

BEST VALUE BEST VALUE PERFORMANCE INDICATORS (BVPIs) - 2002/3 outturns & 2003/4, 2004/05 & 2005/06 targets						
	Number	Authority				
	197	Torrige				
			Errors 02/03 6	Errors 03/04 3	Errors 04/05 0	Errors 05/06 0
			2002/3 Outturn	2003/4 Targets	2004/5 Targets	2005/6 Targets
PI No.	Description	Contents/format	Data entry column	Data entry column	Data entry column	Data entry column
	CORPORATE HEALTH					
1a	Community strategy with LSP	Yes/No	Yes	Yes	Yes	Yes
1b	When will strategy review be completed?	Date - 00/mm/yy		00/01/04		
1c	Progress reported	Yes/No	Yes	Yes	Yes	Yes
1d	When will strategy be in place? (put 00/00/00 if no timetable & 1a is 'No')	Date - 00/mm/yy				
2a	Equality Standard for Local Government Level	Number (1-5) or 0	0	1	1	1
2b	The duty to promote race checklist score	%		Not collected		
3	Citizen satisfied with the overall service provided	% satisfied		65.00%		
4	Complainants satisfied with the handling of their complaint	% satisfied		43.00%		
8	Invoices paid on time	%	90.55%			
9	Council Tax collected	%	97.05%	97.50%	97.80%	98.00%
10	NNDR collected	%	97.29%	97.50%	98.00%	98.30%
11a	% of top 5% earners that are women	%	29.41%	33.30%	33.30%	33.30%
11b	% of top 5% earners that are from ethnic minorities	%	0.00%	4.80%	4.80%	4.80%
12	Days sick per member of staff	Days/full time equiv. employee	7.70	6.80	6.50	6.00
14	Early retirements / staff	%	0.30%	0.45%	0.45%	0.45%
15	Ill health retirements / staff	%	0.30%	0.35%	0.35%	0.35%
16a	Staff with disabilities	%	0.90%	12.00%	12.00%	12.00%
16b	Working age (18-65) people with disabilities	%	15.39%			
17a	Staff from ethnic minorities	%	0.30%	0.30%	0.30%	0.30%
17b	Working age (18-65) people from ethnic minorities	%	0.41%			
156	Buildings w/facilities for people with disabilities	%	48.57%	48.57%	51.00%	54.00%
157	Types of interaction delivered electronically	%	18.00%	39.00%	80.50%	100.00%
180a(i)	Actual/'Typical' energy consumption LA buildings - electricity (2003/04)	%	103.00%	102.00%	100.00%	98.00%
180a(ii)	Actual/'Typical' energy consumption LA buildings - fossil fuels (2003/04)	%	111.00%	110.00%	108.00%	106.00%
	HOUSING					
62	Private unfit dwellings made fit/demolished	%	Not collected	Not collected	2.50%	3.00%
63	Average SAP rating of local authority owned dwellings	Number - rating	62.00	63.00	63.00	63.00
64	Priv. dwellings - returned to occupation	Number in full - not scaled	9	10	15	20

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66a	Rent collection	%	96.73%	99.00%	99.00%	99.00%
74a	Tenant satisfaction - overall service with landlord - all tenants	% very/fairly satisfied	88.80%	90.00%	90.00%	90.00%
		Base number	716			
		Confidence interval +/- X%	4.00%			
74b	Satisfaction of tenants - black and minority ethnic tenants	% very/fairly satisfied	Not collected	90.00%	90.00%	90.00%
		Base number	Not collected			
		Confidence interval +/- X%	Not collected			
74c	Satisfaction of tenants - non-black and minority ethnic tenants	% satisfied	Not collected	90.00%	90.00%	90.00%
		Base number	Not collected			
		Confidence interval +/- X%	Not collected			
74x	Year of survey for BV74 - authorities must give the results of their most recent survey which can be for 2000/01	Financial year e.g. - 00/01	00/01			
75a	Tenant satisfaction - participation in management - all tenants	% satisfied		80.00%	80.00%	80.00%
75b	Participation in mangement - black and minority ethnic tenants	% satisfied		80.00%	80.00%	80.00%
75c	Participation in mangement - non-black and minority ethnic tenants	% satisfied		80.00%	80.00%	80.00%
164	CRE code of practice & Good Practice Standards - harassment	Yes/No	No	Yes	Yes	Yes
183a	Average length of stay in bed & breakfast	Weeks	Not collected	8.00	6.00	6.00
183b	Average length of stay in hostels	Weeks	Not collected	30.00	30.00	30.00
184a	LA homes which were non-decent at beginning of the year	%	27.67%	23.04%	19.01%	15.03%
184b	Change in proportion of non-decent homes in the year	%	15.38%	16.73%	17.49%	20.98%
185	Responsive repairs (non-emergency), appointments made & kept	%	10.62%	11.00%		
	BENEFITS					
76	Fraud scheme	Yes/No	Yes			
76a	Number of claimants visited/1000 caseload	Number		345.00	345.00	
76b	Number of fraud investigators/1000 caseload	Number		0.74	0.74	
76c	Number of fraud investigations/1000 caseload	Number		26.50	26.50	
76d	No. of prosecutions & sanctions/1000 caseload	Number		3.00	3.00	
78a	Average time new claims	Calendar days	59.61	50.00	40.00	30.00
78b	Average time change in circumstances	Calendar days	10.42	8.00	5.00	5.00
78c	Renewal claims on time	%	63.79%	70.00%	75.00%	83.00%
79a	Case processed correctly	%	96.59%	98.00%	98.25%	98.50%
79b	Recovery of overpaid benefit	%	Not collected	49.00%		

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197		Torridge		6		3	
				0		0	
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PI No.	Description	Contents/format	Data entry column	Data entry column	Data entry column	Data entry column	Data entry column
80	Benefits - User satisfaction surveys -						
80(a)	Contact/access facilities @ benefit office	% strongly agree/agree - all		87.00%			
80(b)	Service in benefit office	% strongly agree/agree - all		90.00%			
80(c)	Telephone service	% strongly agree/agree - all		85.00%			
80(d)	Staff in benefit office	% strongly agree/agree - all		90.00%			
80(e)	Clarity etc. of forms & leaflets	% strongly agree/agree - all		75.00%			
80(f)	Time taken for a decision	% strongly agree/agree - all		80.00%			
80(g)	Overall satisfaction	% strongly agree/agree - all		80.00%			
ENVIRONMENT							
199	Cleanliness of relevant land and highways	%		Not collected			
82a	Recycling	% household waste	15.05%	22.00%	22.66%	23.34%	
82b	Composting	% household waste	6.29%	5.80%	6.00%	6.20%	
84	Household waste collected	Kgs per capita	454.00	460.00	465.00	468.00	
86	Cost waste collection	£ per household	34.76	39.07	40.08	41.08	
89	People satisfied with cleanliness standard in their area	% satisfied		70.00%			
90a	People satisfied with household waste collection	% satisfied		90.00%			
90b	People satisfied with waste recycling	% satisfied		75.00%			
91	Pop served by a kerbside collection of recyclables	%	77.75%	82.00%	85.00%	88.00%	
PLANNING							
106	New homes on brown field sites	%	34.79%	45.00%	45.00%	45.00%	
107	Planning cost	£/capita	15.89	16.12	16.54	18.65	
109a	Planning major apps in 13 weeks	%	0.00%	30.00%			
109b	Planning minor apps in 8 weeks	%	44.76%	55.00%			
109c	Planning other apps in 8 weeks	%	67.07%	72.00%			
111	Applicants satisfied with the service received	% satisfied		80.00%			
179	Standard searches in 10 working days	%	99.80%	100.00%	100.00%	100.00%	
188	Decisions delegated to officers	%	83.00%	85.00%	85.00%	85.00%	
200a	Development Plan unexpired and under 5 years old?	Yes/No		No	Yes	Yes	
200b	Proposals on deposit for alteration or replacement within 3 years	Yes/No		No	No	No	
ENVIRONMENTAL HEALTH							

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166a	Environmental Health checklist	%	60.00%	100.00%	100.00%	100.00%	
CULTURE & LIBRARIES							
114	Score on 'Creating Opportunity' checklist	%	100.00%	100.00%			
119a	Satisfaction with - sports/leisure facilities	% satisfied		60.00%			
119b	Satisfaction with - libraries	% satisfied					
119c	Satisfaction with - museums/galleries	% satisfied		65.00%			
119d	Satisfaction with - theatres/concert halls	% satisfied					
119e	Satisfaction with - parks & open spaces	% satisfied		67.00%			
170a	Visits/ usages of museums	Number/1,000 pop	1,687.00	2200.00	2310.00	2425.00	
170b	Visits/usages in person	Number/1,000 pop	1,675.00	2,000.00	2,100.00	2,200.00	
170c	School pupil visits to museums	Number in full - not scaled	1,020	2,200	2,200	2,200	
COMMUNITY SAFETY							
126a	Burglaries	No. per 1,000 households	5.31	4.95			
127a	Violent offences by a stranger	No. per 1,000 pop	1.85				
127b	Violent offences in a public place	No. per 1,000 pop	5.02	4.77			
127c	Violent offences in connection with licensed premises	No. per 1,000 pop	1.36				
127d	Violent offences committed under influence	No. per 1,000 pop	3.27				
128a	Vehicle crimes	No. per 1,000 pop	5.87	4.64			
174	Racial incidents involving the local authority	Number/100,000 pop	0.00	0.00	0.00	0.00	
175	Racial incidents resulting in further action	%	0.00%	0.00%	0.00%	0.00%	
176	Domestic violence refuge places	Number/10,000 pop	0.03	0.03	0.03	0.03	
COMMUNITY LEGAL SERVICE							
177	Legal & advice expenditure on Quality Mark services	%	0.00%	11.90%	11.90%	11.90%	

Signature of Local Authority Senior Officer:

Date

Name of contact person in local authority : Jane Quick

Tel.No.

Fax No.

E-mail: Jane.Quick@Torrige.Gov.uk

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To be completed by the auditor: (Please ensure a named contact is given as opposed to a firm/region name)

I have seen and noted the above information (signature):

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Please also print name

Region&Patch/Firm

e-mail

Fax No.

Audit contact for queries (if different from above)

Tel. No:

Fax No.

E-mail

The auditor should send this return, the disc and the report of the audit (appendix C of the Reference Guide) to Worth Houghton at the Audit Commission , 1 Vincent Sq. London SW1P 2PN e-mail w-houghton@audit-commission.gov.uk