

Revised BEST VALUE PERFORMANCE INDICATORS 2004-2005

POPULATION - 60,900
PROPERTIES - 27,938

Analysis Key		
% Diff	↑	Improved Performance
% Diff	↔	Same or Less then 5% change
% Diff	↓	Worse Performance

Data not required for the year or BVPI deleted

PI No.	Description	Content	Good	YEAR ON YEAR COMPARISONS						3 YEAR TREND 2 Yrs if data not available		FUTURE TARGETS			COMMENTS
				2002/2003 Actual	% Diff ↔	2003/2004 Actual	% Diff ↔	2004/2005 Actual	2004/2005 Target	% Change Actuals 2002-2005	Better/ Worse	2005/2006 Target	2006/2007 Target	2007/2008 Target	
CORPORATE HEALTH															
1a	Community strategy with LSP	Yes/No	Yes	Yes	-	Yes 2004-2007 Plan	-	Yes 2004-2007	Yes	-	-				BVPI Deleted from 2005/2006 - Completed for 04/05 with reviewed working arrangements planned
1b	When will Community / LSP strategy review be completed?	Date	N/A	-	-	29/03/2004	-	16/06/2005	31/03/2005	-	-				BVPI Deleted from 2005/2006 - priorities reviewed on an annual basis
1c	Progress reported to the wider community for the year?	Yes/No	Yes	Yes	-	Yes	-	No	Yes	-	↓				BVPI Deleted from 2005/2006
1d	When will strategy be in place? (not required if 1a=Yes)	Date	N/A												
2a	Equality Standard for Local Government - Level Achieved	No (1-5)	High	0	-	0	-	0	1	-	↔	1	2	3	A diversity working group has now been set up to work towards achieving these targets
2b	Duty to promote race equality - RES list checklist score	%	High			0%	-	0%	25%	-	↔	20%	40%	60%	A diversity working group has now been set up to work towards achieving these targets
3	Citizens satisfied with the overall service provided	%	High	63.40% 2000/2001	-25.9%	47%		47% 2003/2004					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					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%	100.00%	-15.5%	↓	100.00%	100.00%	100.00%	Mandatory National Target 100% . Initial problems with new IT system should be resolved for 05/06
9	Council Tax collected	%	High	97.05%	0.2%	97.21%	0.4%	97.59%	97.55%	0.6%	↔	98.00%	98.25%	98.50%	Targets set by ODPM - steady increase expected due to streamlined recovery procedures
10	NNDR (Business Rates) collected	%	High	97.29%	0.8%	98.06%	0.3%	98.33%	98.50%	1.1%	↔	98.50%	98.75%	99.00%	Targets set by ODPM - steady increase expected due to streamlined recovery procedures
11a	% of top paid 5% of Local Authority staff who are women	%	High	29.41%	-2.9%	28.57%	25.0%	35.71%	33.30%	21.4%	↑	38.00%	41.00%	45.00%	Employment policies will be reviewed for higher grade posts to include flexible working etc
11b	% of top paid 5% of staff who are from an ethnic minority	%	High	0.00%	-	0.00%	-	0.00%	0.00%	-	↔	2.00%	4.00%	6.00%	Policies and practices exist to encourage ethnicity - no significant ethnic groups within the County.
11c	% of top paid 5% of Authority staff who have a disability	%	High												New Indicator for 2005/2006 - No targets required for this year
12	Number of Days lost due to sickness per member of staff	Days	Low	7.70	58.8%	12.23	6.9%	13.07	6.50	69.7%	↓	13.00	10.00	8.00	New reporting procedures and training will be put in place during 05/06
14	% Employees retiring early - as a percentage of total work force	%	Low	0.30%	460.0%	1.68%	0.6%	1.69%	0.45%	463.3%	↓	0.14%	0.14%	0.14%	Recent re-structuring has produced higher figures
15	% Employees retiring early on grounds of ill health	%	Low	0.30%	13.3%	0.34%	300.0%	1.36%	0.35%	353.3%	↓	0.34%	0.34%	0.34%	Results due to difficult environment / restructuring. Will improve now permanent Chief Executive in place
16a	% of Authority employees with a disability	%	High	0.90%	-33.3%	0.60%	-50.0%	0.30%	12.00%	-66.7%	↓	6.22%	6.22%	6.22%	Target based on Census results see 16b
16b	% Working age (18-65) people in the Area who have a disability	%	N/A	15.39%	-	15.39%	-	15.39%							Next census
17a	% Employees from ethnic minority communities	%	High	0.3%	-100.0%	0.0%	-	0.0%	0.3%	-100.0%	↓	0.3%	0.3%	0.3%	Policies and practices exist to encourage ethnicity - no significant ethnic groups within the County
17b	% Working age (18-65) people in area from an ethnic minority	%	N/A	0.4%	-	0.7%	-	0.7%							Next census
156	% Buildings with facilities for people with disabilities	%	High	67.00%	7.5%	72.00%	5.6%	76.00%	80.00%	13.4%	↑	90.00%	90.00%	90.00%	Disability Discrimination Act work achievable will be carried out in the next 12 mths. 100% not achievable
157	% Types of interaction enabled for electronic delivery	%	High	18.00%	124.2%	40.36%	90.4%	76.84%	80.00%	326.9%	↑	100.00%	100.00%	100.00%	National Target is 100% in 2005.
180a(i)	LA Buildings Actual/Typical energy consumption - electricity	%	Low	103.00%		Not required for 2003/2004		Not required for 2004/2005							BVPI not required for 2004/2005 and deleted from 2005/2006
180a(ii)	LA Buildings - Actual/Typical energy consumption - fossil fuels	%	Low	111.00%		Not required for 2003/2004		Not required for 2004/2005							BVPI not required for 2004/2005 and deleted from 2005/2006

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HOUSING															
62	% Private unfit dwellings made fit/demolished	%	High	Not collected	-	3.06%	-13.1%	2.66%	2.50%	-13.1%	↓				BVPI Deleted from 2005/2006. Target exceeded through grant aid
63	Average SAP rating of local authority owned dwellings (Heating efficiency)	Number 1 to 120	High	62	-1.6%	61	9.8%	67	62	8.1%	↑	67	68	69	Accuracy in the appraisal of SAP ratings has been improved and increases over target have been achieved by the installation of high efficiency boilers
64	Vacant Private dwellings ret to occupation / demolished	Number	High	9	-11.1%	8	-62.5%	3	10	-66.7%	↓	17	10	10	Low actuals 04/05 as units not completed in time for yr end. Now completed and reflected in 05/06 target
66a	% Rent collected against rent owed	%	High	96.73%	-0.4%	96.31%	0.8%	97.04%	97.50%	0.3%	↔	98.50%	99.00%	99.00%	The aim is to make incremental improvements in levels of collection. No major changes envisaged
66b	% Tenants with more then 7 weeks rent arrears	%	Low												New BVPI for 2005/2006 - No targets required this year
66c	% Tenants in arrears - notices seeking possession served	%	Low												New BVPI for 2005/2006 - No targets required this year
66d	% Tenants evicted as a result of rent arrears	%	Low												New BVPI for 2005/2006 - No targets required this year
74a	Tenant satisfaction - overall service with landlord - all tenants 2000/2001	% satisfied	High	88.8%	0.2%	89.00%		89.00%					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%		100.00%					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%					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 2000/2001	% satisfied	High	76.60%	-1.4%	75.00%		75.00%					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%					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%					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	Yes	-	↔	Yes	Yes	Yes	Part of our Service Improvement Plan incorporates this aim.
183a	Average length of stay in bed & breakfast where homeless	Weeks	Low	Not collected	-	7	-14.3%	6	6	-14.3%	↑	5	4	4	Recent success & effectiveness of preventative strategies will continue to be monitored
183b	Average length of stay in hostels where homeless	Weeks	Low	Not collected	-	14	14.3%	16	12	14.3%	↓	10	10	10	Effectiveness of preventative strategies will continue to be monitored & improved upon
184a	% Local Authority homes which were non-decent at beginning of the Financial year	%	Low	Not collected	-	Not collected	-	27%	23%	-	-	19%	15%	11%	Council will endeavour to maintain significant reductions whilst it retains ownership of stock
184b	% Change in the proportion of non-decent homes between the start and end of the Financial	%	High	Not collected	-	Not collected	-	11.4%	15.0%	-	-	15.0%	15.0%	15.0%	Council will endeavour to maintain significant reductions whilst it retains ownership of stock
185	Responsive repairs - appointments made & kept	%	High	Not collected	-	Not Collected	-	49.9%	20.00%	-	-				BVPI Deleted from 2005/2006
202	Number of people sleeping rough on a single night in LA	Number	Low					5	0-10			10	10	10	Anticipate similar rate given stability in the housing market & preventative measures
203	% change in number of people in temp accom against prev yr	%	Low					Not Collected	70.00%			140.00%	4.00%	3.00%	Expected increase 05/06 as the council will be leasing properties on a long term (3yr) basis
211a	Prop expenditure of planned repairs in relation to responsive	%	High									65%	70%	70%	New BVPI for 2005/2006. Planned maintenance will reduce expenditure on responsive repairs
211b	Prop of expenditure emergency repairs compared to non-urgent	%	Low									20%	20%	20%	New BVPI for 2005/2006 Higher cost emergency repairs will be kept to a minimum
212	Average time taken to re-let Local Authority Housing	Number	Low												New BVPI for 2005/2006 - No targets required this year
213	% Homeless households where housing advice resolved	%	High												New BVPI for 2005/2006 - No targets required this year
214	% Households accepted as home- less previously accepted	% Within last 2 Years	Low												New BVPI for 2005/2006 - No targets required this year

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BENEFITS																	
76a	Number of Housing Benefit claimants visited per 1000 caseload	Number	N/A			26.38	620.0%	189.94	130.00	-	-	190.00	190.00	190.00	Target may change due to unexpected fraudulent activity		
76b	Number of fraud investigators employed per 1000 caseload	Number	N/A			0.66	-51.5%	0.32	0.40	-	-	0.40	0.40	0.40	No foreseeable change expected in the number of officers employed		
76c	Number of Housing / Council Tax Benefit fraud investigations carried out per 1000 caseload	Number	N/A			Not Collected	-	31.20	25.00	-	-	30.00	30.00	30.00	Targets are difficult to gauge and are dependant on fraudulent activity		
76d	Number of prosecutions & sanctions per year per 1000 caseload	Number	N/A			6.82	-22.1%	5.31	3.00	-	-	5.00	5.00	5.00	Targets are difficult to gauge and are dependant on fraudulent activity		
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	40.0 Days	-20.4%		35.0 days	28.0 days	27.0 days	Results due to insufficient trained staffing levels which has now been addressed. New training officer appointed will ensure standards are maintained and correct procedures are followed
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	10.0 Days	78.9%		8.0 days	7.0 days	6.0 days	See comment above 78a
79a	Case processed correctly based on a random sample	%	High			96.59%	-2.1%	94.58%	-0.6%	94.00%	98.25%	-2.7%		98.50%	98.75%	99.00%	See comment above 78a
79b(i)	Recovery of overpaid Housing Benefit as a percentage of HB deemed recoverable during the period	%	High			Not collected	-	Not collected	-	29.54%	50.00%	-	-	50.00%	60.00%	65.00%	Temp overpayment officer recruited to set up fast track court recovery actions
79b(ii)	Housing Benefit Recovered as % of overpayments outstanding at the beginning of the year	%	High											50.00%	60.00%	65.00%	New BVPI for 2005/2006. Temp overpayment officer recruited to set up fast track court recovery actions
79b(iii)	Housing Benefit written off as % of overpayments outstanding at the beginning of the year	%	N/A											5.00%	5.00%	5.00%	New BVPI for 2005/2006. Temp overpayment officer recruited to set up fast track recovery actions
BENEFITS - USER SATISFACTION																	
80(a)	Satisfaction with Contact/access facilities at benefit office	% Satisfied	High			84.7% 2000/2001	-13.5%	73%		73%	73%						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%	76%						Next Survey planned for 2006/2007
80(c)	Satisfaction with Telephone service	% Satisfied	High			82.90% 2000/2001	-25.2%	62.00%		62%	62%						Next Survey planned for 2006/2007
80(d)	Satisfaction with Staff in benefit office	% Satisfied	High			87.8% 2000/2001	-14.8%	74.80%		74.80%	74.80%						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%		50.60%	50.60%						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%		60.20%	60.20%						Next Survey planned for 2006/2007
80(g)	Overall satisfaction	% Satisfied	High				-	69.10%		69.10%	69.10%						Next Survey planned for 2006/2007

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ENVIRONMENT															
82a(i)	% Household waste sent for Recycling	% household	High	15.05%	-3.1%	14.59%	8.2%	15.78%	19.00%	4.9%	↔	16.00%	16.00%	16.00%	Extensions to service planned - Gov standard for Recycling + Composting = 25% by 05/06, 30% by 2010
82a(ii)	Total tonnage of Household waste sent for Recycling	Number (Tons)	High									4,189.92	4,345.82	4,501.73	New BVPI for 2005/2006
82b(i)	% Household waste sent for Composting	% household	High	6.29%	28.3%	8.07%	7.1%	8.64%	8.07%	37.4%	↑	14.00%	14.00%	14.00%	Central Government standard for Recycling + Composting = 25% by 05/06 and 30% by 2010
82b(ii)	Total tonnage of Household waste sent for Composting	Number (Tons)	High									3,666.18	3,802.60	3,939.01	New BVPI for 2005/2006
84(a)	Household waste collected - KG per head of population	Kgs per capita	Low	398.00	1.9%	405.50	3.2%	418.30	410.00	5.1%	↔	430.00	446.00	462.00	Low growth targets through recycling initiatives
84(b)	% change from previous year in waste collected per head	%	Low									2.80%	3.72%	3.59%	New BVPI for 2005/2006
86	Cost of Household waste collection per household	£ per household	Low	£34.76	13.3%	£39.39	-11.1%	£35.01	42.00	0.7%	↔	£36.00	£37.00	£38.00	Increases in line with inflation
89	People satisfied with cleanliness standard in their area	% satisfied	High	70.10% 2000/2001	-10.4%	62.80%		62.80% 2003/2004					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					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					75.00%		Next survey planned for 2006/2007
91b	% Households served by a kerbside collection of recyclables	%	High	77.75%	0.5%	78.12%	26.8%	99.04%	97.40%	27.4%	↑	99.40%	99.50%	99.60%	High result already but plans are in hand to include remaining areas (Clovelly, Bideford Town Centre, Lundy)
199a	% of Land and highways that fall below acceptable levels of cleanliness (litter, detritus)	%	Low		-	14.2%	-26.6%	10.4%	13.0%	-26.6%	↑	10.0%	9.5%	9.0%	Proposed to gather this data against targets
199b	% of Land and highways from which unacceptable levels of Graffiti are visible	%	Low												New BVPI for 2005/2006 - No targets required this year
199c	% of Land and highways from which unacceptable levels of fly-posting are visible	%	Low												New BVPI for 2005/2006 - No targets required this year
199d	Measurement re effectiveness of reducing and taking enforcement action against Fly-Tipping	Number (1-4)	Low												New BVPI for 2005/2006 - No targets required this year
218a	% New reports of abandoned vehicles investigated in 24hrs	%	High												New BVPI for 2005/2006 - No targets required this year
218b	% Abandoned vehicles removed within 24 Hrs when authorised	%	High												New BVPI for 2005/2006 - No targets required this year
ENVIRONMENTAL HEALTH															
166a	Environmental Health - score against best practice checklist	% score out of 10	High	60.0%	44.5%	86.7%	0.0%	86.7%	Under Revision No Targets Req	44.5%	↑	91.7%	91.7%	91.7%	Figure already very high - limited scope for improvement
216a	Number of contaminated sites of 'potential concern'	Number	N/A												New BVPI for 2005/2006 - No targets required for this year
216b	% contaminated sites identified requiring remedial action	%	High												New BVPI for 2005/2006 - No targets required for this year
217	%Pollution control improvements completed on time	%	High												New BVPI for 2005/2006 - No targets required for this year

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				PLANNING											
106	% New homes built on brown field (previously developed) sites	%	High	34.79%	-	Not Collected	-	33.84%	45.00%	-2.7%	↔	35.00%	40.00%	45.00%	Limited brown field land supply in a rural district. Monitoring to be improved. Scope for increased % as a result of LDF process
109a	% Major Planning Applications determined within 13 weeks	%	High	0.00%	-	24.44%	19.4%	29.17%	40.00%	19.4%	↑	57.00%	60.00%	60.00%	National Target 60% - Further improvements will be related to Section review and new work practices
109b	% Minor Planning Applications determined within 8 weeks	%	High	44.76%	5.0%	47.00%	15.3%	54.19%	55.00%	21.1%	↑	63.00%	65.00%	70.00%	National Target 65% - Further improvements will be related to Section review and new work practices
109c	% Other Planning Applications determined within 8 weeks	%	High	67.07%	-6.6%	62.61%	10.1%	68.96%	70.00%	2.8%	↑	75.00%	80.00%	85.00%	National Target 80% - Improvements will be sought through Section review and new work practices
111	% Applicants satisfied with the service received	% satisfied	High	83.00%	-18.1%	68.00%		68.00%					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%	100.00%	-1.6%	↔	100.00%	100.00%	100.00%	High level of service will be maintained
200a	Does the Authority have a Development Plan unexpired and under 5 Years old?	Yes/No	N/A		-	No	-	Yes	Yes	-	↑				Torrige District Local Plan adopted during 2004/5 No targets required for this year
200b	If 'No' proposals on deposit for alteration or replacement within 3 Years?	Yes/No	N/A		-	No	-	N/a	No	-	-				N/a
200c	Did Authority publish an annual monitoring report by Dec 2005?	Yes/No	N/A												New BVPI for 2005/2006. No targets required for this year
204	% of appeals allowed against LA decision to refuse planning	%	Low					16.0%	20.0%			20.0%	20.0%	20.0%	New data and monitoring set up to record ratios. This result is better than the National average
205	% score against a 'Quality of Planning Services' checklist	% score from 18	High					61.1%	61.0%			67.0%	78.0%	78.0%	A new BVPI. Improvement will be based on planned investment in electronic delivery mechanisms.
CULTURE & LIBRARIES															
119a	Satisfaction with - sports/leisure facilities	% satisfied	High	56.2%	-4.6%	53.60%		53.60%					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%	-19.8%	51.50%		51.50%					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%	14.6%	76.20%		76.20%					67.00%		Next survey planned for 2006/2007
170a	Visits/ usages of Museums	Number per 1,000 pop	High	1,754	12.8%	1,978	-11.3%	1755	2,100	0.1%	↔	1,800	1,850	1,900	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 that were in person	Number per 1,000 pop	High	1,724	11.7%	1,926	-11.2%	1711	2,000	-0.8%	↔	1,800	1,850	1,900	
170c	School pupil visits in organised groups to museums / galleries	Number of Pupils	High	1,255	43.0%	1,795	-20.6%	1425	2,100	13.5%	↑	1,500	1,550	1,600	
219a	Total number of Conservation Areas within the District	Number	N/A												New BVPI for 2005/2006 - No targets required for this year
219b	% of Conservation Areas with an up-to-date character appraisal	%	High												New BVPI for 2005/2006 - No targets required for this year
219c	% of Con Areas with published management proposals	%	High												New BVPI for 2005/2006 - No targets required for this year

Revised BEST VALUE PERFORMANCE INDICATORS 2004-2005

POPULATION - 60,900
PROPERTIES - 27,938

Data not required for the year or BVPI deleted

Analysis Key		
% Diff	↑	Improved Performance
% Diff	↔	Same or Less then 5% change
% Diff	↓	Worse Performance

PI No.	Description	Content	Good	YEAR ON YEAR COMPARISONS						3 YEAR TREND 2 Yrs if Data not available		FUTURE TARGETS			COMMENTS
				2002/2003 Actual	% Diff ↔	2003/2004 Actual	% Diff ↔	2004/2005 Actual	2004/2005 Target	% Change Actuals 2002-2005	Better/ Worse	2005/2006 Target	2006/2007 Target	2007/2008 Target	
COMMUNITY SAFETY															
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	4.00	-21.8%	↑	4.00	3.90	3.70	Active participant in the North Devon Community Safety Partnership. New Strategy to be produced in 2005. Figures generally low compared to the national average. Fear of crime outweighs actual possibility.
127a	Violent offences committed by a stranger. Number per 1,000 population	No. per 1,000 pop	Low	1.85	24.3%	2.30	-0.9%	2.28	2.10	23.2%	↓	2.10	2.00	1.80	
127b	Violent offences committed in a public place. Number per 1,000 population	No. per 1,000 pop	Low	5.02	15.5%	5.80	2.8%	5.96	5.60	18.7%	↓	5.60	5.50	5.30	
127c	Violent offences in connection with licensed premises, Number per 1,000 population	No. per 1,000 pop	Low	1.36	2.9%	1.40	-12.1%	1.23	1.30	-9.6%	↑				BVPI deleted from 2005/2006
127d	Violent offences committed under influence, Number per 1,000 population	No. per 1,000 pop	Low	3.27	22.3%	4.00	6.7%	4.27	3.70	30.6%	↓				BVPI deleted from 2005/2006
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	5.00	-8.2%	↑	4.90	4.80	4.60	
174	Racial incidents involving the local authority, Number per 100,000 population	Number per 100,000 pop	Low	0.00	-	0.00	-	0.00	0.00	-	↔	0.00	0.00	0.00	
175	Racial incidents resulting in further action	%	High	0.00%	-	0.00%	-	0.00	0.00%	-	↔	0.00%	0.00%	0.00	
176	Domestic violence refuge places per 10,000 population	Number per 10,000 pop	High	0.03	-50.0%	0.02	0.0%	0.02	0.02	-33.3%	↓				BVPI deleted from 2005/2006
225	Provision / effectiveness of services to help victims of domestic violence against 12 point checklist	% against 12 point checklist	High												New BVPI for 2005/2006 - No targets required for this year
COMMUNITY LEGAL SERVICE															
177	Legal & advice expenditure on Quality Mark services	%	N/A	0.0%	-	12.6%	22.5%	15.4%	15.0%	22.5%	-				BVPI deleted from 2005/2006
226a	£ amount spent on advice and guidance services provided by external organisations	£ Total	N/A									£43,000	£44,300	£45,630	New BVPI for 2005/2006 - Targets will be revised following initial review
226b	% of monies spent given to organisations holding the CLS quality mark for general help level	%	High									100.00%	100.00%	100.00%	New BVPI for 2005/2006 - Targets will be revised following initial review.
226c	£ amount spent in the areas of housing, welfare, and consumer matters provided by Authority direct to the Public	£	N/A									Not available	Not available	Not available	New BVPI for 2005/2006 - New Legal Officer now in place. Targets will be revised following initial review.