	TQ	Yes
82b i	The % of total tonnage of waste arising which has been sent for composting	4.24%	9.8%	5.02%	1.53%	6.44%	3Q	No
84a	Number of Kilograms of household waste collected per head	396.4	397.7	437	491.6	444.9	TQ	Yes
86	Cost of waste collection per household	£34.40	£35.31	£40.96	£48.13	£43.41	TQ	Yes
91	Population served by a kerbside collection of recyclables	100%	100%	97%	88.7%	91.2%	TQ	Yes
<b>PLANNING</b>								
106	New homes on brown field sites	52%	94%	79.25%	57.14%	73.69%	BQ	No
109a	The % of major planning applications determined in 13 weeks	57%	68.9%	58%	46.88%	57.64%	3Q	No
109b	The % of minor planning applications determined in 8 weeks	58%	75.4%	69.24%	61.12%	67.85%	BQ	No
109c	The % of other planning applications determined in 8 weeks	74%	88%	84%	80%	82.48%	BQ	No
179	The % of standard searches carried out in 10 working days	34.78%	100%	99.8%	96.96%	95.54%	BQ	No
200a	Do you have a development Plan unexpired and under 5 years old?	No	Yes	No	No	47%	2Q	Same
200b	Are there Proposals on deposit for alteration or a replacement plan within 3 years	Yes	Yes	No	No	41%	TQ	Yes
204	Planning Appeals	34%	25%	30%	37.5%	31%	3Q	No
205	Quality of planning services checklist	83%	88.9%	83.3%	72.2%	78.8%	3Q	Yes
<b>ENVIRONMENTAL HEALTH</b>								
166a	Score against an Environmental Health checklist	80%	97%	90%	79.1%	84.9%	3Q	No

BVPI	Description	Babergh 04/05 actual	2004/05 All England figures				Babergh Quartile Position 04/05	Better than average?
			TQ	Median	BQ	Average		
<b>COMMUNITY SAFETY</b>								
126a	The % of domestic burglaries per 1000 households	4.87%	6.9%	9.69%	14.23%	11.54%	TQ	Yes
127a	The % of Violent offences by a stranger per 1,000 pop'n	1.59%	3%	5.33%	8.71%	7.12%	TQ	Yes
127b	The % of violent offences in a public place stranger per 1000 population	5.09%	5.96%	9.14%	12.70%	10.21%	TQ	Yes
127c	The % of violent offences in connection with licensed premises stranger per 1,000 pop'n	0.68%	0.63%	1.16%	1.78%	1.38%	2Q	Yes
127d	The % of Violent offences committed under influence stranger per 1,000 pop'n	2.77%	2%	3.25%	5.41%	4.09%	2Q	Yes
128a	The % of vehicle crimes per 1,000 pop'n	6.8%	7.77%	10.23%	15.04%	11.99%	TQ	Yes
174	The % of racial incidents reported to the local authority per 100,000 pop'n	3	0	4.23	39.4	34	Contextual	Contextual
175	The % of racial incidents resulting in further action	67%	100%	100%	99%	92.79%	BQ	No
176	Actions against domestic violence	0.028	0.82	0.37	0	0.58	3Q	No
<b>COMMUNITY LEGAL SERVICES</b>								
177	% of authority expenditure on legal & advice services	NA	100.0%	73.4%	29.7%	62.0%	NA	NA

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## 2005/06 Comparison Data

BVPI	Description	Babergh 05/06 estimated actuals	Predicted 2005/06 All England figures				Babergh Quartile Position 05/06	Better than average?
			TQ	Median	BQ	Average		
<b>CORPORATE SERVICES</b>								
2a	The level of the Equality Standard for Local Government to which the authority conforms	1	2	1	1	1	2Q	Same
2b	The duty to promote race checklist score	63%	72%	58%	42%	55%	2Q	Yes
8	The percentage of Invoices for commercial goods or services paid on time	98.64%	96%	93%	89%	91%	TQ	Yes
9	The % of Council Tax collected in the year	99%	98.3%	97.6%	96.4%	97%	TQ	Yes
10	The % of Non Domestic Rates collected in the year	99%	99.1%	98.6%	98.1%	98.6%	2Q	Yes
11a	The % of top 5% earners that are women	14.2%	40.2%	29.6%	19.6%	29.5%	BQ	No
11b	The % of top 5% earners that are from ethnic minorities	0%	3.5%	0.8%	0%	2.9%	3Q	No
11c	The % of top 5% earners who have a disability	14.2%	NA	NA	NA	NA	NA	NA
12	The average number of days sick per member of staff	8.0	8.4	9.6	11.1	9.7	TQ	Yes
14	The % of staff retiring early as a % of the total workforce	0%	0.2%	0.4%	0.8%	0.7%	TQ	Yes
15	The % of people retiring on the grounds of ill health as a % of the total workforce	0%	0.1%	0.3%	0.4%	0.3%	TQ	Yes
16a	The % of staff with disabilities	6.94%	3.73%	2.47%	1.49%	2.91%	Contextual	Contextual
16b	Percentage of economically active disabled community population	11.5%	NA	NA	NA	NA	Contextual	Contextual
16x	16a/16b	60.35%	31.33%	18.27%	11.54%	28.15%	TQ	Yes
17a	The % of staff from ethnic minorities	0.55%	4.6%	1.9%	0.9%	4.7%	Contextual	Contextual
17b	Percentage of economically active minority ethnic community population	1.19%	NA	NA	NA	NA	Contextual	Contextual
17x	17a/17b	46.2%	100%	71.1%	50%	80.2%	BQ	No
156	The % of authority Buildings open to the public in which all facilities are suitable for people with disabilities	100%	87%	68%	47%	68%	TQ	Yes

BVPI	Description	Babergh 05/06 estimated actuals	Predicted 2005/06 All England figures				Babergh Quartile Position 05/06	Better than average?
			TQ	Median	BQ	Average		
157	The number of types of interaction delivered electronically as a % of the interactions that are legally permissible for electronic delivery	100%	100%	89%	80%	88%	TQ	Yes
<b>HOUSING</b>								
63	Energy Efficiency of local housing stock	62.3	69	66	61	65	3Q	No
64	Private dwellings - returned to occupation	4	56	17	4	61	3Q	No
66a	Proportion of Rent collected	98.95%	98.3%	97.4%	96.4	97	TQ	Yes
66b	Rent collection and arrears recovery: % of tenants with more than 7 weeks rent arrears	1.92%	NA	NA	NA	NA	NA	NA
66c	Rent collection and arrears recovery: % of tenants who have had Notices Seeking Possession served	3.45%	NA	NA	NA	NA	NA	NA
66d	% of tenants evicted as a result of rent arrears	0%	NA	NA	NA	NA	NA	NA
74a	Tenant satisfaction - overall service with landlord	88%	86%	84%	76%	80%	TQ	Yes
75a	Tenant satisfaction with opportunities for participation	73%	70%	64%	60%	65%	TQ	Yes
164	Does the Authority follow the CRE code of practice & Good Practice Standards and the Good Standard Practice for social landlords?	Yes	Yes	Yes	No	52%	TQ	Same
183a	Average length of stay in bed & breakfast in weeks	0	1	3	5	4	TQ	Yes
183b	Average length of stay in hostels	47.43	0	8	18	12	BQ	No
203	% change in number of families in temporary accommodation	-6.65%	-7%	9%	28%	21%	2Q	Yes
213	Housing advice service: number of preventing homelessness cases per thousand households	0.8	NA	NA	NA	NA	NA	NA
214	Repeat homelessness cases	7.32%	NA	NA	NA	NA	NA	NA
202	Number of rough sleepers	0	0	2	5	4	TQ	Yes
184a	Local authority homes which were non-decent at beginning of the year	15%	18%	30%	45%	33%	TQ	Yes
184b	Change in proportion of non-decent homes in the year	32%	23%	12%	5%	12%	TQ	Yes
212	Average time to re-let local authority housing	34.23	NA	NA	NA	NA	NA	NA
<b>BENEFITS</b>								
76a	Number of claimants visited per 1000 caseload	227.44	284	223	162	239	Contextual	Contextual

BVPI	Description	Babergh 05/06 estimated actuals	Predicted 2005/06 All England figures				Babergh Quartile Position 05/06	Better than average?
			TQ	Median	BQ	Average		
76b	Number of fraud investigators per 1000 caseload	0.37	0.3	0.4	0.5	0.4	Contextual	Contextual
76c	Number of fraud investigations per 1000 caseload	44.33	54	38	25	42	Contextual	Contextual
76d	No. of prosecutions & sanctions per 1000 caseload	9.26	5.8	4.1	2.6	4.9	Contextual	Contextual
78a	The average time taken to process new claims in days	27	28	32	41	36	TQ	Yes
78b	The average time taken to process a change in circumstances in days	13	NA	NA	NA	NA	NA	NA
79a	The % of cases processed correctly	99.2%	99%	98%	96%	97%	TQ	Yes
79b i	% of overpayments recovered against % deemed recoverable	99.91%	NA	NA	NA	NA	NA	NA
79b ii	% of overpayments recovered against % overpayment debt outstanding at the beginning of the year, plus overpayments identified during year	42.11%	NA	NA	NA	NA	NA	NA
79b iii	Housing Benefits overpayments written off as a percentage of the total overpayment debt outstanding at beginning of the year, plus overpayments identified during year.	2.04%	NA	NA	NA	NA	NA	NA
<b>ENVIRONMENT</b>								
199a	Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level	11% as at Q3	11%	18%	24%	18%	TQ	Yes
199b	Local Street and Environmental cleanliness (graffiti)	1% as at Q3	NA	NA	NA	NA	NA	NA
199c	Local Street and Environmental cleanliness (fly posting)	2% as at Q3	NA	NA	NA	NA	NA	NA
199d	Local Street and Environmental cleanliness (fly tipping) – year on year reduction in number of incidents and number of enforcement actions taken	Grade 2	NA	NA	NA	NA	NA	NA
82a i	The % of total tonnage of waste arising which has been recycled	29.93%	20%	17%	14%	17%	TQ	Yes
82a ii	Tonnage of waste arising which has been recycled	10306.29	NA	NA	NA	NA	NA	NA
82b i	The % of total tonnage of waste arising which has been sent for composting	7.55%	10.4%	6%	2.3%	7.2%	2Q	Yes
82b ii	Tonnage of waste arising which has been sent for composting	2598.43	NA	NA	NA	NA	NA	NA

BVPI	Description	Babergh 05/06 estimated actuals	Predicted 2005/06 All England figures				Babergh Quartile Position 05/06	Better than average?
			TQ	Median	BQ	Average		
84a	Number of Kilograms of household waste collected per head	407.74	398	437	492	445	2Q	Yes
84b	Household waste collection % change per head of population	0.69%	NA	NA	NA	NA	NA	NA
86	Cost of waste collection per household	£34.56	£38	£43	£50	£45	TQ	Yes
91a	Population served by a kerbside collection of recyclables (1 recyclable)	100%	NA	NA	NA	NA	NA	NA
91b	Population served by a kerbside collection of recyclables (2 recyclable)	100%	NA	NA	NA	NA	NA	NA
<b>PLANNING</b>								
106	New homes on brown field sites	70%	94%	79%	57%	74%	3Q	No
109a	The % of major planning applications determined in 13 weeks	62.07%	70%	59%	48%	59%	2Q	Yes
109b	The % of minor planning applications determined in 8 weeks	67.66%	76%	70%	62%	69%	3Q	No
109c	The % of other planning applications determined in 8 weeks	84.9%	89%	85%	81%	83%	3Q	Yes
179	The % of standard searches carried out in 10 working days	34.7%	100%	100%	97%	96%	BQ	No
200a	Did you submit the Local Development Scheme by 31/12/05 and thereafter maintain a 3 year rolling programme?	Yes	NA	NA	NA	NA	NA	NA
200b	Have you met the milestones that the current LDS sets out?	No	NA	NA	NA	NA	NA	NA
200c	Did you publish an annual monitoring report by 31/12 the last year?	Yes	NA	NA	NA	NA	NA	NA
204	Planning Appeals	30%	25%	30%	38%	31%	2Q	Yes
205	Quality of planning services checklist	90%	91%	86%	75%	81%	2Q	Yes
<b>ENVIRONMENTAL HEALTH</b>								
166a	Score against an Environmental Health checklist	90%	97%	90%	79%	85%	2Q	Yes
216a	Number of sites of potential concern with respect to land contamination	600	NA	NA	NA	NA	Contextual	Contextual

BVPI	Description	Babergh 05/06 estimated actuals	Predicted 2005/06 All England figures				Babergh Quartile Position 05/06	Better than average?
			TQ	Median	BQ	Average		
216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	30	NA	NA	NA	NA	NA	NA
217	Percentage of pollution control improvements to existing installations completed on time	TBC	NA	NA	NA	NA	NA	NA
218a	% of abandoned vehicles investigated within 24 hours	97%	NA	NA	NA	NA	NA	NA
218b	% of abandoned vehicles removed within 24 hours	75%	NA	NA	NA	NA	NA	NA
<b>CONSERVATION</b>								
219a	Conservation areas – number	28	NA	NA	NA	NA	Contextual	Contextual
219b	% of conservation areas with an up to date character appraisal	3.6%	NA	NA	NA	NA	NA	NA
219c	% of conservation areas with published management plans	0%	NA	NA	NA	NA	NA	NA
<b>COMMUNITY SAFETY</b>								
126a	The % of domestic burglaries per 1000 households	4.7	6.9	9.7	14.2	11.5	TQ	Yes
127a	% of violent offences per 1,000 pop'n	9.7	NA	NA	NA	NA	NA	NA
127b	% of robberies per 1,000 pop'n	0.15	NA	NA	NA	NA	NA	NA
128a	The % of vehicle crimes per 1,000 pop'n	7.3	7.8	10.2	15	12	TQ	Yes
174	The % of racial incidents reported to the local authority per 100,000 pop'n	1.18	0	4	39	34	Contextual	Contextual
175	The % of racial incidents resulting in further action	100%	100%	100%	99%	93%	TQ	Yes
225	Actions against domestic violence	63%	NA	NA	NA	NA	NA	NA
<b>COMMUNITY LEGAL SERVICES</b>								
226a	Advice and guidance services: total expenditure (external organizations)	£64,060	NA	NA	NA	NA	Contextual	Contextual
226b	% of money spent on advice and guidance services: CSL quality mark	100%	NA	NA	NA	NA	NA	NA
226c	Total amount spent on advice and guidance direct provision	£32,170	NA	NA	NA	NA	Contextual	Contextual

## 2006/07 Comparison Data

BVPI	Description	Babergh 06/07 targets	Predicted 2006/07 All England figures				Babergh Quartile Position 06/07	Better than average?
			TQ	Median	BQ	Average		
<b>CORPORATE SERVICES</b>								
2a	The level of the Equality Standard for Local Government to which the authority conforms	2	2	2	1	2	TQ	Same
2b	The duty to promote race checklist score	79%	79%	63%	50%	60%	TQ	Yes
3	Satisfaction with the local authority	75%	72%	67%	63%	NA	TQ	NA
4	Satisfied with complaint handling	35%	45%	41%	38%	NA	BQ	NA
8	The percentage of Invoices for commercial goods or services paid on time	100%	96%	93%	89%	91%	TQ	Yes
9	The % of Council Tax collected in the year	99.1%	98.3%	97.6%	96.4%	97%	TQ	Yes
10	The % of Non Domestic Rates collected in the year	99.3%	99.2%	98.7%	98.2%	98.7%	TQ	Yes
11a	The % of top 5% earners that are women	14.2%	40.2%	29.6%	19.6%	29.5%	BQ	No
11b	The % of top 5% earners that are from ethnic minorities	7.1%	3.5%	0.8%	0%	2.9%	TQ	Yes
11c	The % of top 5% earners who have a disability	14.2%	NA	NA	NA	NA	NA	NA
12	The average number of days sick per member of staff	7.4	8.4	9.6	11.1	9.7	TQ	Yes
14	The % of staff retiring early as a % of the total workforce	0%	0.2%	0.4%	0.8%	0.7%	TQ	Yes
15	The % of people retiring on the grounds of ill health as a % of the total workforce	0%	0.1%	0.3%	0.4%	0.3%	TQ	Yes
16a	The % of staff with disabilities	8.4%	3.73%	2.47%	1.49%	2.91%	Contextual	Contextual
16b	Percentage of economically active disabled community population	11.5%	NA	NA	NA	NA	Contextual	Contextual
16x	16a/16b	73%	31.33%	18.27%	11.54%	28.15%	TQ	Yes
17a	The % of staff from ethnic minorities	1%	4.6%	1.9%	0.9%	4.7%	Contextual	Contextual
17b	Percentage of economically active minority ethnic community population	1.19%	NA	NA	NA	NA	Contextual	Contextual
17x	17a/17b	84%	100%	71.1%	50%	80.2%	2Q	Yes
156	The % of authority Buildings open to the public in which all facilities are suitable for people with disabilities	100%	95%	75%	58%	75%	TQ	Yes

BVPI	Description	Babergh 06/07 targets	Predicted 2006/07 All England figures				Babergh Quartile Position 06/07	Better than average?
			TQ	Median	BQ	Average		
157	The number of types of interaction delivered electronically as a % of the interactions that are legally permissible for electronic delivery	100%	100%	97%	89%	96%	TQ	Yes
<b>HOUSING</b>								
63	Energy Efficiency of local housing stock	63	70	67	62	66	3Q	No
64	Private dwellings - returned to occupation	8	56	17	4	61	3Q	No
66a	Proportion of Rent collected	99.2%	98.4%	97.5%	96.5%	97%	TQ	Yes
66b	Rent collection and arrears recovery: % of tenants with more than 7 weeks rent arrears	1.5%	NA	NA	NA	NA	NA	NA
66c	Rent collection and arrears recovery: % of tenants who have had Notices Seeking Possession served	2%	NA	NA	NA	NA	NA	NA
66d	% of tenants evicted as a result of rent arrears	0%	NA	NA	NA	NA	NA	NA
74a	Tenant satisfaction - overall service with landlord	93%	89%	85%	78%	82.1%	TQ	Yes
75a	Tenant satisfaction with opportunities for participation	75%	71%	66%	61%	66%	TQ	Yes
164	Does the Authority follow the CRE code of practice & Good Practice Standards and the Good Standard Practice for social landlords?	Yes	Yes	Yes	No	55%	TQ	Same
183a	Average length of stay in bed & breakfast in weeks	3	1	3	5	4	2Q	Yes
183b	Average length of stay in hostels	40	0	8	18	12	BQ	No
203	% change in number of families in temporary accommodation	-7%	-7%	9%	28%	21%	TQ	Yes
213	Housing advice service: number of preventing homelessness cases per thousand households	0.83	NA	NA	NA	NA	NA	NA
214	Repeat homelessness cases	5%	NA	NA	NA	NA	NA	NA
202	Number of rough sleepers	0	0	2	5	4	TQ	Yes
184a	Local authority homes which were non-decent at beginning of the year	15%	15%	27%	42%	31%	TQ	Yes
184b	Change in proportion of non-decent homes in the year	47%	23%	12%	5%	12%	TQ	Yes
212	Average time to re-let local authority housing	35	NA	NA	NA	NA	NA	NA
<b>BENEFITS</b>								
76a	Number of claimants visited per 1000 caseload	250	286	240	168	249	Contextual	Contextual

BVPI	Description	Babergh 06/07 targets	Predicted 2006/07 All England figures				Babergh Quartile Position 06/07	Better than average?
			TQ	Median	BQ	Average		
76b	Number of fraud investigators per 1000 caseload	0.4	0.4	0.5	0.6	0.5	Contextual	Contextual
76c	Number of fraud investigations per 1000 caseload	50	55	39	26	43	Contextual	Contextual
76d	No. of prosecutions & sanctions per 1000 caseload	9	6.2	4.7	3.2	5.5	Contextual	Contextual
78a	The average time taken to process new claims in days	20	25	30	37	34	TQ	Yes
78b	The average time taken to process a change in circumstances in days	8	NA	NA	NA	NA	NA	NA
79a	The % of cases processed correctly	100%	99%	98%	96%	97%	TQ	Yes
79b i	% of overpayments recovered against % deemed recoverable	101%	NA	NA	NA	NA	NA	NA
79b ii	% of overpayments recovered against % overpayment debt outstanding at the beginning of the year, plus overpayments identified during year	60%	NA	NA	NA	NA	NA	NA
79b iii	Housing Benefits overpayments written off as a percentage of the total overpayment debt outstanding at beginning of the year, plus overpayments identified during year.	7%	NA	NA	NA	NA	NA	NA
80	Overall satisfaction with the Benefits Service	88%	85%	81%	76%	NA	TQ	NA
<b>ENVIRONMENT</b>								
199a	Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level	15%	10%	17%	23%	17%	2Q	Yes
199b	Local Street and Environmental cleanliness (graffiti)	5%	NA	NA	NA	NA	NA	NA
199c	Local Street and Environmental cleanliness (fly posting)	9.5%	NA	NA	NA	NA	NA	NA
199d	Local Street and Environmental cleanliness (fly tipping) – year on year reduction in number of incidents and number of enforcement actions taken	Grade 2	NA	NA	NA	NA	NA	NA
82a i	The % of total tonnage of waste arising which has been recycled	31%	22%	19%	16%	19%	TQ	Yes
82a ii	Tonnage of waste arising which has been recycled	11000	NA	NA	NA	NA	NA	NA
82b i	The % of total tonnage of waste arising which has been sent for composting	6%	11%	7%	3%	8%	3Q	No
82b ii	Tonnage of waste arising which has been sent for composting	2160	NA	NA	NA	NA	NA	NA

BVPI	Description	Babergh 06/07 targets	Predicted 2006/07 All England figures				Babergh Quartile Position 06/07	Better than average?
			TQ	Median	BQ	Average		
84a	Number of Kilograms of household waste collected per head	430	398	437	492	445	2Q	Yes
84b	Household waste collection % change per head of population	2.4%	NA	NA	NA	NA	NA	NA
86	Cost of waste collection per household	£35	£40	£45	£51	£47	TQ	Yes
89	Satisfaction survey – cleanliness of streets / relevant land	75%	73%	68%	61%	NA	TQ	NA
90a	Satisfaction survey – waste collection	85%	94%	91%	86%	NA	BQ	NA
90b	Satisfaction survey – recycling facilities	75%	77%	72%	65%	NA	2Q	NA
91a	Population served by a kerbside collection of recyclables (1 recyclable)	100%	NA	NA	NA	NA	NA	NA
91b	Population served by a kerbside collection of recyclables (2 recyclable)	100%	NA	NA	NA	NA	NA	NA
<b>PLANNING</b>								
106	New homes on brown field sites	40%	94%	79%	57%	74%	BQ	No
109a	The % of major planning applications determined in 13 weeks	65%	71%	60%	49%	60%	2Q	Yes
109b	The % of minor planning applications determined in 8 weeks	75%	76%	70%	62%	69%	2Q	Yes
109c	The % of other planning applications determined in 8 weeks	85%	89%	85%	81%	83%	2Q	Yes
111	Satisfaction survey – processing planning applications	73%	84%	77%	72%	NA	3Q	NA
179	The % of standard searches carried out in 10 working days	90%	100%	100%	97%	96%	BQ	No
200a	Did you submit the Local Development Scheme by 31/12/05 and thereafter maintain a 3 year rolling programme?	Yes	NA	NA	NA	NA	NA	NA
200b	Have you met the milestones that the current LDS sets out?	Yes	NA	NA	NA	NA	NA	NA
200c	Did you publish an annual monitoring report by 31/12 the last year?	Yes	NA	NA	NA	NA	NA	NA
204	Planning Appeals	30%	25%	30%	38%	31%	2Q	Yes
205	Quality of planning services checklist	90%	95%	89%	78%	84%	2Q	Yes
<b>ENVIRONMENTAL HEALTH</b>								
166a	Score against an Environmental Health checklist	90%	97%	90%	79%	85%	2Q	Yes
216a	Number of sites of potential concern with respect to land contamination	600	NA	NA	NA	NA	Contextual	Contextual

BVPI	Description	Babergh 06/07 targets	Predicted 2006/07 All England figures				Babergh Quartile Position 06/07	Better than average?
			TQ	Median	BQ	Average		
216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	30	NA	NA	NA	NA	NA	NA
217	Percentage of pollution control improvements to existing installations completed on time	TBC	NA	NA	NA	NA	NA	NA
218a	% of abandoned vehicles investigated within 24 hours	90%	NA	NA	NA	NA	NA	NA
218b	% of abandoned vehicles removed within 24 hours	75%	NA	NA	NA	NA	NA	NA
<b>CONSERVATION</b>								
219a	Conservation areas – number	28	NA	NA	NA	NA	Contextual	Contextual
219b	% of conservation areas with an up to date character appraisal	3.6%	NA	NA	NA	NA	NA	NA
219c	% of conservation areas with published management plans	0%	NA	NA	NA	NA	NA	NA
<b>COMMUNITY SAFETY</b>								
126a	The % of domestic burglaries per 1000 households	TBC	6.9	9.7	14.2	11.5	TBC	TBC
127a	% of violent offences per 1,000 pop'n	TBC	NA	NA	NA	NA	NA	NA
127b	% of robberies per 1,000 pop'n	TBC	NA	NA	NA	NA	NA	NA
128a	The % of vehicle crimes per 1,000 pop'n	TBC	7.8	10.2	15.0	12.0	TBC	TBC
174	The % of racial incidents reported to the local authority per 100,000 pop'n	0	0	4	39	35	Contextual	Contextual
175	The % of racial incidents resulting in further action	100%	100%	100%	99%	93%	TQ	Yes
225	Actions against domestic violence	63%	NA	NA	NA	NA	NA	NA
<b>COMMUNITY LEGAL SERVICES</b>								
226a	Advice and guidance services: total expenditure (external organizations)	£74,360	NA	NA	NA	NA	NA	Contextual
226b	% of money spent on advice and guidance services: CSL quality mark	100%	NA	NA	NA	NA	NA	NA
226c	Total amount spent on advice and guidance direct provision	£32,170	NA	NA	NA	NA	NA	Contextual
<b>CULTURAL AND LEISURE SERVICES</b>								
119a	Satisfaction with cultural and recreational facilities – sport and leisure facilities	50%	66%	60%	55%	NA	BQ	NA
119d	Satisfaction with cultural and recreational facilities – theatres and concert halls	40%	63%	55%	43%	NA	BQ	NA

BVPI	Description	Babergh 06/07 targets	Predicted 2006/07 All England figures				Babergh Quartile Position 06/07	Better than average?
			TQ	Median	BQ	Average		
119e	Satisfaction with cultural and recreational facilities parks and open spaces	68%	80%	75%	69%	NA	BQ	NA

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