

Useful guide to interpreting the National Best Value Performance Indicator (BVPI) table

This column shows the BVPI reference, description and responsible service area.

Our audited figure:
South Ham's end of year figure that has been assessed by Auditors.

Unaudited outturn:
South Ham's end of year figure for 2007/08 which has not yet been assessed by our external Auditor.

Targets:
Shows the targets we have set ourselves for this year. Targets have not been set for the next three years due to new National Indicators which has been set for 2008/09 onwards which will replace the current set.

Service/ Indicator	2006/07 COMPARISONS (Audited Data)						2007/2008		DIRECTION OF TRAVEL		
	Best 25% Districts National (Top Quartile)	Devon Districts Average	Family Group Average	Excellent Districts Average	Sparse Districts Average	South Hams 2006/2007 Actual	2006/07 Quartile	2007 / 2008 unaudited outturn	2007 / 2008 Target	Variance	Better/ Worse or Strong/ Weak
BVPI 82a i: Percentage of household waste arisings which have been sent by the Authority for recycling (%)	24.19	21.24	20.64	22.06	20.36	27.76	Top	30.00	27.00	9.0	↑

Note:
Provides commentary on significant changes in performance.

Comparative Data:
To see how we compare with other authorities who are:

- top performing Districts
- in Devon
- similar in size
- rated as excellent by inspectors
- in a sparsely populated & rural location

Quartile Information – how we scored:

Top performing = Green /1st
Above average = Yellow/2nd
Below average = Amber/3rd
Bottom performing = Red/4th

(Based on national Comparative performance data)

2006/07 COMPARISONS (Audited Data)								2007/2008		DIRECTION OF TRAVEL	
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							Top				
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							3 rd				
							Bottom				
Corporate Health: Equality and Diversity											
BVPI 2a:											
The level of the Equality Standard for local government to which the authority conforms in respect of race, gender & disability (levels 0-5)	Na	1	2	2	2	1	Bottom	1	2	0	↔
Note: An internal Equality Monitoring Group are driving forward the actions from the Corporate Equality Scheme Action Plan which links to this BVPI. In addition to the monitoring group external assistance part funded has been obtained to also drive forward work and comply with Government guidance. To make sure we as an authority provide services internally and externally in a fair and accessible way to all in the community. At year end 72% of the work towards achieving level 2 has been completed.											
The actions for this PI are repeated each year to ensure we maintain a constant focus but due to staff changes the authority was unable to meet the 100% target.											
BVPI 2b:											
The quality of an Authority's Race Equality Scheme (RES) & the improvements resulting from its application (% score against checklist)	79	66	64	73	63	100	Top	74	100	-26.00	↓
Note: See note for BVPI 2a											
BVPI 156:											
The percentage of authority buildings open to the public in which all public areas are suitable for & accessible to disabled persons (%)	Na	78.06	78.29	63.14	76.44	71.43	Third	71.43	75.00	0	↔
BVPI 11a:											
Percentage of top-paid 5% of local authority staff who are women (%)	33.31	31.63	26.05	22.99	27.34	29.14	Second	24.86	29.20	-14.7	↓
BVPI 11b:											
Percentage of the top 5% of Local Authority staff who are from an ethnic minority (%)	3.70	1.07	0.24	0.69	1.41	0.00	Bottom	0.00	000	0	↔
BVPI 11c:											
Percentage of the top 5% of staff who have a disability (%)	5.91	1.15	3.37	3.06	3.19	0.00	Bottom	0	0	0	↔

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Corporate Health: Equality and Diversity											
BVPI 16a: The percentage of local authority employees with a disability (%)	6.25	3.25	3.34	3.33	3.55	3.39	Third	3.86	14.21	13.9	↑
BVPI 16b: The percentage of economically active people in West Devon who have a disability (%)	Na	13.44	15.11	13.46	12.73	17.07	N/A	18.71	18.71	9.6	↑
BVPI 17a: The percentage of local authority employees from ethnic minority communities (%)	3.1	0.7	1.2	2.2	1.4	0.8	Bottom	0.5	1.0	-37.5	↓
BVPI 17b: The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in West Devon (%)	Na	0.8	1.4	2.8	1.5	0.2	N/A	The Government has deleted this indicator.		Na	
Corporate Health: Revenue Collection and Payment of Invoices											
BVPI 9: Percentage of council tax collected by the Authority in the year. (%)	98.60	98.10	98.13	98.24	98.15	99.03	Top	99.15	99.00	0.1	↑
BVPI 10: Percentage of national non-domestic rates collected. (%)	99.36	99.04	98.89	98.99	98.81	99.03	Second	98.72	99.00	-0.3	↓
Note: Business Rates has a much more dynamic taxbase than Council Tax, and any large fluctuations in the level of rateable value (especially at th-1.37e end of the financial year) can adversely affect collection rates. Ability to pay is also affected by the economic climate.											
BVPI 8: Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms (%)	97.62	90.74	94.28	96.78	94.92	96.56	Second	97.27	98.00	0.9	↑

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Corporate Health: Satisfaction											
BVPI 3: Percentage of citizens satisfied with the overall service provided by the council	60	56	54	62	55	62	Top	Na	Na	Next survey 2009/2010	
BVPI 4: Percentage of complainants satisfied with the handling of their complaint	38	33	34	38	34	38	Top	Na	Na		
Corporate Health: Staff Indicators											
BVPI 12: The average number of working days/shifts lost to sickness absence per average number full time equivalent employees (fte) (days)	8.08	9.48	9.79	9.11	9.24	10.09	Third	11.54	8.00	14.3	↓
BVPI 14: Percentage of employees retiring early (excluding ill-health retirements) as a percentage of staff in the Local Government Pension Scheme (%)	0.00	0.85	0.79	0.37	0.80	0.00	Top	0.00	0.00	0	↔
BVPI 15: Percentage of local authority employees retiring on grounds of ill health as a percentage of staff in the Local Government Pension Scheme (%)	0.00	0.22	0.25	0.22	0.20	0.00	Top	0.00	0.00	0	↔

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Housing											
BVPI 64: Number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority	55	31	31	60	31	46	Second	59	50	37.2	↑
BVPI 183a: The average length of stay in <u>bed & breakfast</u> accommodation of households that are unintentionally homeless & in priority need (including dependant children or a pregnant woman) (Weeks)	1.00	5.33	3.85	3.24	3.10	7.00	Bottom	The Government has deleted this indicator.			
Note: South Hams District Council does not use hostel accommodation											
BVPI 183b: The average length of stay in <u>hostel</u> accommodation of households that are unintentionally homeless & in priority need (including dependant children or a pregnant woman) (Weeks)	0.00	5.04	8.62	8.44	8.22	NA	NA	NA	NA	NA	
BVPI 202: The number of people sleeping rough on a single night within the area of the local authority	0	3	2	2	2	0-5	Top	0-5	0-5	0	↓
Note: In view of the very low number of rough sleepers within the South Hams precise figures are not required every year. The statutory guidance states that where estimates are low (less than 5 rough sleepers) Local Authorities do not have to undertake a formal rough sleepers count for the BVPI. So an estimate of 0-5 is given.											

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BVPI 203:											
The percentage change in the average number of families (which include dependant children or a pregnant woman) placed in temporary accommodation under the homelessness legislation compared with the average from the previous year (%)	-31.69	2.26	-13.05	-11.00	10.39	4.11	Bottom	The Government has deleted this indicator.		NA	
BVPI 213:											
Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), & for whom housing advice casework intervention resolved their situation-number of homelessness cases prevented (%)	4	14	8	8	7	2	Top	4	5	100	↑
BVPI 214:											
Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years- repeat homelessness (%)	0.00	1.77	1.04	1.34	1.96	3.92	Bottom	The Government has deleted this indicator.		NA	

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Housing Benefits: Fraud											
BVPI 76a: Housing Benefit Security (per 1,000 caseload). Number of claimants visited	4	14	8	8	7	2	NA	The Government has deleted this indicator.		NA	
BVPI 76b: Housing Benefit Security (per 1,000 caseload). Number of fraud inspectors employed	NA	0.30	0.30	0.37	0.14	0.26	NA	0.28	0.25	7.7	↑
BVPI 76c: Housing Benefit Security (per 1,000 caseload). Number of fraud investigations carried out	NA	34.73	47.30	43.48	47.21	55.45	NA	58.50	48.00	5.5	↑
BVPI 76d: Housing Benefit Security (per 1,000 caseload). Number of prosecutions & sanctions	NA	4.58	5.15	7.62	5.56	3.89	NA	7.19	4.25	84.8	↑
Housing Benefits: Speed of Processing											
BVPI 78a: Speed of processing Housing Benefit/Council Tax claims: Average times for processing new claims (number of days)	24.0	30.1	31.4	25.7	29.7	28.7	Third	16.7	24.0	-41.0	↑
BVPI 78b: Speed of processing Housing Benefit/Council Tax claims: Average time for processing notifications of changes to a claimant's circumstance	7.1	12.3	13.9	9.6	10.5	19.6	Bottom	9.6	8.0	-51.0	↑

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Housing Benefits: Accuracy of Processing											
BVPI 79a: The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct (%)	99.20	97.43	96.85	98.60	97.75	98.40	Second	98.60	99.00	0.2	↓
BVPI 79b i: The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments (%)	81.71	69.65	76.74	76.83	74.21	74.66	Second	61.25	75.00	-18.0	↓
BVPI 79b ii: Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year (%)	39.02	32.81	35.99	38.11	35.15	31.57	Third	30.82	44.00	-2.4	↔
BVPI 79b iii: Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year (%)	NA	6.08	5.25	5.23	5.02	6.42	Third	5.45	10.00	-15.1	↔

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BVPI 80a: Percentage of residents satisfied with the contact and access facilities at the benefit office (%)	84	81	79	81	81	83	Top	New National Indicators implemented 2008/09. No requirement to carry out a BVPI user satisfaction survey from 2006/07.		NA	
BVPI 80b: Percentage of residents satisfied with the service in the benefit office (%)	87	81	81	82	83.15	84	Second				
BVPI 80c: Percentage of residents satisfied with the telephone service (%)	82	76	74	78	78	82	Top				
BVPI 80d: Percentage of residents satisfied with the staff in the benefit office (%)	86	83	82	83	83	85	Top				
BVPI 80e: Percentage of residents satisfied with the clarity of forms and leaflets (%)	66	62	61	63	64	66	Top				
BVPI 80f: Percentage of residents satisfied with the time taken to make a decision (%)	80	73	67	74	74	74	Second				
BVPI 80g: Percentage of residents satisfied with the Benefits service overall (%)	84	81	78	81	81	82	Second				

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Waste Management: Recycling											
BVPI 82a i: Percentage of household waste arisings which have been sent by the Authority for recycling (%)	24.19	21.24	20.64	22.06	20.36	27.76	Top	30.00	27.00	9	↑
BVPI 82a ii: Total tonnage of household waste arisings which have been sent by the Authority for recycling (tonnes)	Comparative data in respect of this indicator would be misleading as actual tonnages vary according to size of authority.					9757.53	n/a	10,073	9023	2.6	NA
BVPI 82b i: The percentage of household waste sent by the Authority for composting (%)	17.97	16.53	11.43	15.74	12.99	21.09	Top	26.90	25.0	31.2	↑
BVPI 82b ii: The tonnage of household waste sent by the Authority for composting (tonnes)	Comparative data in respect of this indicator would be misleading as actual tonnages vary according to size of authority.					7429.13	n/a	9082.04	8320.00	24.9	NA
BVPI 84a: Number of Kgs of household waste collected per head of the population (Kgs)	380.8	405.6	418.3	413.3	422.5	426.0	Third	403.4	404.0	-5.8	↑
BVPI 84b: Percentage change from the previous financial year in the number of Kgs of household waste collected per head of the population (%)	-1.87	3.91	4.32	5.05	0.72	3.52	Third	-6.12	0.00	-511.6	↑


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BVPI 91a: Percentage of households resident in the authority's area served by kerbside collection of recyclables (%)	100	99.5	94.1	97.1	95.6	100	Top	100	100	0	↔
BVPI 91b: Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables (%)	100	99.5	89.6	96.9	92.9	100	Top	100	100	0	↔
BVPI 90a: Percentage of people satisfied with household waste collection (%)	86	80	83	79	80	71.0		New National Indicators implemented 2008/09. No requirement to carry out a BVPI user satisfaction survey from 2006/07.	NA		
BVPI 90b: Percentage of people satisfied with waste recycling facilities (%)	76	73	74	73	73	76					
<i>Note: Satisfaction surveys are carried out every three years and the comparative information covers 2006/07.</i>											
BVPI 86: Cost of household waste collection per household (£)	42.14	52.38	46.52	48.77	51.71	52.36	Third	62.79	49.22	19.9	↓

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Bottom											
Street Cleaning											
BVPI 199a: The proportion of relevant land & highways (expressed as a percentage) that is assessed as having combined deposits of litter & detritus that fall below an acceptable level (%)	6.0	8.6	9.2	9.7	9.4	4.0	Top	2.0	16	-50	↑
BVPI 199b: The proportion of relevant land & highways (expressed as a percentage) from which unacceptable levels of graffiti are visible (%)	0	1	1	2	1	0	Top	0	3	0	↔
BVPI 199c: The proportion of relevant land & highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible (%)	0	0	0	1	1	0	Top	0	3	0	↔
BVPI 199d: The year-on-year reduction in total number of incidents & increase in total number of enforcement actions taken to deal with 'fly-tipping'	Na	Na	Na	Na	Na	346	Na	366	385	5.8	↓
BVPI 89: Satisfaction with the cleanliness of public space (%)	74	73	73	73	72	77	Top	New National Indicators implemented 2008/09. No requirement to carry out a BVPI user satisfaction survey from 2006/07.		NA	

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Environmental Health											
BVPI 166a: Score against Environmental Health Checklist of enforcement best practice (%)	100	99.1	93.2	91.7	92.4	100	Top	100	100	0	↔
BVPI 216a: Contaminated land- Number of 'sites of potential concern' in local authority area	Na	1449	1496	1064	1470	2263	NA	1220	1222	1043	↑
BVPI 216b: Contaminated land- Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern (%)	10	32	14	20	11	48	Top	25	1	-47.9	↑
BVPI 217: Percentage of pollution control improvements to existing installations completed on time (%)	100	86	84	91	88	85	Bottom	100	90	17.6	↑
BVPI 218a: Percentage of new reports of abandoned vehicles investigated within 24 hours of notification (%)	98.22	62.03	76.46	75.64	85.58	7.67	Bottom	57.00	70.00	643.2	↑
BVPI 218b: Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to move the vehicle (%)	97.76	62.35	71.61	77.05	79.91	50	Bottom	100	65	100	↑

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Planning											
BVPI 106: Percentage of new homes built on previously developed land (%)	91.00	59.25	63.75	78.24	63.61	59.00	Bottom	50.00	30.00	-15.3	↓
BVPI 109a: Percentage of major planning applications determined in 13 weeks (%)	80.71	73.92	72.87	69.80	72.25	73.08	Third	75.00	60.00	2.6	↑
BVPI 109b: Percentage of minor planning applications determined in 8 weeks (%)	83.66	71.95	72.62	72.89	74.63	68.56	Bottom	66.67	65.00	-2.8	↓
BVPI 109c: Percentage of other planning applications determined in 8 weeks (%)	92.57	84.59	86.48	86.50	86.31	86.47	Third	84.19	80.00	-2.6	↓
BVPI 111: Satisfaction of applicants with planning service (% satisfied)	79	72	71	72	72	79		New National Indicators implemented 2008/09. No requirement to carry out a BVPI user satisfaction survey from 2006/07.		NA	
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BVPI 204: Percentage of appeals allowed against the authority's decision to refuse planning applications (%)	25.0	36.1	29.9	32.0	30.1	34.0	Third	31.2	30.0	-8.2	↑
BVPI 205: Quality of planning service checklist (%)	100	97.2	94.7	94.7	92.2	94.0	Third	100	100	6.4	↑
BVPI 200a: Did the local planning authority submit the Local Development Scheme (LDS) by 28 th March 2005 & thereafter maintain a 3 year rolling programme?	Na	Na	Na	Na	Na	Yes	Na	Yes	Yes	NA	
BVPI 200b: Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Na	Na	Na	Na	Na	Yes	Na	No	Yes	NA	
BVPI 200c: Did the local planning authority publish an annual monitoring report by 31 st December each year?	Na	Na	Na	Na	Na	Yes	Na	The Government has deleted this indicator.		NA	

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Culture and Related Services											
BVPI 119a: Resident satisfaction sport / leisure Facilities (%)	65	62	62	65	58	65	NA	New National Indicators implemented 2008/09. No requirement to carry out a BVPI user satisfaction survey from 2006/07.		NA	
BVPI 119e: Resident satisfaction parks / open Spaces (%)	35.07	23.29	18.62	25.68	20.35	19.56	NA			NA	
BVPI 219a: Total number of conservation areas in the local authority area	Na	34	32	39	65	47	Na	The Government has deleted this indicator.		NA	
BVPI 219b: Percentage of conservation areas in the local authority area with an up-to-date character appraisal (%)	35.07	23.29	18.62	25.68	20.35	19.56	Third	23.40	25.00	22.3	
BVPI 219c: Percentage of conservation areas with published management proposals (%)	15.10	8.66	3.56	10.57	10.33	4.34	Third	The Government has deleted this indicator.		NA	

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Community Safety											
BVPI 126a: Domestic burglaries per 1,000 households in the local authority area	5.0	5.5	5.1	7.9	5.7	2.5	Top	2.5	2.48	0	↔
BVPI 127a: Violent crimes per year, per 1,000 population in the local authority area	11.4	13.9	14.4	14.3	12.8	9.5	Top	8.4	9.4	-11.6	↑
BVPI 127b: Robberies per year, per 1,000 population in the local authority area	0.2	0.2	0.3	0.4	0.3	0.1	Top	0	N/a.	-100	↑
BVPI 128: The number of vehicles crimes per year, per 1,000 population in the local authority area	6.2	7.0	6.7	8.3	6.8	5.7	Top	4.6	N/a	-19.3	↑
BVPI 174: The number of racial incidents reported to the local authority, & subsequently recorded, per 100,000 population	Na	2.5	1.3	3.9	1.5	0	n/a	0	2.4	NA	
BVPI 175: The percentage of racial incidents reported to the local authority that resulted in further action (%)	100	91.67	100	94.40	90.76	N/a	n/a	0	N/a		

2006/07 COMPARISONS (Audited Data)								2007/2008		DIRECTION OF TRAVEL	
Service/ Indicator	Best 25% Districts National (Top Quartile)	Devon Districts Average	Family Group Average	Excellent Districts Average	Sparse Districts Average	South Hams 2006/2007 Actual	2006/07 Quartile	2007 / 2008 unaudited outturn	2007 / 2008 Target	Variance	Better/ Worse or Strong/ Weak
							Top				
							2 nd				
							3 rd				
							Bottom				
BVPI 225:											
Actions Against Domestic Violence- the purpose of this BVPI is to assess the overall provision & effectiveness of local authority services designed to help victims of domestic violence & prevent further domestic violence (%)											
	Na	58.8	56.0	73.7	61.1	45.5	NA	90.0	N/a	NA	
Quartiles have not been applied as Authorities had difficulties collecting the data. (As per Audit Commission website)											
BVPI 226a:											
Total amount spent by the local authority on Advice & Guidance services provided by external organisations (£)											
	Na	82,904	107,340	318,919	103,669	41,864	NA	50,560	36,000	NA	
BVPI 226b:											
Percentage of monies spent on advice & guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level & above (%)											
	Na	57.38	67.35	69.44	73.31	100	NA	100	100	NA	
BVPI 226c:											
Total amount spent on Advice & Guidance in the areas of housing, welfare benefits & consumer matters which is provided directly by the authority to the public (£)											
	Na	308,132	323,895	540,175	237,211	424,368	NA	346,062	400,000	NA	
Quartiles have not been applied as per guidance to authorities re broad estimates being used. (As per Audit Commission website)											

Statement on Contracts

Councils are required to state in their performance plans whether contracts awarded during the past year, which involve a transfer of staff, comply with the requirements in the 'Code of Practice on Workforce Matters in Local Authority Service Contracts'. The intention of this code is to ensure that Councils do not reduce their employee pay and conditions when transferring services to new providers.

In 2007/08, South Hams District Council did not tender any contracts that led to transfers of staff under this Code of Practice.