

Best Value Performance Indicators (BVPIs) Glossary

Introduction:

This table provides further explanations on the BVPI descriptions. Some of these BVPIs are included in the Performance Indicator report which is presented to Scrutiny on a quarterly basis. This table is to assist in clarifying any queries on BVPI meanings.

Note: BVPIs are to be replaced by New National Indicator set (from April 2008 onwards) but the Council are to continue monitoring a majority of the BVPIs to maintain consistency in monitoring performance. Central Government will advise us when we no longer need to collect BVPI and other Government Department information.

BVPI ref	Format	Plain English	Meaning	Good Performance
Improve Corporate Capacity, Promote access and good customer service				
BV 2a	Level	The level of a Government Standard achieved by the Local Authority for Equality work	A standard for delivering continuous improvement in relation to fair employment outcomes and equal access to services (internal and external) (Scoring= Level 0-5)	↑
BV 2b	%	Checklist score on how well the Local Authority is performing in its duty to promote Race Equality	Checklist score for the Local Authority for its work on making sure all services have processes in place to respond to the Race Equality Duty (internal and external)	↑
BV 8	%	Invoices paid on time	Local Authority paying invoices for commercial goods and services within 30 days of receipt or within agreed payment terms.	↑
BV 11a	%	The percentage of women that are in the top 5% of earners.	To monitor progress towards equal opportunities-how many women in comparison to men that earn the highest.	↑
BV 11b	%	The percentage of ethnic minority staff that are in the top 5% of earners.	To monitor the outcome of equal opportunities policies	↑

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BVPI ref	Format	Plain English	Meaning	Good Performance
BV 11c	%	The percentage of disabled staff that are in the top 5% of earners.	To measure progress towards achieving equal opportunities in employment	↑
BV 12	Number of days	Days staffing lost through sickness(per member of staff))	To monitor the level of sickness absence in local authorities	↓
BV 14	%	Employees retiring early (but not due to ill-health) as a percentage of total workforce	To monitor early retirement	↓
BV 15	%	Employees retiring early (due to ill-health)	To monitor the number of ill-health retirements	↓
BV 16a	%	Percentage of employees with a disability	To measure progress towards achieving equal opportunities in employment	↑
BV 16b	%	Percentage of working population in the local area that are disabled.	To measure progress towards achieving equal opportunities in employment. This indicator helps to provide context for the percentage of employees with a disability and are working at the Local Authority	Context
BV 17a	%	The percentage of Local Authority employees from ethnic minority communities	To monitor equal opportunities	↑
BV 156	%	Percentage of local authority buildings that are open to the public which are accessible to people with a disability	To monitor the improvement of access to local authority buildings for disabled people	↑
Housing				
BV 64	Number	Number of vacant dwellings (not owned by the local authority) that are returned to occupation or demolished as a direct result of action by the local authority.	To encourage the occupation or demolition of empty homes	↑
Homelessness				
BV 183b (Note-	Number-weeks	Average length of stay in hostel accommodation of households that are	To measure authorities' success in reducing the inappropriate use of temporary accommodation.	↓

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BVPI ref	Format	Plain English	Meaning	Good Performance
SHDC do not collect)		unintentionally homeless and in priority need.		
BV 202	Number	Number of people within the Local Authority area sleeping rough (on a single night)	To measure our performance in achieving and sustaining reductions in levels of rough sleeping (estimates can be provided)	↓
BV 213	Number	The number of households who considered themselves homeless who were helped by the Local Authority to resolve their situation	Measuring the effectiveness of our housing advice in preventing homelessness	↑
Improving Benefits processing and Reduce Debt/ Improve collection rates				
BV 9	%	Council tax collected	The percentage of Council tax collected	↑
BV 10	%	Business Rates Collected	The percentage of NNDR collected	↑
BV76b	Number	Number of fraud investigators (employed by Local Authority) per 1,000 caseload	To monitor fraud reduction services	N/a
BV 76c	Number	Number of fraud investigations carried out by Local Authority (in relation to Housing Benefit and Council Tax) per 1,000 caseload	To monitor fraud reduction services	N/a
BV 76d	Number	Number of prosecutions and sanctions per year per 1,000 caseload (in relation to Council Tax and Housing Benefit)	To monitor fraud reduction services	N/a
BV 78a	Number	Average time to process new benefit claims	To monitor the administration of Housing and Council Tax Benefit	↓
BV 78b	Number	Average time to process change in circumstances requests of benefit claimants.	To monitor the administration of Housing and Council Tax Benefit to make sure we are correctly dealing with: claimants' right to benefit, the right amount and how they receive the right benefit.	↓
Improve recycling/improve local environment and minimise waste				

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BVPI ref	Format	Plain English	Meaning	Good Performance
BV 82a (i)	%	Percentage of household waste recycled	Monitor progress in managing household waste	↑
BV 82b (i)	%	Percentage of household waste composted	Monitor progress in managing household waste	↑
BV 82a(ii)	Number-tonnes	Total tonnage of household waste recycled	Monitor progress in managing household waste	↑
BV 82b (ii)	Number-tonnes	Total tonnage of household waste composted	Monitor progress in managing household waste	↑
BV 84a	Number-kilos	Amount of household waste collected (kg per head of population)	Monitor progress in managing household waste in reducing waste collected	↓
BV 84b	%	Comparison to previous year of the percentage change in amount of household waste collected per head of population	To measure the rate of change in household waste production and the effectiveness of policies to reduce the growth rate.	↓
BV86	£	Cost of household waste collection per household	To monitor the cost of household waste collection	↑
BV 91a	%	Percentage of households in the Local Authority who are served by a kerbside collection of recyclables	To measure the ease with which householders are able to recycle	↑
BV 91b	%	Percentage of households in the Local Authority who are served by a kerbside collection of recyclables of at least two recyclables	To measure the ease with which householders are able to recycle	↑
BV 199a	%	Cleanliness of relevant land and highways (Failure rate) i.e. percentage of area that has litter and detritus.	A representative sample is undertaken during 3 seasonal periods to determine levels of litter and detritus. (Aim is to reduce percentage year on year)	↓
BV 199b	%	Percentage of land and highways which have unacceptable levels of graffiti	A representative sample on land and in wards identifying where visible graffiti within the public area appears	↓

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BVPI ref	Format	Plain English	Meaning	Good Performance
BV 199c	%	Percentage of land and highways which have unacceptable levels of visible fly-posting	A representative sample on land and in wards where fly-posting is visible within public areas	↓
BV 199d	%	Reduction in number of incidents of fly-tipping and increase in enforcement actions to deal with fly-tipping	Monitor problem of fly-tipping and how well we are dealing with the problem	↓
BV 166a	%	Checklist score for the Local Authority for its work on making sure procedures are in place to carry out enforcement duties effectively	A checklist of best practice to see whether it has Environmental Health procedures to be able to enforce	↑
BV 216a	%	In the Local Authority view the number of sites that are of potential concern with respect to land contamination.	Sites of potential concern are particular land sites where in the view of the authority, on the basis of the history, use and other characteristics of the land, or other information, it is possible that a pollutant linkage may exist or arise and the remediation may be needed.	N/a
BV 216b	%	Number of sites where the Local Authority have detailed information to decide whether remediation is necessary on contaminated land	Number of sites where information is available as a percentage of all sites we have identified as sites of potential concern	↑
BV 217	%	Percentage of pollution control improvements to existing installations completed on time	To record performance in delivering the improvements envisaged in statutory guidance issued on pollution control standards for Part A(2) and B installations. Authorities should aim to secure completion of at least 90% of all pollution control improvements to the timetable specified in the guidance	↑
BV 218a	%	Percentage of new reports of abandoned vehicles investigated within 24 hours of	To encourage quick investigation of reports of abandoned vehicles. Abandoned vehicles add to	↑

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BVPI ref	Format	Plain English	Meaning	Good Performance
		notification	fear of crime as well as being a hazard.	
BV 218b	%	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	To encourage quick removal of abandoned vehicles from the public realm. Abandoned vehicles add to fear of crime as well as being a hazard.	↑
Manage sustainable development				
BV 106	%	Percentage of new homes built on previously developed land	To encourage the provision of additional housing on previously developed land through conversions of existing buildings in order to minimise development on green fields	↑
BV 109a	%	Percentage of major applications determined within 13 weeks	To ensure local planning authorities determine planning applications in a timely manner	↑
BV 109b	%	Percentage of minor applications determined within 8 weeks	To ensure local planning authorities determine planning applications in a timely manner	↑
BV 109c	%	Percentage of 'other' applications determined within 8 weeks	To ensure local planning authorities determine planning applications in a timely manner	↑
BV 200a	Yes/No	Has the Local Authority submitted a Local Development Scheme (LDS) by 28 March 2008 and maintained a 3 year rolling programme	To ensure the Local Authority delivers sustainable development outcomes at national, regional and local levels through efficient and high quality planning and development management processes, including through achievement through Best Value Standards for planning by 2008	N/a
BV 200b	Yes/No	Has the Local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out	To ensure that local planning authorities plan effectively for their areas in line with CLGs Public Service Agreement (PSA) 6 which states: The planning system to deliver sustainable development outcomes at national, regional and local levels through efficient and high quality planning and development management	N/a

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BVPI ref	Format	Plain English	Meaning	Good Performance
			processes, including through achievement of Best Value standards for planning by 2008	
BV 204	%	Percentage of appeals against the Local Authorities decision to refuse planning applications which are upheld.	There has been a recent increase in number of planning applications going to appeal. There is some evidence to suggest that this may in part be as a result of Local Planning Authorities (LPAs) refusing more applications in order to meet development control performance targets as specified in BV 109. CLG therefore proposed a new indicator to measure the percentage of appeals allowed against the authority's decision to refuse.	↓
BV 205	%	Checklist score to assess the Local Authority's quality of planning services	The score will reflect the quality of planning services as they stand at the end of the current financial year.	↑
BV 219b	%	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	This indicator will monitor planning and other decisions are based on an informed understanding of the special character of the local historic environment and the needs of the communities it supports.	↑
Enhance the quality of life of those most affected by crime and anti-social behaviour				
BV 126	Number	Domestic burglaries per 1,000 households	To monitor the level of crime in the District	↓
BV 127a	Number	Violent crime per 1,000 population	To monitor the level of crime in the District	↓
BV 127b	Number	Robberies per 1,000 population	To monitor the level of crime in the District.	↓
BV 128	Number	The number of vehicle crimes per 1,000 population	To monitor the level of crime in the District	↓
BV 174	Number	Number of racial incidents reported to the Local Authority where the Local	This is a context indicator- therefore there is no preferred good performance. It is important that	N/a

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BVPI ref	Format	Plain English	Meaning	Good Performance
		Authority has some direct involvement in remedying the situation	the Local Authority have clear arrangements for reporting racial incidents to make the victims feel confident that incidents will be met appropriately.	
BV 175	%	Racial incidents that were reported to the Local Authority where the Local Authority had some involvement in remedying the situation which had resulted in further action.	To monitor the incidence and handling of racial incidents. This BVPI should be viewed in context with BV 174	↑
BV 225	%	Checklist score to assess how effective the Local Authority is in helping victims of domestic violence and preventing further domestic violence	To encourage the Local Authority to join up with Statutory and Voluntary agencies to help reduce and deal with domestic violence	↑
BV 226a	£	The amount of Local Authority money that is spent on advice and guidance provided by external organisations	An external organisation such as Citizen Advice Bureau (CAB) providing advice and guidance either through leaflets or providing assistance and explaining options	N/a
BV 226b	%	Percentage of Local Authority money that was spent on advice and guidance provided by external organisations who hold the Community Legal Services (CLS) Quality Mark at 'General Help' level and above	To monitor the number of people receiving assistance in social welfare aspects of law in a consistent way i.e. organisations with the CLS Quality Mark at 'General Help' level and above.	↑
BV 226c	£	Total amount of Local Authority money that is spent on advice and guidance for the public (in relation to Housing and welfare benefits)	In order to understand and assess the size of the major financial contribution that local authority's make to the overall total of providing advice and guidance	N/a

National Indicators- introduced April 2008

NI ref	Format	Plain English	Meaning	Good Performance
NI 192	%	Percentage of household waste that will be recycled and composted	Monitor progress in managing household waste	↑
NI 180	Number	Make sure customers receive the correct amount of Housing Benefit/Council Tax Benefit	Customers undergo changes in their circumstances during the life of their claim. In order to make sure that benefit remains correct, local authorities need to make sure they are informed of all changes to avoid situations of over or under payment.	↑
NI 181	Days	How many days does it take to process new and any changes to existing Housing Benefit/Council Tax claims	To make sure that claims are dealt with promptly	↓
NI 195a	%	Percentage of land and highways that has an unacceptable level of litter	Cleanliness of relevant land and highways (Failure rate) i.e. percentage of area that has litter. A representative sample is undertaken during 3 seasonal periods to determine levels of litter and detritus. (Aim is to reduce percentage year on year)	↓
NI 195b	%	Percentage of land and highways that has an unacceptable level of detritus	Cleanliness of relevant land and highways (Failure rate) i.e. percentage of area that has detritus. A representative sample is undertaken during 3 seasonal periods to determine levels of litter and detritus. (Aim is to reduce percentage year on year)	↓
NI 195c	%	Percentage of land and highways that has an unacceptable level of graffiti	Cleanliness of relevant land and highways (Failure rate) i.e. percentage of area that has graffiti.	↓

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			A representative sample is undertaken during 3 seasonal periods to determine levels of litter and detritus. (Aim is to reduce percentage year on year)	
NI 195d	%	Percentage of land and highways that has an unacceptable level of fly-posting	Cleanliness of relevant land and highways (Failure rate) i.e. percentage of area that has fly-posting. A representative sample is undertaken during 3 seasonal periods to determine levels of litter and detritus. (Aim is to reduce percentage year on year)	↓
NI 196	Very Effective/ Effective/Not Effective/Poor	Reduce the number of incidents of fly-tipping and increase enforcement actions to deal with fly-tipping	Monitor problem of fly-tipping and how well we are dealing with the problem	↓