



SCRUTINY MANAGEMENT COMMISSION 19 JULY 2005

Report of the Director of Corporate Services

Performance Indicators

RECOMMENDATION

1. That the Commission note the report.

SUPPORTING INFORMATION

2.1 The Strategic Planning and Performance unit have provided the attached lists of the indicators (see Appendix 2) that can be accessed via Performance Eye.

2.2 The lists comprise:

- the current set of **BVPIs for 2005-06**, listed by Commission
- the **local performance indicators** which will be monitored through out 2005-06 (these are currently listed under the Master Local Indicator scorecard and departmental views within Performance Eye but not under the Commissions views/scorecards)
- the **Best Value Satisfaction performance indicators** (these are monitored every three years, the next survey is due in 2006-07, the indicators can be viewed in Performance Eye under Best Value Satisfaction Indicators scorecard)
- the BVPIs which were reported on in 2004-05 but which have been discontinued in 2005-06 (these are still available in Performance Eye under - **Master BVPI Set 2004-05**)
- the **LPSA1** indicators (the indicators which were not BVPI measures will no longer be monitored in 2005-06 but can be found in the LPSA1 scorecard).
- the indicators which will be used to monitor the **Local Area Agreement**, LAA. The list highlights those indicators which are BVPIs and those which are not.

2.3 It is suggested that members retain this information for future reference.

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Background papers:	Appendix 1 – Implications
List of appendices:	Appendix 2 – Indicator lists

Appendix 1

IMPLICATIONS

Financial

1. None arising from this report.

Legal

2. None arising from this report.

Personnel

3. None arising from this report.

Equalities impact

4. None arising from this report.

Corporate Objectives, Values and Priorities

5. Effective performance management will impact on all the Council's Corporate Objectives, Values and Priorities.

smc Perf Eye lists

Appendix 2

BVPs to be monitored and reported on in 2005-06

Community Regeneration Commission
BV126 - Domestic burglaries per 1,000 households
BV127a (05/06) - Violent crimes per 1,000 population
BV127b (05/06) - Robberies per 1,000 population
BV128a - Vehicle crimes per 1,000 population
BV164 - Does the authority follow the CRE code in rented housing?
BV174 - Racial incidents recorded by the authority per 100,000 population
BV175 - % of racial incidents that resulted in further action
BV183i - The average length of stay in bed and breakfast accommodation
BV183ii - The average length of stay in hostel accommodation
BV184a - The proportion of LA homes which were non-decent
BV184b - % change in proportion of non-decent LA homes
BV198 - % change in the number of drug misusers accessing treatment services
BV202 - No. of people sleeping rough on a single night
BV203 - % change in the average number of families placed in temporary accommodation
BV211a (new 05/06) - Proportion of planned repairs and maintenance expenditure on HRA dwellings
BV211b (new 05/06) - Proportion of expenditure on emergency and urgent repairs to HRA dwellings
BV212 (new 05/06) - Average time taken to re-let local authority housing
BV213 (new 05/06) - No. of homeless households where Council intervention resolved their situation
BV214 (new 05/06) - Proportion of homeless households accepted as homeless by the same Authority
BV225 (new 05/06) - Actions taken against domestic violence per 1,000 population
BV226a (new 05/06) - Total amount spent on Advice and Guidance services
BV226b (new 05/06) - % spent on advice/guidance service provision to organisations with the CLS
BV226c (new 05/06) - Total spent on Advice and Guidance in housing, benefits and consumer advice
BV63 - The average SAP rating of local authority owned dwellings
BV64 - No. of private sector vacant dwellings that are returned into occupation or demolished
BV66a - Local authority rent collection and arrears: proportion of rent collected
BV66b - % of tenants with 7 weeks or more rent arrears
BV66c - % of tenants with arrears who have had Notices Seeking Possession served
BV66d - % of tenants evicted as a result of rent arrears
BV76a - No. of claimants visited per 1000 caseload
BV76b - No. of fraud investigators employed per 1000 caseload
BV76c - No. of fraud investigations per 1000 caseload
BV76d - No. of prosecutions and sanctions per 1000 caseload
BV78a - Average time for processing new Housing Benefit claims
BV78b - Average time for processing notifications of changes of circumstances
BV79a - % of cases for which the calculation of the amount of benefit due was correct
BV79b(i) (new 05/06) - % of recoverable overpayments (excluding Council Tax Benefit) recovered
BV79b(ii) (new 05/06) - % of overpayments recovered during the period + HB overpayments identified
BV79b(iii) (new 05/06) - % of overpayments written off during the period

Culture and Prosperity Commission
BV170a - No. of visits to/usages of museums per 1,000 population
BV170b - No. of those visits of museums that were in person per 1,000 population
BV170c - No. of pupils visiting museums and galleries in organised school groups
BV220 (new 05/06) - Compliance against the Public Library Service Standards (PLSS)
Education Commission
BV159 (new 05/06) - % of permanently excluded pupils provided with alternative tuition of 21 hours +
BV181a (CPD3a) - Key Stage 3 Results - Level 5 or above; English
BV181b (CPD3b) - Key Stage 3 Results - Level 5 or above; Mathematics
BV181c (CPD3c) - Key Stage 3 Results - Level 5 or above; Science
BV181d (CPD3d) - Key Stage 3 Results - Level 5 or above; ICT
BV194a - % of pupils in schools achieving level 5 or above in Key Stage 2 English
BV194b - % of pupils in schools achieving level 5 or above in Key Stage 2 Mathematics
BV221a (new 05/06) - % of young people gaining a recorded outcome
BV221b (new 05/06) - % of young people gaining an accredited outcome
BV222a (new 05/06) - % of leaders of childcare settings with a qualification at Level 4+
BV222b (new 05/06) - % of leaders of childcare settings with input from graduate training
BV38 (CPD3e) - Five or more GCSEs at grades A*- C or equivalent
BV39 - Five or more GCSEs or equivalent at grades A* to G including English and Maths
BV40 - Key Stage 2 Results - Level 4 or above; Mathematics
BV41 - Key Stage 2 Results - Level 4 or above; English
BV43a - Statement of special educational needs prepared within 18 weeks excl 'exceptions'
BV43b - Statements of special educational needs prepared within 18 weeks incl 'exceptions'
BV45 - Percentage of half days missed due to total absence in secondary schools
BV46 - Percentage of half days missed due to total absence in primary schools
Planning and Environment Commission
BV100 - No. of days of temporary traffic controls or road closure on traffic sensitive roads
BV102 - Local bus services (passenger journeys per year)
BV106 - Percentage of new homes built on previously developed land
BV109a - Percentage of planning applications - 60% of major applications in 13 weeks
BV109b - Percentage of planning applications - 65% of minor applications in 8 weeks
BV109c - Percentage of planning applications - 80% of other applications in 8 weeks
BV165 - % of pedestrian crossings with facilities for disabled people
BV166a - Score against a checklist of enforcement best practice for environmental health
BV166b - Score against a checklist of enforcement best practice for trading standards
BV178 - % of footpaths and other rights of way which were easy to use
BV187 - Condition of footway
BV199 - The proportion of relevant land and highways having combined deposits of litter and detritus
BV199b (new 05/06) - % of land/highways from which unacceptable levels of graffiti are visible
BV199c (new 05/06) - % of land/highways from which unacceptable levels of fly-posting are visible
BV199d (new 05/06) - Reduction in the number of fly-tips and increase in enforcement action
BV220a - Do you have a development plan that has been adopted in the last 5 years
BV200b - Are there proposals on deposit for an alteration or replacement
BV200c (new 05/06) - Was the annual monitoring report published on time?

Planning and Environment Commission continued
BV204 - % of appeals allowed against the authority's decision to refuse planning
BV205 - Quality of planning service
BV215a (new 05/06)- Average no. of days taken to repair a street lighting fault
BV215b (new 05/06) - Average time taken to repair a street lighting fault - DNO
BV216a (new 05/06) - No. of sites of potential concern (land contamination)
BV216b (new 05/06) - % of sites where remediation of the land is necessary
BV217 (new 05/06) - % of pollution control improvements completed on time
BV218a (new 05/06) - % of new reports of abandoned vehicles investigated within 24 hours
BV218b (new 05/06) - % of abandoned vehicles removed within 24 hours
BV219a (new 05/06) - Number of conservation areas in the local authority area
BV219b (new 05/06) - % of conservation areas with up to date character appraisals
BV219c (new 05/06) - % of conservation areas with published management proposals
BV223 (new 05/06) - % of principal roads where structural maintenance should be considered
BV224a (new 05/06) - % of non-principal classified roads where maintenance should be considered
BV224b (new 05/06) - % of unclassified roads where maintenance should be considered
BV82a (CPD2a) - % of total tonnage of household waste arisings which have been recycled
BV82a(ii) (new 05/06) - Total tonnage of household waste recycled
BV82b - % of total tonnage of household waste arisings which have been composted
BV82b(ii) (new 05/06) - Total tonnage of household waste composted/anaerobically digested
BV82c - % of the total tonnage of household waste arisings which has been used to recover energy
BV82c(ii) (new 05/06) - Tonnage of waste used to recover heat, power and other energy sources
BV82d - % of the total tonnage of household waste arisings which has been landfilled
BV82d(ii) (new 05/06) - Total tonnage of household waste landfilled
BV84 - Number of kilograms of household waste collected per head
BV84b (new 05/06) - % change in no. of kilograms of household waste collected
BV86 - Cost of waste collection per household
BV87 - Cost of waste disposal per tonne for municipal waste
BV91 - % of population resident in the authority's area served by a collection of recyclables
BV91b (new 05/06) - % of households served by a collection of 2 recyclables
BV99a(i) (05/06) - No. of road accident casualties - all KSI
BV99a(ii) (05/06) - % change in road accident casualties over previous year - all KSI
BV99a(iii) (05/06) - % change in road accident casualties over 1994-1998 average - all KSI
BV99b(i) (05/06) - No. of road accident casualties - children KSI
BV99b(ii) (05/06)- % change in road accident casualties over previous year - children KSI
BV99b(iii) (05/06) - % change in road accident casualties between 1994-1998 average - children KSI
BV99c(i) (05/06) - No. of road accident casualties - all slight injuries
BV99c(ii) (05/06) - % change in road accident casualties over previous year - all slight injuries
BV99c(iii) (05/06) - % change in road accident casualties 1994-1998 average - all slight injuries
Scrutiny Management Commission
BV10 - % of Non-domestic Rates collected
BV11a - % of top 5% of earners that are women
BV11b - % of top 5% of earners from black and minority ethnic communities
BV11c (new 05/06) - % of top 5% of earners with a disability

BV12 - No. of working days/shifts lost due to sickness absence
BV14 - % of employees retiring early (excl. ill-health) as a % of total workforce
BV15 - % of employees retiring on ill health as a % of total workforce
BV156 - % of authority buildings open to the public which are accessible to disabled people
BV157 - No. of types of interactions that are enabled for electronic delivery
BV16a - % of employees declaring they meet DDA
BV16b - % of economically active disabled people in the council area
BV179 - % of standard searches carried out in 10 working days
BV17a - % of employees from minority ethnic communities
BV17b - % of economically active minority ethnic community population
BV2a - The level of the Equality Standard for Local Government to which the authority conforms
BV2b - The duty to promote race equality
BV8 - % of invoices paid within 30 days
BV9 - % of Council Tax collected
Social Care and Health Commission
AO/C28 (BV53, CPD4f) No. of households receiving intensive home care per 1000 aged 65+
AO/C32 (BV54, CPD4e) No. of older people helped live at home per 1,000 population
AO/C51 (BV201, CPD4g) No. of adults/older people receiving direct payments per 100,000 population
AO/D54 (BV56) % of equipment items/adaptations delivered within 7 working days
AO/D55 (BV195) % of new older clients whose assessments are carried out in the required timescale
AO/D56 (BV196) % of new older clients whose care packages are delivered in the required timescale
BV197 - Change in the number of conceptions to females aged under 18
CF/A1 (BV49, CPD4c) % of children looked after with 3+ placements in the year
CF/A2 (BV50) % of young people leaving care with at least 1 GCSE or a GNVQ
CF/A4 (BV161) % of looked after children engaged in education/training/employment at 19
CF/C20 (BV162) % of child protection cases which were reviewed
CF/C23 (BV163) % of looked after children adopted

Local Performance Indicators

The Council reports on several Local Performance Indicators, LPIs. The LPIs listed below will be monitored and reported on in 2005-06. These indicators can be found in Performance Eye under Local Performance Indicators scorecard. Within this view/scorecard there are also several other LPIs, however only the indicators listed below are being monitored in 2005-06.

Local 2 (05/06) - Is the Council IIP accredited for all its services
Local 4 - No. of Tourist Information Centre users
Local 6 - Number of Jobs created and safeguarded by Derby Marketing
ARTS 10 - No. of sessions for education, training or taking part (LIB 202)
ARTS 11 - No. of people taking part
ARTS 12 - No of artists employed
ARTS 13 - Period of employment for artists in days
ARTS 14 - No. of full time or part time equivalent employees
ARTS 1 - Number of arts events
ARTS 2 - No. of performances or exhibition days (LIB 196)
ARTS 3 - No. of audience members (LIB 196)

ARTS 4 - Total Funding from Derby City Council (a) (LIB 194)
ARTS 5 - Total Income (b) (LIB 194)
ARTS 6 - Ratio of a:b (LIB 194)
ARTS 7 - Total expenditure on commissioning new work (a) (LIB 198)
ARTS 8 - Total expenditure (b) (LIB 198)

Best Value Satisfaction Indicators

The list below details the Best Value Satisfaction Indicators. These indicators can be found under the Best Value Satisfaction Indicators scorecard. These indicators are only monitored every three years. The last survey was undertaken in 2003-04 and the next survey is due in 2006-07. None of the PIs listed below will be monitored or reported on in 2005-06.

BV3 - % of people satisfied with the overall service provided
BV4 - Percentage of those making complaints satisfied with the handling of those complaints
BV74a - % of tenants satisfied with the overall service provided by their landlord
BV74b - % of tenants satisfied with the overall service provided by their landlord - BME
BV74c - % of tenants satisfied with the overall service provided by their landlord - Non BME
BV75a - % of tenants satisfied with opportunities for participation
BV75b - % of tenants satisfied with opportunities for participation - BME
BV75c - % of tenants satisfied with opportunities for participation - Non BME
BV80a - % of all users very/fairly satisfied with contact with the office
BV80b - % of all users very/fairly satisfied with service in the office
BV80c - % of all users very/fairly satisfied with the telephone service
BV80d - % of all users very/fairly satisfied with staff in the office
BV80e - % of all users very/fairly satisfied with forms
BV80f - % of all users very/fairly satisfied with the speed of service
BV80g - % of all users very/fairly satisfied with the overall service
BV89 - % of people satisfied with the cleanliness in their area
BV90a - % of people satisfied with household waste collection
BV90b - % of people satisfied with waste recycling
BV90c - % of people satisfied with waste disposal
BV103 - % of respondents satisfied with local provision of public transport information
BV104 - % of all respondents satisfied with the local bus service
BV111 - Percentage of applicants satisfied with the Planning service
BV118a - % of libraries users who found a book to borrow and were satisfied
BV118b - % of libraries users who found information they were looking for and were satisfied
BV118c - % of library users who were satisfied with the library service overall
BV119a - % of residents satisfied with council cultural services, sports and leisure facilities
BV119b - % of residents satisfied with the local council cultural services libraries
BV119c - % of residents satisfied with the local council cultural services, museums and galleries
BV119d - % of residents satisfied with council cultural services theatres and concert halls
BV119e - % of residents satisfied with the local authority cultural services, parks and open spaces

Deleted BVPIs in 2005-06

The BVPIs detailed below have been deleted from 2005-06 onwards. This means that they will no longer be monitored or reported in 2005-06. To view these deleted BVPIs you will need to access Performance Eye and click on the Master BVPI Set 2004-05.

BV1a (04/05) - Does the authority have a Community Strategy?
BV1b (04/05) - By when will a review of the community strategy be completed?
BV1c (04/05) - Have we reported progress on implementing the community strategy to the Community?

BV1d (04/05) - When does the Authority plan to have such a plan in place?
BV180ai (04/05) - The energy consumption/m2 of local authority operational property - ELECTRIC
BV180aii (04/05) - The energy consumption/m2 of local authority operational property - FOSSIL
BV180b (04/05) - Average lamp circuit energy consumption for street lights
BV34a (04/05) - Percentage of primary schools with 25% or more of their places unfilled
BV34b (04/05) - Percentage of secondary schools with 25% or more of their places unfilled
BV44 (04/05) - No. of pupils permanently excluded during the year from all schools per 1,000 pupils
BV48 (04/05) - % OF SCHOOLS MAINTAINED BY lea subject to special measures
BV193a (04/05) - Schools Budget as a percentage of the Schools Funding Assessment
BV193b (04/05) - Increase in Schools Budget on previous year as % of increase in SFA
AO/C51 (BV201, CPD4g) No. of adults/older people receiving direct payments per 100,000 population
AO/B12 (BV52) (04/05) Cost of intensive social care for adults
AO/D39 (BV58, LPSA12.11) (04/05) % of people receiving a statement of their needs
BV62 - The proportion of unfit private sector dwellings made fit or demolished
BV185 (04/05) - % responsive repairs which the authority made and kept an appointment
BV186a (04/05) - Roads not needing major repair - principal roads
BV186b (04/05) - Roads not needing major repair - non-principal roads
BV117 (04/05) - The number of physical visits per 1,000 population to public library premises

Local Public Service Agreement 1, LPSA 1 indicators

The list of indicators below relate to the Local Public Service Agreement 1, LPSA 1. LPSA1 came to an end at 31 March 2005. Some of the measures used to monitor LPSA1 were BVPIs and will therefore continue to be monitored in 2005-06, these will be listed under BVPIs 2005-06 spreadsheet. Some measures however were created specifically to monitor LPSA1 and were not existing BVPIs. These indicators are listed below and they will not be monitored throughout 2005-06. To view these discontinued measures you will need to look in the LPSA1 scorecard in Performance Eye.

Non BVPI measures

LPSA2/12.4 - % attendance of Derby secondary schools as defined by DfES
LPSA3.1 - The number of physical visits to public library premises in NRF Zones
LPSA3.2 - Visits by children to libraries in NRF Zones
LPSA 4.1 Adoptions of children looked after cumulatively
LPSA 4.2 - No. of adopter applicants approved cumulatively
LPSA 5.1 - Number of lifelines used by people aged 65 and over
LPSA 5.3 - Incidence of hypothermia and falls per 1,000 people aged 75 and over
LPSA7.1 - % of new homes built on previously developed land, average over period of LPSA
LPSA8 - No. of people killed and seriously injured (STATS 19)
LPSA9.1 - Number of people receiving benefits advice
LPSA9.2 - Number for new or corrected out of work benefits entitlements awarded
LPSA9.3 - Number for new or corrected work benefits entitlements awarded
LPSA10 - % of waste composted or recycled
LPSA11 - Time taken to remove vehicles classed as being abandoned
AO/D40 (LPSA 12.12) Clients receiving a review
CF/C21 (LPSA 12.14) Duration on the child protection register.
LPSA 12.15 Intensive home care as a proportion of intensive home and residential care
LPSA12.16 - Renovations under £5000
LPSA12.17 - Renovations over £5000
LPSA12.18 - Disabled Facility Grant adaptations delivered within 350 days
LPSA12.21 - New claims processed within 14 days

LPSA12.26 - Visits per child to libraries in NRS areas (LPSA3)	
LPSA12 - Overall annual improvement in cost-effectiveness of 2% or more	
LPSA measures which were also BVPIs	
LPSA1.1.1 - Percentage of pupils attaining at least Level 4 in English at Key Stage 2	41
LPSA1.1.2 - Percentage of pupils attaining at least Level 4 in Mathematics at Key Stage 2	40
LPSA1.2.1 - Percentage of pupils attaining level 5 in each of English at Key Stage 2	194a
LPSA1.2.2 - Percentage of pupils attaining level 5 in each of Mathematics at Key Stage 2	194b
LPSA1.3.1 - % pupils attaining at least 5 grades A*-G at GCSE including English and Maths at KS4	39
LPSA2.1.1 - Percentage of pupils attaining at least level 5 in Mathematics at Key Stage 3	181b
LPSA2.1.2 - Percentage of pupils attaining at least level 5 in English at Key Stage 3	181a

Local Area Agreement, LAA

The indicators detailed below are measures which will be recorded through the Local Area Agreement, LAA. The measures are split into two categories: 1) those which are existing indicators such as BVPIs and are therefore to be monitored throughout 2005-06 and 2) those which have been created specifically for the LAA and are not measured through existing indicators.

LAA indicators which are not BVPIs

Ref	Indicators
1	Number of families with up to date information about services in Sure Start
2	Number/proportion of mothers continuing to smoke during pregnancy in Sure Start areas
3	Proportion of re-registrations on the child protection register
4	Proportion of mothers breastfeeding at birth and six weeks in Sure Start areas
6	Level of development on completion of Foundation Stage profile: City wide 20% most disadvantaged
7	Percentage of children who achieve Level 2B+ at Key Stage 1
8	Proportion of lowest performing 25% of pupils who attain Level 4+ at Key Stage 2
9	Conversion rate from Level 3 to Level 5 at Key Stage 3
13	Percentage of five to 16 year olds spending 2 hours each week on high quality PE and school sport, within and beyond the curriculum
14	Percentage of five to 16 year olds participating in seven hours or more physical activity per week
15	Percentage of 16 to 18 year olds not in employment, education or training
16	Teenage mothers benefiting from employment, education or training
17	Stock of high quality childcare places for 0 to 14 year olds
18	Reduce the annual turnover of childcare places compared to the previous year
19	Stock of childcare places - childminding
20	Stock of childcare places - daycare
21	Stock of childcare places - out of school
22	Number of children reached by children's centres
23	Number of full daycare places in Children's Centres
24	Conversion of part-time preschool places to full daycare
25	Level 4 qualifications for childcare workers gained in the year
26	Percentage of 3 and 4 year olds with SEN in early years settings
27	Number of permanent exclusions from schools
28	Number of bullying incidents recorded by schools

29	Number of schools accredited to Healthy Schools standard
30	British Crime Survey - BCS - overall comparator crime figures
31	British Crime Survey comparator crimes by category
32	Number of adult problematic drug users receiving treatment
33	Proportion of young people with a substantive outcome between Oct and Dec re-offending during next 24 months
34	New entrants to criminal justice system – young people receiving first substantive outcome
35	City-wide Incidents of anti-social behaviour based on calls for police assistance
36	Fear of crime / anti-social behaviour in neighbourhoods
37	Incidence of litter and fly tipping
40	Floor targets to measure success of Neighbourhood Renewal Strategy
41	New jobs created in the city
42	Number of people gaining recognised vocational qualifications after formal training
43	Number of people receiving skills training to meet local demand
44	Number of businesses receiving grant support
45	People working in a voluntary capacity
46	Number of neighbourhood development initiatives
47	Percentage of residents who think they can influence decisions in their area
48	Emergency bed days for people aged 75 or more
49	Emergency bed days for older people / adults with chronic health problems
50	Premature mortality rates from cardio-vascular disease
51	Adult smoking prevalence
52	Number of women smoking during pregnancy
53	Smoke free premises
54	Mean body mass index – BMI - of the population
55	Percentage of people taking 30 mins or more moderate physical activity on five or more days per week
57	Young people with disabilities receiving mainstream, socially inclusive care
58	To be defined - will related to 'Pathways to work' and Incapacity Benefit
59	People in disadvantaged wards entering employment People in disadvantaged wards having income increased

LAA indicators which are BVPIs

Ref	Indicators	BVPI
5	Change in the number of conceptions to females aged under 18	197
	Percentage of pupils attaining Level 4 or above in Key Stage 2	41
10	English Mathematics	40
11	Percentage of 14 year old pupils attaining Level 5 or above at Key Stage 3: English Mathematics	181a 181b
12	Percentage of half days missed due to total absence: Secondary schools Primary Schools	45 46
38	Satisfaction with cleanliness of neighbourhoods	89
39	Satisfaction with local parks and public spaces	119e
56	Older people helped to live at home per 1,000 population aged 65+	54