

**BEST VALUE PERFORMANCE INDICATORS 2005-2006**

**Analysis Key**

% Diff	↑	Improved or Strong Performance
% Diff	↔	Same or Less then 5% change
% Diff	↓	Worse or Weak Performance

**FINAL 2005/2006**

POPULATION - 61,900  
PROPERTIES - 28,390

Data not required for the year or BVPI deleted

PI No.	Description	Content	Good	YEAR ON YEAR COMPARISONS							4 YEAR TREND 3 Yrs if data not available		FUTURE TARGETS			COMMENTS	
				02/03 Actual	% Diff	03/04 Actual	% Diff	04/05 Actual	% Diff	2005/2006 Actual	2005/2006 Target	% Change Actuals 2002-2006	Better/Worse or Strong / Weak	06/07 Target	07/08 Target		08/09 Target
					↔		↔		↔								
<b>CORPORATE HEALTH</b>																	
2a	Equality Standard for Local Government - Level Achieved	No (1-5)	High	0	-	0	-	0	-	0	1	0.0%	↓	1	2	4	A diversity working group will shortly be set up and will work towards achieving these targets.
2b	Duty to promote race equality - RES list checklist score	%	High			0%	-	0%	-	0%	20%	0.0%	↓	20%	30%	40%	A diversity working group will shortly be set up and will work towards achieving these targets.
3	Citizens satisfied with the overall service provided	%	High	63.40% 2000/2001	-25.9%	47%				47% 2003/2004	Next Survey 2006/2007			75.00%			Next survey 2006/2007
4	Complainants satisfied with the handling of their complaint	%	High	41.10% 2000/2001	-27.0%	30%				30% 2003/2004	Next Survey 2006/2007			50.00%			Next survey 2006/2007
8	Percentage of Invoices paid on time (within agreed terms)	%	High	Not collected	-	86.60%	-15.5%	73.20%	-8.5%	67.00%	100.00%	-22.6%	↓	100.00%	100.00%	100.00%	Mandatory targets of 100% are set nationally - this is unrealistic. A more realistic target for 2006/07 is 75%. The performance for 2005/06 has been adversely affected by the installation of new software/processes as well as long periods of sickness absence for key invoice approvers.
9	Council Tax collected	%	High	97.05%	0.2%	97.21%	0.4%	97.59%	0.2%	97.83%	98.00%	0.8%	↑	98.25%	98.50%	98.75%	Targets previously set by ODPM. High performance in this area will be maintained
10	NNDR (Business Rates) collected	%	High	97.29%	0.8%	98.06%	0.3%	98.33%	0.5%	98.80%	98.50%	1.6%	↑	99.00%	99.00%	99.00%	Targets previously set by ODPM. High performance in this area will be maintained
11a	% of top paid 5% of Local Authority staff who are women	%	High	29.41%	-2.9%	28.57%	25.0%	35.71%	-6.7%	33.33%	38.00%	13.3%	↑	41.00%	45.00%	45.00%	Employment policies have been reviewed to include flexible working
11b	% of top paid 5% of staff who are from an ethnic minority	%	High	0.00%	-	0.00%	-	0.00%	-	0.00%	2.00%	No change	↔	4.00%	6.00%	6.00%	Policies and practices exist to encourage ethnicity - no significant ethnic groups in the County
11c	% of top paid 5% of Authority staff who have a disability	%	High							0.00%	New BVPI	-	↓	0.00%	0.00%	0.00%	Will be reviewed following appointment of new HR Manager for 2006/2007
12	Number of Days lost due to sickness per member of staff	Days	Low	7.70	58.8%	12.23	6.9%	13.07	-26.1%	9.66	13.00	25.5%	↓	7.00	5.00	4.00	Policies and procedures are being developed to promote well being and it is hoped this figure can be reduced.
14	% Employees retiring early - as a percentage of total work force	%	Low	0.30%	460.0%	1.68%	0.6%	1.69%	-100.0%	0.00%	0.14%	-100.0%	↑	0.14%	0.14%	0.14%	Restructuring is now almost complete and it is envisage this figure will be low for the future
15	% Employees retiring early on grounds of ill health	%	Low	0.30%	13.3%	0.34%	300.0%	1.36%	-100.0%	0.00%	0.34%	-100.0%	↑	0.34%	0.34%	0.34%	Restructuring is now almost complete and it is envisage this figure will be low for the future
16a	% of Authority employees with a disability	%	High	0.90%	-33.3%	0.60%	-50.0%	0.30%	0.49%	0.55%	6.22%	-38.9%	↓	6.22%	6.22%	6.22%	The Council already actively encourages applicants but will review opportunities for greater diversity
16b	% Working age (18-65) people in the Area who have a disability	%	N/A							15.39%							Will not be revised until next census
17a	% Employees from ethnic minority communities	%	High	0.3%	-100.0%	0.0%	-	0.0%	-	0.3%	0.3%	No change	↔	0.7%	0.9%	1.0%	Policies and practices exist to encourage ethnicity - no significant ethnic groups in the County
17b	% Working age (18-65) people in area from an ethnic minority	%	N/A							0.7%							Will not be revised until next census
156	% Buildings with facilities for people with disabilities	%	High	67.00%	7.5%	72.00%	5.6%	76.00%	5.3%	80.00%	90.00%	19.4%	↑	90.00%	90.00%	90.00%	Good progress has been made and additional work is being carried out. Limited resources in 2005/06
157	% Types of interaction enabled for electronic delivery	%	High	18.00%	124.2%	40.36%	90.4%	76.84%	24.0%	95.25%	100.00%	429.2%	↑				Now discontinued but will be used as an ongoing benchmark by TDC to monitor progress.

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<b>HOUSING</b>																	
63	Average SAP rating of local authority owned dwellings (Heating efficiency)	Number 1 to 120	High	62	-1.6%	61	9.8%	67	3.0%	69	67	11.3%	↑	70	72	74	Performance for 2005/06 shows an improvement in the SAP ratings and out targets outline future improvements programmed for the years to come.
64	Vacant Private dwellings returned to occupation /	Number	High	9	-11.1%	8	-62.5%	3	166.7%	8	17	-	-	10	10	10	Targets are based on previous years results and officers assessment of potential for improvement.
66a	% Rent collected against rent owed	%	High	96.73%	-0.4%	96.31%	0.8%	97.04%	1.0%	98.02%	98.50%	1.3%	↑	98.50%	99.00%	99.50%	Rent collected is already high but still being improved on year on year.
66b	% Tenants with more then 7 weeks rent arrears	%	Low							4.84%	New BVPI	-	-	8.00%	8.00%	8.00%	First year of calculation so no comparative data yet available to comment on
66c	% Tenants in arrears - notices seeking possession served	%	Low							3.66%	New BVPI	-	-	7.00%	7.00%	7.00%	First year of calculation so no comparative data yet available to comment on
66d	% Tenants evicted as a result of rent arrears	%	Low							0.12%	New BVPI	-	-	0.25%	0.25%	0.25%	First year of calculation so no comparative data yet available to comment on but figure is low
74a	Tenant satisfaction - overall service with landlord - all tenants	% satisfied	High	88.8% 2000/2001	0.2%	89.00%				89.00% 2003/2004	Next Survey 2006/2007			92.00%			This outcome is already very high and we only envisage minor improvements year on year.
74b	Satisfaction of tenants - black and minority ethnic tenants	% satisfied	High	Not collected	-	100.00%				100% 2003/2004	Next Survey 2006/2007			100.00%			With 100% satisfaction there is obviously no margin for improvement, however this was a small sample
74c	Satisfaction of tenants - non-black and minority ethnic tenants	% satisfied	High	Not collected	-	89.00%				89.00% 2003/2004	Next Survey 2006/2007			92.00%			This outcome is already very high and we only envisage minor improvements year on year.
75a	Tenant satisfaction - participation in management - all tenants	% satisfied	High	76.60% 2000/2001	-1.4%	75.00%				75.00% 2003/2004	Next Survey 2006/2007			80.00%			This outcome is already very high and we only envisage minor improvements year on year.
75b	Participation in management - black and minority ethnic tenants	% satisfied	High		-	100.00%				100.00% 2003/2004	Next Survey 2006/2007			100.00%			This outcome is already very high and we only envisage minor improvements year on year.
75c	Participation in management - non-black and minority ethnic	% satisfied	High		-	75.00%				75.00% 2003/2004	Next Survey 2006/2007			80.00%			This outcome is already very high and we only envisage minor improvements year on year.
164	CRE code of practice - harassment & racial equality	Yes/No	Yes	No	-	No	-	No	-	No	Yes	No change	↓	Yes	Yes	Yes	The service improvement plan will incorporate these aims
183a	Average length of stay in bed & breakfast where homeless	Weeks	Low	Not collected	-	7	-14.3%	6	33.3%	8.00	5.00	14.3%	↓	7.00	6.00	5.00	Use of B & B is declining.
183b	Average length of stay in hostels where homeless	Weeks	Low	Not collected	-	14	14.3%	16	-11.6%	14.14	10.00	1.0%	↔	14.00	13.00	12.00	Targets are based on previous years results and officers assessment of potential for improvement.
184a	% Local Authority homes which were non-decent at beginning of the Financial year	%	Low	Not collected	-	Not collected	-	27%	-7.4%	25%	19%	-	↓	15%	11%	6%	Whilst the Council still has 27% homes failing the Decent Homes standard, plans are in progress to remedy these properties by deadline of 2010. This will potentially be via a stock transfer process and should bring significant funding for property improvements as well as boosting the local economy.
184b	% Change in the proportion of non-decent homes between the start and end of the Financial	%	High	Not collected	-	Not collected	-	11.4%	140.4%	27.4%	15.0%	-	-	15.0%	15.0%	15.0%	Figure is based on info from local voluntary groups providing services to homeless.
202	Number of people sleeping rough on a single night in LA	Number	Low					5	100.0%	10	10	-	↑	10	10	10	The impact of long term stayers in private sector leased accommodation has yet to be fully felt.
203	% change in number of people in temp accom against prev yr	%	Low					Not Collected	-	Not Collected	140.00%	-	-	20.00%	19.00%	18.00%	No figures required for 2005/2006 and Deleted from April 2006
211a	Prop expenditure of planned repairs in relation to responsive	%	High							Deleted Indicator	-	-	-				No figures required for 2005/2006 and Deleted from April 2006
211b	Prop of expenditure emergency repairs compared to non-urgent	%	Low							Deleted Indicator	-	-	-				No figures required for 2005/2006 and Deleted from April 2006
212	Average time taken to re-let Local Authority Housing	Number	Low							44 Days	New BVPI	-	-	35	30	25	Steady decrease shown already and consultants analysis is expected to produce further significant reduction.
213	% Homeless households where housing advice resolved	%	High							3	New BVPI	-	-	3	3	4	Targets for 2006/07 onwards based on outcome for 2005/06 but will depend on sustained staff resources for Homelessness Prevention.
214	% Households accepted as home- less previously accepted	% Within last 2 Years	Low							3.03%	New BVPI	-	↑	4.00%	5.00%	6.00%	Actual no is very low and declining but therefore a small no of repeat cases have a bigger impact on results.

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<b>BENEFITS</b>																	
76a	Number of Housing Benefit claimants visited per 1000 caseload	Number	N/A			26.38	620.0%	189.94	0.3%	190.46	190.00	622.0%	-	203.00	203.00	203.00	The Council's aim is to achieve an 'Excellent' rating in this area. A target of 203 would meet targets for 'excellence' set by central Government (DWP).
76b	Number of fraud investigators employed per 1000 caseload	Number	N/A			0.66	-51.5%	0.32	-6.3%	0.30	0.40	-54.5%	-	0.30	0.30	0.30	No foreseeable change expected in the number of officers employed = 1.5. Decrease is due to increased caseload but static no of people employed.
76c	Number of Housing / Council Tax Benefit fraud investigations carried out per 1000 caseload	Number	N/A			Not Collected	-	31.20	-	32.08	30.00	-	-	30.00	30.00	30.00	Targets are difficult to gauge and are dependant on fraudulent activity. Efficient system in place for determining which cases to investigate.
76d	Number of prosecutions & sanctions per year per 1000 caseload	Number	N/A			6.82	-22.1%	5.31	39.7%	7.42	5.00	8.8%	-	4.25	4.25	4.25	Target for 05/06 surpassed by some margin due to efficient grading system (see 79c above). Results are the best for any Devon Local (or Unitary) Authority.
78a	Average time taken to process new Housing / Council Tax benefit claims	Cal Days	Low	Not collected	-	76.4 days	-20.4%	60.8 Days	-49.3%	30.3 Days	35.0 days	-59.7%	↑	20.0 days	15.0 days	12.0 days	Targets are in line with 'Performance Standards' set for Housing Benefits services by the Dept.Work & Pensions.
78b	Average time to process written changes in circumstances	Cal Days	Low	10.4 days	161.7%	27.2 Days	-31.6%	18.6 Days	-11.8%	16.7 Days	8.0 days	+57.7%	↓	7.0 days	6.0 days	5.0 days	During 2005/06 we shifted our focus to New Claims processing this showed a vast improvement. Then included change of circumstances. The last quarter for 2005/06 has
79a	Case processed correctly based on a random sample	%	High	96.59%	-2.1%	94.58%	-0.6%	94.00%	2.1%	96.00%	98.50%	-0.6%	↔	99.00%	99.25%	99.50%	Targets are in line with 'Performance Standards' set for Housing Benefits services by the Dept.Work & Pensions.
79b(i)	Recovery of overpaid Housing Benefit as a percentage of HB deemed recoverable during the period	%	High	Not collected	-	Not collected	-	29.54%	161.0%	77.11%	50.00%	-	-	60.00%	65.00%	70.00%	Targets are in line with 'Performance Standards' set for Housing Benefits services by the Dept.Work & Pensions.
79b(ii)	Housing Benefit Recovered as % of overpayments outstanding at the beginning of the year	%	High							30.74%	50.00%	-	-	60.00%	65.00%	70.00%	
79b(iii)	Housing Benefit written off as % of overpayments outstanding at the beginning of the year	%	N/A							3.95%	5.00%	-	-	5.00%	5.00%	5.00%	Targets are in line with 'Performance Standards' set for Housing Benefits services by the Dept.Work & Pensions.
<b>BENEFITS - USER SATISFACTION</b>																	
80(a)	Satisfaction with Contact/access facilities at benefit office	% Satisfied	High	84.7% 2000/2001	-13.5%	73%				73% 2003/2004	Next Survey 2006/2007			80.00%			Next Survey planned for 2006/2007
80(b)	Satisfaction with Service in benefit office	% Satisfied	High	86.7% 2000/2001	-12.3%	76.00%				76% 2003/2004	Next Survey 2006/2007			85.00%			Next Survey planned for 2006/2007
80(c)	Satisfaction with Telephone service	% Satisfied	High	82.90% 2000/2001	-25.2%	62.00%				62% 2003/2004	Next Survey 2006/2007			85.00%			Next Survey planned for 2006/2007
80(d)	Satisfaction with Staff in benefit office	% Satisfied	High	87.8% 2000/2001	-14.8%	74.80%				74.8% 2003/2004	Next Survey 2006/2007			88.00%			Next Survey planned for 2006/2007
80(e)	Satisfaction with Clarity etc. of forms & leaflets	% Satisfied	High	70.0% 2000/2001	-27.7%	50.60%				50.6% 2003/2004	Next Survey 2006/2007			75.00%			Next Survey planned for 2006/2007
80(f)	Satisfaction with Time taken for a decision	% Satisfied	High	72.90% 2000/2001	-17.4%	60.20%				60.2% 2003/2004	Next Survey 2006/2007			78.00%			Next Survey planned for 2006/2007
80(g)	Overall satisfaction	% Satisfied	High		-	69.10%				69.1% 2003/2004	Next Survey 2006/2007			80.00%			Next Survey planned for 2006/2007

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<b>ENVIRONMENT</b>																	
82a(i)	% Household waste sent for Recycling	% household	High	15.05%	-3.1%	14.59%	8.2%	15.78%	8.0%	17.04%	16.00%	13.2%	↑	17.50%	17.70%	17.90%	Central Government standard for Recycling + Composting = 30% by 05/06 achieved figure is 29.34% (BVPI 82ai + 82bi)
82a(ii)	Total tonnage of Household waste sent for Recycling	Number (Tonnes)	High							4,534.15	4,189.92	-	-	4,807.14	5,041.56	5,230.96	New BVPI for 2005/2006
82b(i)	% Household waste sent for Composting	% household	High	6.29%	28.3%	8.07%	7.1%	8.64%	42.4%	12.30%	14.00%	95.5%	↑	14.00%	14.00%	15.00%	Central Government standard for Recycling + Composting = 30% by 05/06 achieved figure is 29.34% (BVPI 82ai + 82bi)
82b(ii)	Total tonnage of Household waste sent for Composting	Number (Tonnes)	High							3,272.26	3,666.18	-	-	3,845.71	3,987.68	4,383.49	Late introduction of new vehicle has resulted in lower figure then target for the year.
84(a)	Household waste collected - KG per head of population	Kgs per capita	Low	398.00	1.9%	405.50	3.2%	418.30	2.8%	429.9	430.0	8.0%	↔	446.0	462.0	474.0	Significant increase in 05/06 maybe due to new green collection to 6000 houses generating more waste that would normally have been disposed of by other means.
84(b)	% change from previous year in waste collected per head	%	Low							2.77%	2.80%	-	↑	3.72%	3.59%	3.40	New BVPI for 2005/2006 - comment as above 84(a)
86	Cost of Household waste collection per household	£ per household	Low	£34.76	13.3%	£39.39	-11.1%	£35.01	23.0%	£43.07	£36.00	23.9%	↓	£45.00	£46.35	£47.74	The increase is through the extra green/cardboard recycling round being offered to an extra 5000 properties through out Torridge. Two new vehicles have also been purchased for the refuse service
89	People satisfied with cleanliness standard in their area	% satisfied	High	70.10% 2000/2001	-10.4%	62.80%				62.80% 2003/2004	Next Survey 2006/2007			70.00%			Next survey planned for 2006/2007
90a	People satisfied with household waste collection	% satisfied	High	89.50% 2000/2001	-0.2%	89.30%				89.30% 2003/2004	Next Survey 2006/2007			90.00%			Next survey planned for 2006/2007
90b	People satisfied with waste recycling	% satisfied	High	75.40% 2000/2001	-14.3%	64.60%				75.40% 2003/2004	Next Survey 2006/2007			75.00%			Next survey planned for 2006/2007
91a	% Households served by a kerbside collection of 1 or more recyclables	%	High	77.75%	0.5%	78.12%	26.8%	99.04%	0.3%	99.3%	99.4%	27.7%	↑	99.5%	99.6%	99.6%	Only 211 properties do not receive a kerbside collection. The Council is currently working to provide a collection to the 80 properties at Clovelly and the remaining 211 properties are new-builds where the road has not yet been completed or adopted by Devon County and therefore collection is not possible
91b	% Households served by a kerbside collection of 2 or more recyclables	%	High	77.75%	0.5%	78.12%	26.8%	99.04%	0.3%	99.3%	99.4%	27.7%	↑	99.5%	99.6%	99.6%	
199a	% of Land and highways that fall below acceptable levels of cleanliness (litter, detritus)	%	Low		-	14.2%	-26.6%	10.4%	-21.2%	8.2%	10.0%	-42.1%	↑	11.0%	10.0%	9.0%	We are in the process of implementing a new cleansing schedule for Torridge, results already show decrease in the number of transects surveyed below Grade B.
199b	% of Land and highways from which unacceptable levels of Graffiti are visible	%	Low							3%	New BVPI	-	↑	3%	3%	3%	As Torridge is mostly rural, we are fortunate not to incur large amounts of Graffiti and Fly posting. The most attractive areas for Graffiti and fly posting to occur are monitored daily, therefore can be dealt with quickly.
199c	% of Land and highways from which unacceptable levels of fly-posting are visible	%	Low							1%	New BVPI	-	↑	1%	1%	1%	
199d	Measurement re effectiveness of reducing and taking enforcement action against Fly-Tipping	Number (1-4)	Low							First calculation 2007	New BVPI	-	-	-	-	-	First calculation not required until 2007
218a	% New reports of abandoned vehicles investigated in 24hrs	%	High							66.19%	New BVPI	-	-	67.00%	69.00%	70.00%	Increases in efficiency to be gained by improved practices. Large area (380 Sq miles) may limit success.
218b	% Abandoned vehicles removed within 24 Hrs when authorised	%	High							85.51%	New BVPI	-	-	87.00%	88.00%	90.00%	Service level agreements will be drawn up with contractors setting out standards of service expected.
<b>ENVIRONMENTAL HEALTH</b>																	
166a	Environmental Health - score against best practice checklist	% score out of 10	High	60.0%	44.5%	86.7%	0.0%	86.7%	0.0%	86.7%	91.7%	44.5%	↑	86.7%	91.7%	91.7%	Difficult to improve on already good result and future progress will depend on acquiring a new IT system
216a	Number of contaminated sites of 'potential concern'	Number	N/A							2,657	New BVPI	-	-	2,700	2,700	2,700	All known sites now identified. Site assessment phase will be rolled out during 2006/07 (see 216b)
216b	% contaminated sites identified requiring remedial action	%	High							0%	New BVPI	-	↓	0%	0%	1%	Large number of sites (see 216a) & Central Gov has stipulated 'larger sites' first which will take longer to evaluate hence slow progress
217	%Pollution control improvements completed on time	%	High							75%	New BVPI	-	-	80%	85%	90%	Satisfactory progress although this is a new PI so no comparative data available.

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<b>PLANNING</b>																	
106	% New homes built on brown field (previously developed) sites	%	High	34.79%	-	Not Collected	-	33.84%	45.1%	49.10%	35.00%	41.1%	↑	45.00%	45.00%	45.00%	Limited brown field land supply in a rural district and the Council has no direct influence on this figure.
109a	% Major Planning Applications determined within 13 weeks	%	High	0.00%	-	24.44%	19.4%	29.17%	4.3%	30.43%	57.00%	24.5%	↑	60.00%	60.00%	60.00%	109(a) National Target 60%
109b	% Minor Planning Applications determined within 8 weeks	%	High	44.76%	5.0%	47.00%	15.3%	54.19%	2.0%	55.29%	63.00%	23.5%	↑	65.00%	70.00%	70.00%	109(b) National Target 65%
109c	% Other Planning Applications determined within 8 weeks	%	High	67.07%	-6.6%	62.61%	10.1%	68.96%	-2.9%	66.95%	75.00%	-0.2%	↔	80.00%	85.00%	85.00%	109(c) National Target 80% Processes have been redesigned which should improve results but affected 05/06 outcome while officers were involved in pilot scheme.
111	% Applicants satisfied with the service received	% satisfied	High	83.00% 2000/2001	-18.1%	68.00%				68.00% 2003/2004	Next Survey 2006/2007			80.00%			Next survey planned for 2006/2007
179	% Standard searches carried out in under 10 working days	%	High	99.80%	0.1%	99.90%	-1.7%	98.21%	1.8%	99.93%	100.00%	0.1%	↑				BVPI Deleted from April 2006
200a	Does the Authority have a Development Plan unexpired and under 5 Years old?	Yes/No	N/A		-	No	-	Yes	-	Yes		-	↑				The plan will continue to be developed and pursued in line with the overall objectives for the area. It is envisaged that good progress will be made in coming years.
200b	If 'No' proposals on deposit for alteration or replacement within 3 Years?	Yes/No	N/A		-	No	-	N/a	-	N/a		-	-				N/a
200c	Did Authority publish an annual monitoring report by Dec 2005?	Yes/No	N/A							Yes	New BVPI	-	↑	Yes	Yes	Yes	See comments above under 200a
204	% of appeals allowed against LA decision to refuse planning	%	Low					14.8%	12.8%	16.7%	20.0%	-	↔	17.0%	17.0%	17.0%	The Council intend to monitor this area and continue with this level of performance
205	% score against a 'Quality of Planning Services' checklist	% score from 18	High					61.1%	36.4%	83.3%	67.0%	-	↑	88.9%	94.4%	94.4%	Results are better then targets and an achievement given that most resources were targeted elsewhere (Planning Backlog etc).
<b>CULTURE &amp; LIBRARIES</b>																	
119a	Satisfaction with - sports/leisure facilities	% satisfied	High	56.2% 2000/2001	-4.6%	53.60%				53.60% 2003/2004	Next Survey 2006/2007			60.00%			Next survey planned for 2006/2007
119b	Satisfaction with - libraries	% satisfied	High														Devon County Council
119c	Satisfaction with - museums/galleries	% satisfied	High	64.2% 2000/2001	-19.8%	51.50%				51.50% 2003/2004	Next Survey 2006/2007			65.00%			Next survey planned for 2006/2007
119d	Satisfaction with - theatres/concert halls	% satisfied	High														None directly managed by the Council
119e	Satisfaction with - parks & open spaces	% satisfied	High	66.5% 2000/2001	14.6%	76.20%				76.20% 2003/2004	Next Survey 2006/2007			67.00%			Next survey planned for 2006/2007
170a	Visits/ usages of Museums & Galleries	Number per 1,000 pop	High	1,754	12.8%	1,978	-11.3%	1,755	14.5%	2,010	1,800	14.6%	↑	2,258	2,405	2,561	Due to Torrington Museum not being registered or Holsworthy accredited at present the actuals have decreased. Targets have been set in line with these circumstances
170b	Visits/usages of Museums / Galleries that were in person	Number per 1,000 pop	High	1,724	11.7%	1,926	-11.2%	1,711	14.7%	1,963	1,800	13.9%	↑	2,061	2,164	2,272	
170c	School pupil visits in organised groups to museums / galleries	Number of Pupils	High	1,255	43.0%	1,795	-20.6%	1,425	46.7%	2,091	1,500	66.6%	↑	2,227	2,372	2,526	
219a	Total number of Conservation Areas within the District	Number	N/A							20	New BVPI	-	-	20	20	20	Unlikely the number of conservation areas within the District will grow in the next few years
219b	% of Conservation Areas with an up-to-date character appraisal	%	High							5.00%	New BVPI	-	↓	10.00%	10.00%	10.00%	Limited resources and other priorities mean that further character appraisals will be difficult.
219c	% of Con Areas with published management proposals	%	High							0.00%	New BVPI	-	↓	0.00%	0.00%	0.00%	As with Character appraisals progress in this area will be hampered by a lack of current resources.

**BEST VALUE PERFORMANCE INDICATORS 2005-2006**

 POPULATION - 61,900  
 PROPERTIES - 28,390

Data not required for the year or BVPI deleted

**Analysis Key**

% Diff	↑	Improved or Strong Performance
% Diff	↔	Same or Less than 5% change
% Diff	↓	Worse or Weak Performance

# FINAL 2005/2006

PI No.	Description	Content	Good	YEAR ON YEAR COMPARISONS								4 YEAR TREND		FUTURE TARGETS			COMMENTS
				02/03 Actual	% Diff ↔	03/04 Actual	% Diff ↔	04/05 Actual	% Diff ↔	2005/2006 Actual	2005/2006 Target	3 Yrs if data not available		06/07 Target	07/08 Target	08/09 Target	
												% Change Actuals 2002-2006	Better/Worse or Strong / Weak				
<b>COMMUNITY SAFETY</b>																	
126	Domestic Burglaries per year, Number per 1,000 Households	No. per 1,000 households	Low	5.31	-28.4%	3.80	9.2%	4.15	27.7%	5.3	4.00	-0.2%	↑	4.0	3.9	3.7	The Council is an active participant in the North Devon Community Safety Partnership. Figures generally low compared to the national average and the fear of crime outweighs the actual possibility.
127a	Violent Crime. Number per 1,000 population	No. per 1,000 pop	Low							12.3	Revised BVPI	-	↔	11.8	11.0	10.5	
127b	Robberies. Number per 1,000 population	No. per 1,000 pop	Low							0.1	Revised BVPI	-	↑	1.0	1.0	1.0	
128	Number of Vehicle Crimes, Number per 1,000 of the population	No. per 1,000 pop	Low	5.87	-8.0%	5.40	-0.2%	5.39	-18.4%	4.4	4.90	-25.0%	↑	4.80	4.60	4.40	
174	Racial incidents involving the local authority, Number per 100,000 population	Number per 100,000 pop	Low	0.00	-	0.00	-	0.00	-	1.62	0.00	-	-	0.00	0.00	0.00	
175	Racial incidents resulting in further action	%	High	0.00%	-	0.00%	-	0.00%	-	100.00	0.00%	-	-	0.00%	0.00%	0.00%	All incidents where the authority has some measure of direct involvement will be investigated.
225	Provision / effectiveness of services to help victims of domestic violence against 12 point checklist	% against 12 point checklist	High							Not Collected	New BVPI	-	-	Not Collected	Not Collected	Not Collected	Data for this PI was not collected for 2005/06. Future reporting is a corporate issue for TDC and also needs addressing further with Devon County Council & other Devon local authorities.
<b>COMMUNITY LEGAL SERVICE</b>																	
226a	£ amount spent on advice and guidance services provided by external organisations	£ Total	N/A							£3,930	£43,000	-	-	£5,000	£7,000	£9,000	Unless the Council introduces a system for identifying and recording assistance, it will be very difficult to accurately record monies spent and predict targets.
226b	% of monies spent given to organisations holding the CLS quality mark for general help level	%	High							5.60%	100.00%	-	↓	100.00%	100.00%	100.00%	See comments under 226(a)
226c	£ amount spent in the areas of housing, welfare, and consumer matters provided by Authority direct to the Public	£	N/A							£66,800	Not Calculated	-	-	£69,000	£71,000	£73,000	See comments under 226(a)