

## **Appendix B (i) : Performance, Comparisons and Trends**

### **2005/06**

In addition to the achievement of many significant Key Aims and Objectives during 2005/06, the Council successfully managed to improve its performance across a wide range of Performance Targets and Indicators. According to the Audit Commission Direction of Travel Assessment January 2007 the **extent of improvement for Redditch was 77% compared to the average for all other District Councils of 58%**.

Attached is a summary of how our performance compares with other Authorities in 2005/06, being the latest year for which national information is currently available.

### **2006/07 comparison with 2005/06**

**We are very pleased to report that this rate of improvement has been maintained throughout 2006/07.** During the year we continued to collect information relating to a variety of indicators to show how well we were performing as a council. Clearly, some of these are national indicators for which our performance can be compared with that of other Authorities; these are mostly prefixed BV (Best Value). For all indicators we again set ourselves challenging targets that were monitored throughout the year.

The following pages show our actual achievement for each of these indicators and how these compare with previous years.

Within this Plan we have reported our performance in 2006/07 as measured by 130 different indicators. Key to this are 108 indicators which can be directly measured against previous performance and can be compared with the same indicators from 2005/06. The following tables show the direction of change for each of these 108 indicators. Of which;

- 73 have shown a clear improvement.
- 2 have been positively maintained.
- 33 have declined.

***Analysis of the indicators reveals that 68% have improved since 2005/06.***

### **Customer Satisfaction Survey Results**

During 2006/07 we also had to undertake the three yearly customer satisfaction surveys on:

- General Survey
- Planning Services
- Benefits Services
- Housing Services

The results of these are shown at Appendix B(ii). **It is pleasing to note that unlike a number of national trends almost all of our survey results are positive and clearly denote a general increasing satisfaction with the Council's services.**

In 2006/07 our performance **improved** for each of the following 73 indicators:

<b>PRIORITY 1 – COMMUNITY SAFETY</b>			
CS2	Number of British Crime Survey Comparator Crimes Reported	BV126	Domestic Burglaries per 1,000 Households
BV128	Vehicle Crime per 1,000 Population	BV175	The percentage of racial incidents that resulted in further action
<b>PRIORITY 2 – ENVIRONMENT AND TRANSPORT</b>			
BV082a (i)	The percentage of household waste arisings which have been sent by the authority for recycling	BV082a (ii)	The total tonnage of household waste arisings which have been sent by the authority for recycling
BV084a	Kilogrammes of household waste collected per head	BV084b	Percentage change from the previous financial year in the number of kilogramme of household waste collected per head of the population
BV091a	Percentage of population resident in area served by a kerbside recyclable collection	BV091b	Percentage of population resident in area served by a kerbside recyclable collection of at least two recyclables
BV106	The percentage of new homes built on previously developed land	BV109a	Percentage of major planning applications determined within 13 weeks
BV109c	Percentage of other planning applications determined within 8 weeks	BV166a	Score against a checklist of enforcement best practice for environmental health/trading standards
BV199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	BV199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible
BV200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme-	BV 200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out-
BV200c	Did the local planning authority publish an annual monitoring report by 31st December of the last year-	BV 216a	Number of sites of potential concern within the local authority area, with respect to land contamination
BV216b	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'	BV217	Percentage of pollution control improvements to existing installations completed on time
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	BV219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal
BV219c	Percentage of conservation areas with published management proposals	ET04	Number of public reports of litter

ET05	Number of public reports of fly tipping	ET07a	Percentage of scheduled high risk food premises inspections that were completed on time
ET07b	Percentage of scheduled low risk food premises inspections that were completed on time	ET08a	Number of reports of 'abandoned' vehicles
ET08c	Number of vehicles classed as abandoned and subsequently removed	ET09	Number of Dial-A-Ride passenger trips per year
ET10	The percentage of Dial-A-Ride users saying the service is good or excellent	ET12	The percentage of Shopmobility users saying that the service is either good or excellent.
ET15	Number of concessionary journeys per year		

**PRIORITY 3 – HOUSING**

BV062 (former)	Proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	BVPI 63	Energy Efficiency - the average SAP rating of local authority owned dwellings
BVPI 164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the code of Practice for Social Landlords?	BVPI 66c	Percentage of local authority tenants who have had Notices Seeking Possession served
BVPI 66d	Percentage of local authority tenants evicted as a result of rent arrears	BVPI 156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people
BVPI 183b	The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need	BVPI 184a	The proportion of LA Homes which were non-decent on the first day of the financial year
BVPI 184b	The percentage change in proportion of non-decent LA homes over the course of the financial year	BVPI 202	The number of people sleeping rough on a single night within the area of the local authority
BVPI 203	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	BVPI 212 / LIB 240	Average time (days) to re-let Local Authority Housing
BVPI 213	Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	HH 5 (LL)	The percentage of Lifeline users saying the service is good or excellent
HH 9 (WRD)	The percentage of users of the Warden service saying that the service is good or excellent	HH 12	Percentage of Sure Start registered families using REDDI leisure card
HH013	Care and Repair - average length of time from first contact to completion (weeks)		

PRIORITY 4 - LEISURE			
BVPI 170a	The number of visits to/usages to museums per 1000 population	BVPI 170b	The number of those visits that were in person per 1000 population.
BVPI 170c	The number of pupils visiting museums and galleries in organised school groups	LT 1	Total concessionary use
LT 2	Sport and Leisure overall satisfaction rate	LT 3	Average number of visits to facilities per head of population

PRIORITY 5 – WELL MANAGED ORGANISATION			
BVPI 1c (former)	Has the authority reported progress towards implementing the community strategy to the wider community- If no when will this be undertaken-	BVPI 2a	The level of the Equality Standard for local government to which the Council conforms in respect of gender, race and disability
BVPI 2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	BVPI 8	Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms
BVPI 11a	The percentage of the top paid 5% of local authority staff who are women	BVPI 11b	The percentage of the top paid 5% of local authority staff who are from an ethnic minority
BVPI 11c	The percentage of the top paid 5% of local authority staff who have a disability	BVPI 12	The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member
BVPI 15	The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BVPI 16a	The percentage of local authority employees with a disability
BVPI 78a	The average processing time (days) taken for all new Housing and Council Tax Benefit claims submitted to the local authority, for which the date of decision is within the financial year being reported	BVPI 226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above
WMO 3	One Stop Shop: Customer satisfaction	WMO 5	Switchboard & Contact Centre: Percentage of calls answered within 20 seconds
WMO 6	Percentage of complaints dealt with at the first point of contact		

**In 2006/07 our positive performance has been maintained for each of the following 2 indicators:**

PRIORITY 2 – ENVIRONMENT AND TRANSPORT	
BV205	The local authority's score against a 'quality of planning services' checklist

PRIORITY 4 - LEISURE	
LT 4	Sport and Leisure: subsidy per visit

**In 2006/07 our performance declined for each of the following 33 indicators:**

<b>PRIORITY 1 – COMMUNITY SAFETY</b>			
BV127a	Violent Crime per 1,000 Population	BV127b	Robberies per 1,000 Population
<b>PRIORITY 2 – ENVIRONMENT AND TRANSPORT</b>			
		BV109b	Percentage of minor planning applications determined within 8 weeks
BV199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	BV199d	The year on year reduction in the total number of incidents and increase in the total number of enforcement actions taken to deal with fly-tipping (scored 1 to 4, with 1 being best)
BV204	The percentage of appeals allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	BV218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification
ET01	Percentage of households participating in the RBC kerbside dry recyclables collection	ET11	Total number of uses of Shopmobility
<b>PRIORITY 3 – HOUSING</b>			
BV064	The number of private sector vacant dwellings returned into occupation or demolished during the financial year as a direct result of local authority action	BVPI 66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings
BVPI 66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	BVPI 183a	The average length of stay (weeks) in bed and breakfast accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.
BVPI 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	LIB 219	The average length of stay in B & B (weeks)
LIB 231	Rent arrears as a percentage of rent roll	LIB 236	The percentage of tenants owing over 13 weeks rent (excluding less than £250)
HH 1 (RENT)	Rent written off as proportion of rent roll	HH 2 (RENT)	Void loss expressed as a percentage of gross rent
HH 4 (LL)	The percentage of Lifeline Controller responses within 60 seconds of call	HH 10	Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)
HH 15	Percentage of Sure Start registered children accessing Sure	HH 17	Percentage of repairs requiring access to a property for which an

	Start services		appointment has been made
HH 18	Percentage of repair appointments made that were kept by RBC		

**PRIORITY 5 – WELL MANAGED ORGANISATION**

BVPI 9	The percentage of Council Tax collected by the Authority in the year	BVPI 10	The percentage of Non-Domestic Rates collected by the Authority in the year
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	BVPI 78b	The average processing time (days) taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the authority
BVPI 79a	The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79b(i)	The amount of Housing Benefit overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period
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 period plus amount of HB overpayments identified during the period	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 period, plus amount of HB overpayments identified during the period
WMO 4	Enquiries dealt with at first point of contact		

### Changes to the BVPI Set 2007/08

From 1<sup>st</sup> April 2007 the following seven BVPI indicators will be removed from the data set. It has been decided that the indicators no longer provide useful information or in response to recent reports from the 'lifting the burdens task force':

- **BV 183 (a):** *“The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.”* The information used for this indicator is historic and therefore cannot be seen to provide current statistics.
- **BV 203:** *“The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.”* The indicator is seen as flawed because it does not include all households' just families.
- **BV 214:** *“Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.”* The indicator can lead to disparities in reporting between councils e.g. In London households are unlikely to have been re-housed within two years of initial presentation so are unlikely to re-present as homeless.
- **BV 219 (a):** *“Total number of conservation areas in the local authority area.”* As the character of local authority

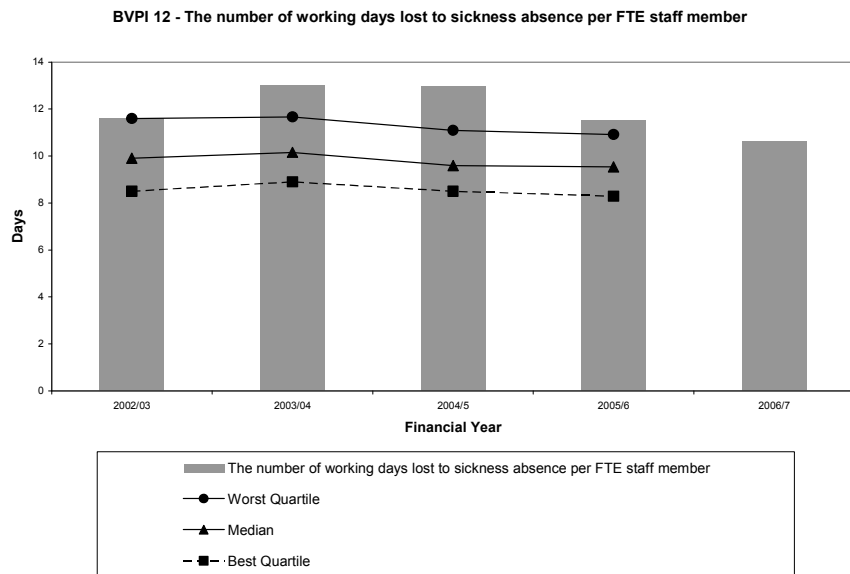
areas varies greatly, comparison between them can be seen as meaningless.

- **BV 219 (c):** *“Percentage of conservation areas with published management proposals.”* Not every conservation area needs active management. In many local authorities, quality is achieved through alternative approaches such as design or development guidance.
- **BV 76 (a):** *“The number of housing benefit claimants in the local authority area visited, per 1,000 caseload”* Despite still being a key activity, the department for work and pensions has deemed that it is no longer necessary for local authorities to provide this information.
- **BV 200 (c):** *“Did the local planning authority publish an annual monitoring report by 31st December of the last year?”* Due to the existing requirements for BV 200a and b it has been decided that the information supplied by BV 200 (c) is surplus to requirement in the context of reducing the reporting burden.



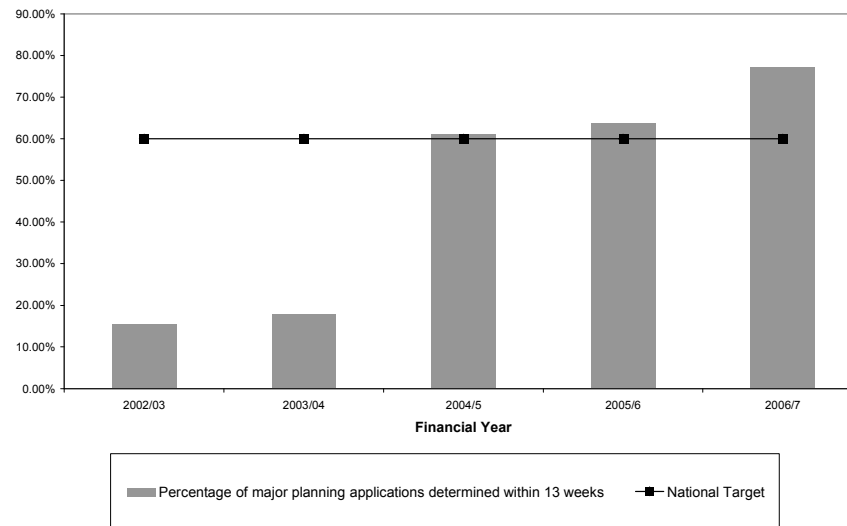
**Performance trends**

During 2006/7 the Council has delivered improvements in many areas. The following graphs clearly demonstrate changes in our performance over the last few years. In addition they draw comparisons with the performance of all district councils nationwide.



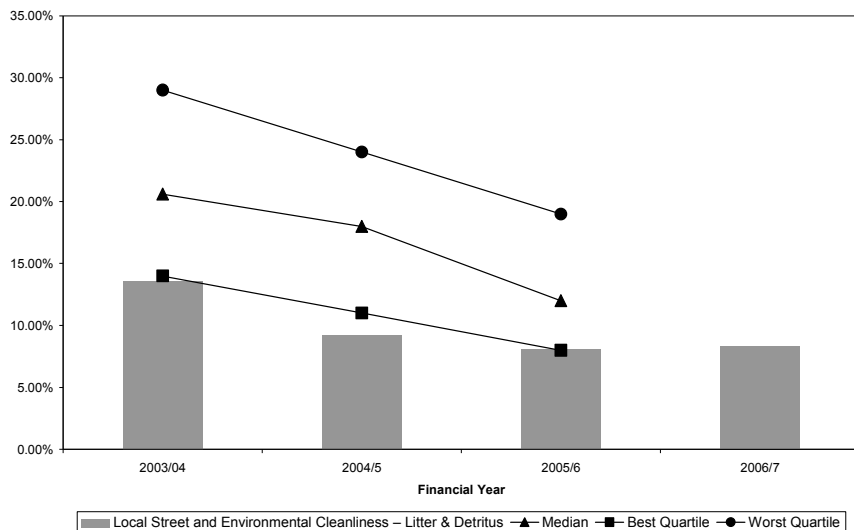
Following last years trend the number of working days lost to sickness per FTE staff member has declined. Additionally this statistic has now fallen below the average worst quartile for district councils nationwide.

**BVPI 109a - Percentage of major planning applications determined within 13 weeks**



Our Planning Department have once again bettered the Government targets for the length of time taken to determine planning applications in all three areas – major applications, minor applications and other applications.

BVPI 199 - Percentage of land and highways with an unacceptable level of litter or detritus

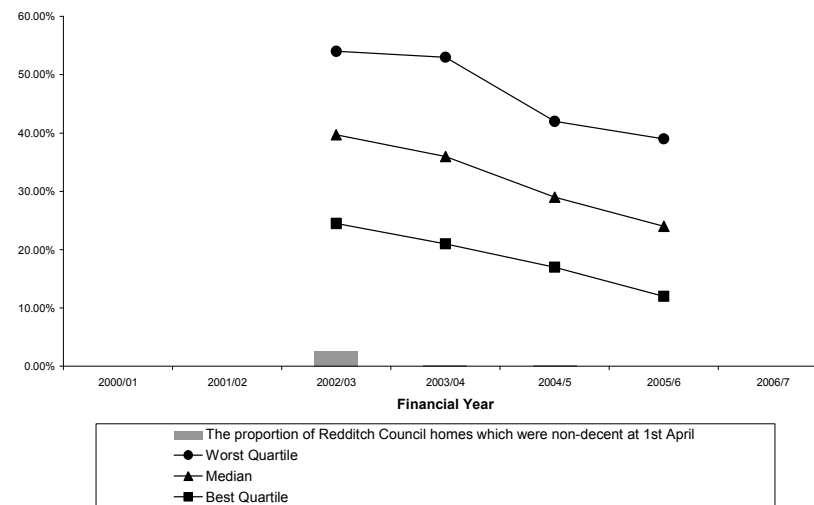


In spite of a slight increase in comparison to last year the statistics for the percentage of land and highways with an unacceptable level of litter or detritus the figure remains significantly lower than the national median. However despite comparing favourably with the national indicators, statistics for 2006/07 are marginally higher than the best quartile indicator for 2005/06.

As the graph clearly demonstrates the council far exceeds the national best quartile statistic.

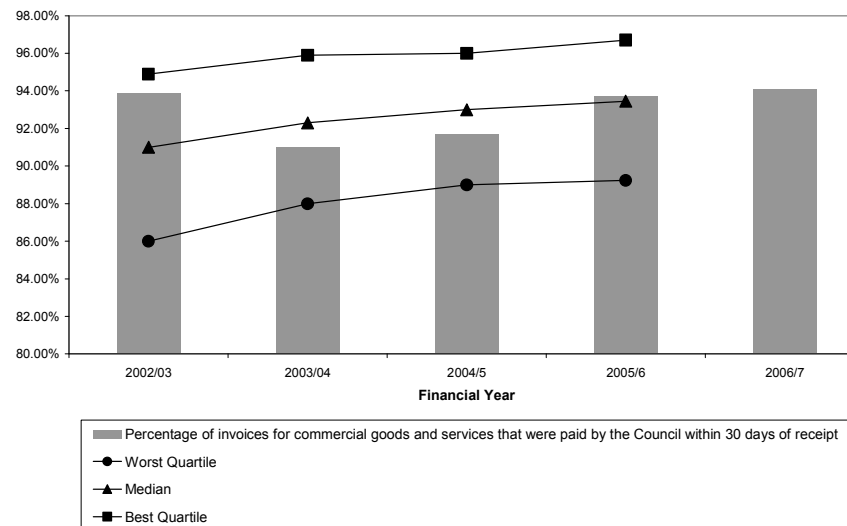
Redditch Borough Council is one of only three other district councils across the country that can boast that its council housing is of the very highest standard. Year on year since 2000 the council has a consistent score rating below 3%. In the past two years this figure has been reduced to 0%. It is hoped that this figure can be maintained in the years to come.

BVPI 184a - The percentage of Redditch Council homes which did not meet the Decent Homes Standard at 1st April

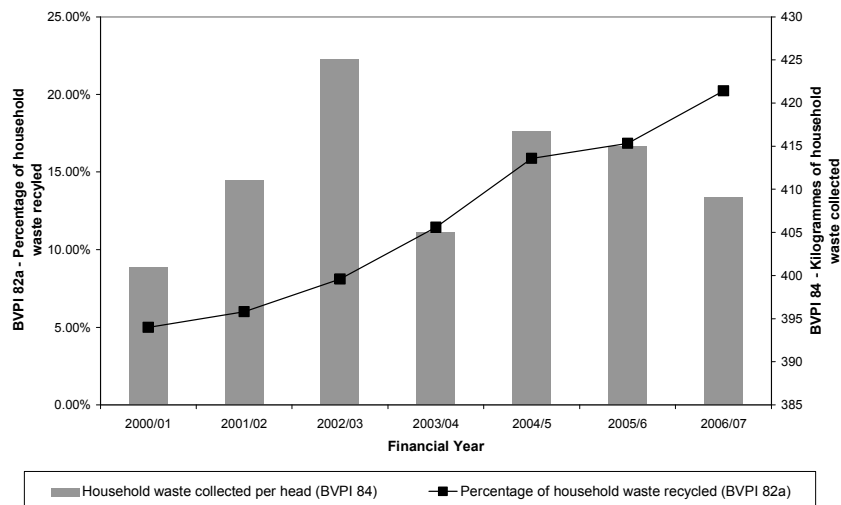


The Council is aware of its responsibilities to organisations from which it procures goods and services and we remain committed to the prompt payment of invoices. Although we have failed to meet the Government's target of paying every bill within 30 days our achievements in 2006/7 improved for the third year running with figures exceeding the national median for the first time.

BVPI 8 - Percentage of invoices paid within 30 days



BVPI 84 - Household waste collected per head and BVPI 82a - Percentage of that waste recycled

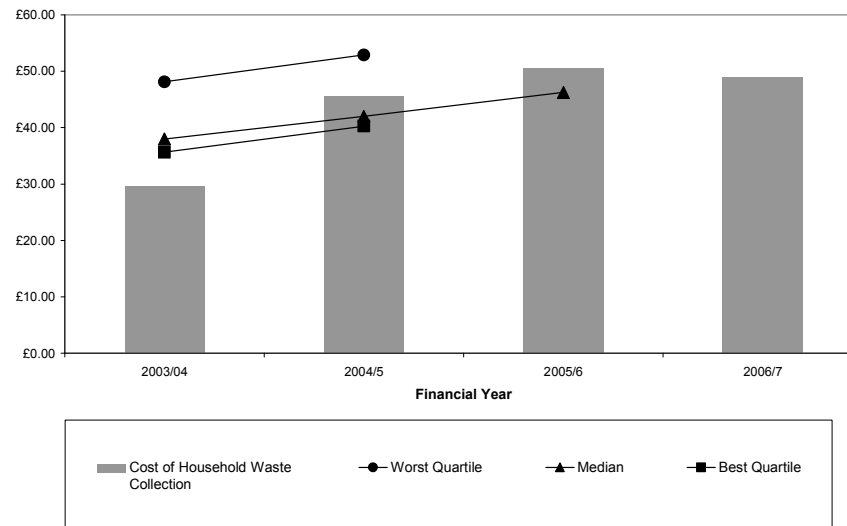


Along with both central government and local authorities across the country we are concerned at the ever-increasing amount of household waste generated each year. We are currently striving to meet strict Government targets for recycling.

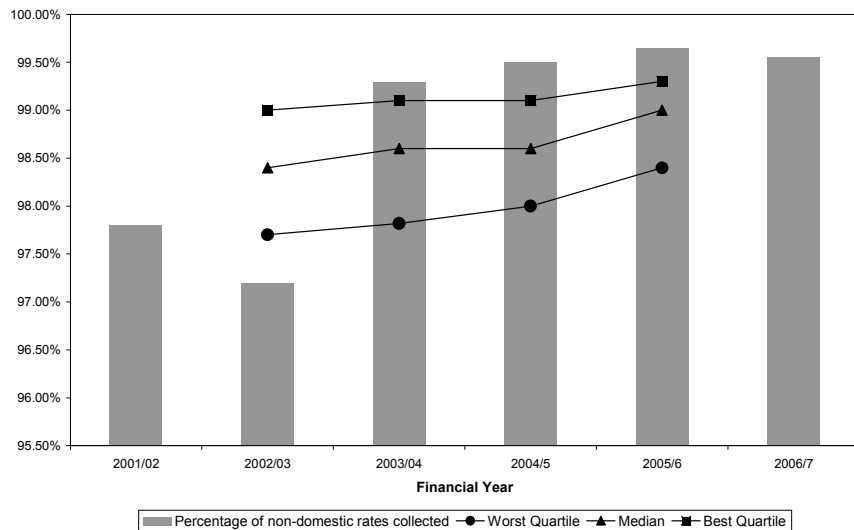
In 2006/07 the average weight of household waste has once again fallen. This is reflected in an increase in the amount of household waste being recycled. Both figures compare well nationally with household waste marginally above the national median and recycling rates just best the national best quartile. As a council we are keen to continue with this positive trend.

In previous years there has been a tendency for the cost of household waste collection to increase. The figures for this year appear to show a slight yet encouraging decrease. The costs remain marginally lower than the national median quartile for 2005/06, however it is hoped that with a sustained effort further reductions in cost can be achieved in 2007/08.

BVPI 86 - Cost of Household Waste Collection

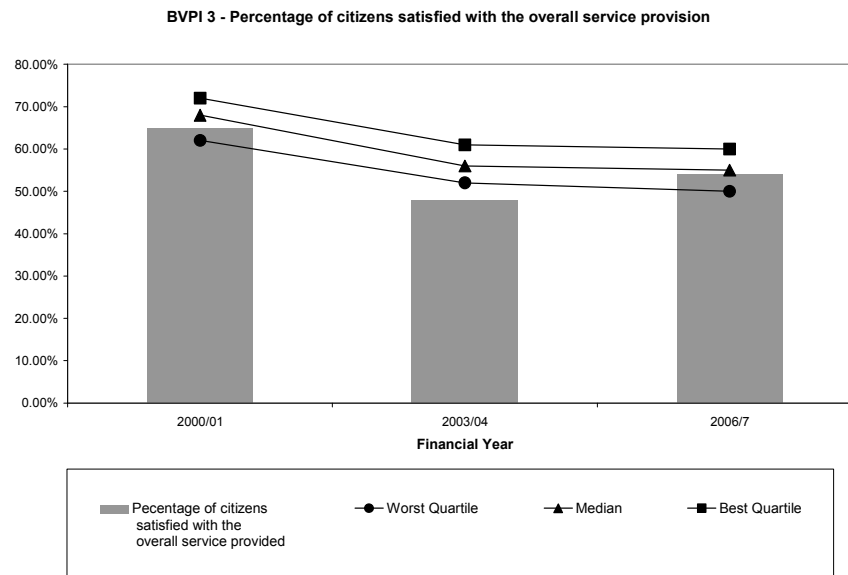


BVPI 10 - Percentage of non-domestic rates collected



Reducing non-payment of Non-domestic Rates is crucial in order to maximise the resources available to the Council for delivering improved services to the people of Redditch. In 2006/7 despite continuing to be one of the top councils in the area when compared to the national best quartile of 2005/06, our performance has declined slightly from last year.

The overall satisfaction with the provision of services has significantly improved since 2003/04. Though the levels of satisfaction are not as high as they were in 2000/01 current levels now exceed the national worst quartile and are just below the national median. It is hoped with continuing improvements in the standards of service delivery as reflected by information collated in this document, that in the coming years the level of satisfaction will continue to improve.



## 2005/06 comparison with other Councils

For some indicators it is possible to compare our performance with that of other Councils. Councils are ranked in a league table for each indicator and then classified by 'quartile'. The most recent national information that is available is for the 2005/6 financial year and the following table summarises how we fared for each of the 39 indicators that can be compared.

<b>Worst 25%</b>		<b>Worse than halfway</b>		<b>Better than halfway</b>		<b>Best 25%</b>	
BV-12	Working days lost due to sickness absence	BV-8	Invoices paid promptly	BV-2b	The duty to promote race equality	BV-10	Percentage of non-domestic rates collected
BV-15	Percentage of ill health retirements	BV-9	Percentage of Council Tax collected	BV-11b	Black and minority ethnic people in senior management	BV-11a	Women in senior management
Bv-16a	The percentage of local authority employees with a disability	BV-66a	Proportion of rent collected	BV-79a	Accuracy of Housing and Council Tax Benefit Claims	BV-14	Early retirements (excluding ill health)
BV-82a	Percentage of household waste recycled	BV-78a	Speed of processing new Housing and Council Tax benefit claims	BV-166	Environmental Health checklist of best practice	BV-63	Energy Efficiency of local authority owned dwellings
BV-91	Kerbside collection of recyclables	BV-84	Weight of household waste collected per head	BV-170c	The number of pupils visiting museums and galleries in organised school groups	BV-78b	Speed of processing changes of circumstances for Housing and Council Tax Benefit
BV-109c	Other planning application determined within 8 weeks	BV-106	The percentage of new homes built on previously developed land	BV-183a	Length of stay for homeless people in bed and breakfast accommodation	BV-109b	Minor planning applications determined within 8 weeks
BV-157	The percentage of types of interactions that are enabled for electronic delivery	BV-109a	Major planning applications determined within 13 weeks	BV-203	The percentage change in the number of families placed in temporary accommodation compared with the previous year	BV-184a	Percentage of LA Homes which were non-decent at 1st April 2004
		BV-127b	Robberies per 1,000 population			BV-199	Local Street and Environmental Cleanliness – Litter & Detritus
		BV-170a	The number of visits to/usages of museums per 1000 population			BV-202	The number of people sleeping rough on a single night within the area of the local authority
		BV-170b	The number of those museum visits that were in person per 1000 population.			BV-204	The percentage of appeals allowed against the authority's decision to refuse planning applications
		BV-183b	Length of stay for homeless people in hostel accommodation			BV-205	The local authority's score against a 'quality of planning services' checklist
		BV 3	Percentage of citizens satisfied with the overall service provision			BV-219b	Percentage of conservation areas in the local authority with an up to date character appraisal
		BV86	Cost of Household Waste Collection				

