



Performance Information Profile: Action Plan

Indicator	Improvement in		Quartile Position				Actual Perf 07/08	Current Target 08/09	Best Quartile Threshold	Comments Feb 2009	Action Proposed 2007	Timeframe	Resource Implications	Link to Corp Aims	Officer	
	1 Year	3 Years	Best	2nd	3rd	Worst										
Corporate Health improvement																
BV3	Overall satisfaction with Council	NC	↔	*				60% 06/07	60%	60%	Place Survey Results due March 09	Plan positive media campaign during period survey is carried out in 3 years time.	Next national survey is 2009, however action is relevant for all public consultations	None	Aim 6	Jill Baldwin/ALL
BV2b	Duty to promote race equality	↑ ↑	↑↑	*	*			100%	85%	84%	Effective EqIA in place. Member briefing April 09	LS, CS, MAJ to meet to re-assign monitoring role following staff re-deployment	Immediate	None	Aim 6	Louise Sandall, Clare Slater, Marie-Ann Jackson
	Ombudsman: average no. days to respond to complaint	↓ ↑	↓ ↑				*	50 days		23.7 days	Complaints review completed by O and S. Revised policy and procedure in place with Customer Services and Benefits Manager assigned lead responsibility for improvement	Include as a key responsibility to all SUMs checked at appraisal. Assign key officer to receive and monitor all complaints	Immediate	None	Aim 6	CMT/Jane Graham
BV4	% of user satisfaction with complaints handling	NC	↔		*			33% 06/07	38%	37%	discontinued	O&S Review currently being conducted.	Medium	?	Aim 6	Phil Hancock
BV8	% of invoices paid by agreed date or within 30 days	↑ ↓	↑ ↓		*	*		94.98%	100%	97.00%	E purchasing system to be rolled out across all service areas				Aim 6	ALL
BV9	% of C Tax collected - adjusted for deprivation figure	↑ ↑	↑	*	*			100%	99%	100%					Aim 6	Clive Key
BV10	% of NNDR collected	↑ ↑	↑ ↑	*	*			99.30%	99.40%	99.36%					Aim 6	Clive Key
BV157	% of interactions with public capable of e-delivery	↑	↑				*					This is no longer collected. The figure is the 05/06 reported figure. 06/07 reports at 100%			Aim 6	Mick Phythian
BV78a	HB Claims - average time to process new claims	↓ ↑	↑ ↑				*	26.6	26	21.3	Improved by 3 days by reprioritizing work to take longer to process changes in circumstances, whilst remaining top quartile.	Examine work prioritisation for both new claims and changes in circumstances and reprioritise to improve new at expense of changes	Immediate	None	Aim 1	Debbie Armitage/Lynn Bayes

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BV78b	HB Claims - average time to process changes in circumstances	↑↑	↑↑	* *				3.9	5	7.4	see above					
BV79a	HB Claims - cases processed correctly	↑↑	↑↑		*	*		98%	99%	99%	Rate of improvement not as good as other authorities			Aim 1	Debbie Armitage/Lynn Bayes	
BV79bi	Amount of HB overpayments recovered as % of all HB overpayments	↓↓	NC			*	*	58%	90%	82%	Addressing issue by moving overpayment recovery into a single corporate debt recovery team	Review targets for this year - too high		Aim 1	Debbie Armitage/Lynn Bayes	
BV79bii	Amount of HB overpayments recovered as % of the total amount of HB overpayment debt	↓↓	NC			* *		27%	70%	37%	see above	Review targets for this year - too high		Aim 1	Debbie Armitage/Lynn Bayes	
BV12	Average number of days lost to sickness absence	↓↑	↓↑		*		*	8.99	8.00%	8.43	Further improvement planned, with relaunch of process	Sickness policy re-launch, train SUMs, Attendance Policy	Immediate		Aim 6	Louise Sandall/ALL
BV14	% of employees retiring early (excl ill health)	↓↑	↓↑	*		*		0.00%	0.85%	0.13%		Greater understanding of indicator needed		Aim 6	Louise Sandall	
BV15	% of employees retiring early - ill health	↑↓	↑↑				* *	0.83%	1.21%	0.04		Greater understanding of indicator needed		Aim 6	Louise Sandall	
	% of top 5% of earners with disabilities expressed as a ratio of the % of working age population with disability	↔ ↓	NC NC	* *				53%		44%		"We welcome applications from..." on Job Ads. Equality Impact Assess vacancies. Amend recruitment process - language in ads; location of ads	Immediate	None	Aim 6	Louise Sandall
	% of top 5% of earners who are women expressed as a ratio of the % of women in the population	↑↓	↓↓				* *	25%		90%		As above		Aim 6	Louise Sandall	
	% of top 5% of earners from BME communities expressed as a ratio of the % of working age population from BME communities	↓↓	↓↓				* *	0		85%		As above		Aim 6	Louise Sandall	
	% of staff from BME communities expressed as a ratio of the % of working age population from BME communities	↑↑	↑↑	* *				100		100%		As above		Aim 6	Louise Sandall	
	% of staff with disabilities expressed as a ratio of the % of working age in the population with a disability	↓↓	↓↓		*	*		17%		38%		As above		Aim 6	Louise Sandall	

Regulation improvement

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BV166a	Environmental Health Best Practice Checklist	↑↑	↑↑	* *				100%			First in the country!					
BV109a	% of MAJOR Planning Apps determined within 13 weeks	↕ ↓	↑↑	*	*			77%	65%	79.07	Rate of improvement affected by the low numbers of applications received. Any change has a disproportionate effect on the result	Revise target to upper quartile threshold - 80%	Immediate	None	Aim 4	Gary Housden
BV109b	% of MINOR Planning Apps determined within 8 weeks	↕ ↓	↑↑		*	*		74%	75%	83.67	Staff issues, now resolved performance back on track.	Result disputed - actual performance was 81.7%			Aim 4	Gary Housden
BV109c	% of OTHER Planning Apps determined within 8 weeks	↑→	↑↑		*		*	91%	90%	92		Result disputed - actual performance was 90.6%			Aim 4	Gary Housden
BV111	Satisfaction of applicants with planning service	Q	NC		*	*		72% 2006/07	83.00%	80%					Aim 4	Gary Housden
BV204	Planning Appeals: % allowed	↓↑	↑			* *		35.30%	33%	26.70%	Improving trend	Member training around subject area	Medium	Revenue	Aim 4	Gary Housden
BV205	Planning: Quality of Service checklist	↓↑	↑			* *		94%	100%	100%	Improving trend				Aim 4	Gary Housden
Local Environment improvement																
BV82a&b	Actual recycling and composting rate	↑↑	↑↑	* *				51.55%		40.60%		Revise target to avoid deterioration of performance	Immediate	None	Aim 4	Phil Long
BV84a	KG of household waste collected per household	↓→	↓↓		*	*		430.3	431	374.2	Inevitable consequence of success with recycling				Aim 4	Phil Long
BV86	Cost of waste collection per household	↓↑	↓↓		*	*		£50.31	£59.44	£44.52					Aim 4	Phil Long
BV91a	% of population served by a kerbside collection of recyclables (1 recyclable)	↓↑	↑↑	*	*			100.00%	100%	100.00%		Provide recycling bins in flats in place of some of general waste bins	Immediate	Cost of Bins	Aim 4	Phil Long
BV91b	% of population served by a kerbside collection of recyclables (2 recyclables)	↓↑	NC	*	*			100.00%	100%	100.00%		Provide recycling bins in flats in place of some of general waste bins	Immediate	Cost of Bins	Aim 4	Phil Long
BV90a	Satisfaction with waste collection	NC	↓			*		75% 2006/07	86%	85%		Further work on drop in satisfaction required	Immediate	None	Aim 4	Phil Long
BV90b	Satisfaction with recycling	NC	↔		*			77% 2006/07	76%	80%					Aim 4	Phil Long
BV199a	% of land littered to a significant or heavy extent	↑↓	NC	* *				6.50%	5%	7%	Now split into NI157a&b	Revise targets to avoid deterioration in performance	Immediate	None	Aim 4	Phil Long

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BV199b	% of land from which unacceptable levels of graffiti are visible	↕ ↓	NC	* *				1%	5%	1%		Revise targets to avoid deterioration in performance	Immediate	None	Aim 4	Phil Long
BV199c	% of land from which unacceptable levels of fly-posting are visible	↕ ↑	NC	* *				0	5%	0		Revise targets to avoid deterioration in performance	Immediate	None	Aim 4	Phil Long
BV89	Satisfaction with cleanliness of public space	NC	↔	*				83%	74%	81%					Aim 4	Phil Long
BV106	% of new homes built on previously developed land	↕ ↓	↓					54%	40%	97%					Aim 4	Julian Rudd/Gary Housden
	% of brownfield land that is derelict	↕ ↑	↑		*	*		0.1		0					Aim 4	?
Housing improvement																
	% of private sector homes vacant for 6 months or more	↕ ↓	↓					0.95%		0.29%					Aim 1	Richard Etherington
BV64	No of non LA owned vacant dwellings returned to occupation or demolished during the year as a direct result of action by the authority	↕ ↓	↑ →					1	5	112					Aim 1	Richard Etherington
BV183a	Average length of stay in B&B accommodation in weeks	↕ ↓	↑ ↑			*				Discontinued		Acquisition of new hostel will impact - +ve			Aim 1	Richard Etherington
BV183b	Average length of stay in hostel accommodation in weeks	↑ ↑	↑ ↑	* *				0	0	0		Acquisition of new hostel will impact - -ve			Aim 1	Richard Etherington
BV203	% change in the number of households in temp accommodation	↑ ↑	NC					0	-10%	-26%					Aim 1	Richard Etherington
	% of homelessness acceptances that are repeat applications	↑ ↑	↑ ↑	* *				0		0.00%					Aim 1	Richard Etherington
Culture improvement																
BV119a	Satisfaction with sports and leisure facilities	NC	↔					56% 2006/07	65%	63%		Satisfaction with actual users has gone up, need to work on perception	Medium	2	Aims 2 & 3	Jos Holmes
BV119e	Satisfaction with parks and open spaces	NC	↔					56% 2006/07	78%	78%	Removed from capital programme as low priority	Capital improvements planned. Re-survey following	Medium		Aims 2, 3 & 4	Jos Holmes
	Participation in sport and active recreation														Aims 2 & 3	Jos Holmes
	Volunteering in sport and active recreation	NC	NC	* *				7% 2006/07		6%					Aims 2 & 3	Jos Holmes
	Leisure facilities - choice and opportunity	↑	NC					4.4% 2005/06		49%		No data 2007-08			Aims 2 & 3	Jos Holmes

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BV119c	Satisfaction with museums and galleries	NC	↔		* *			50%	50%	51%		No Council run museums - limited control			Aim 2	Jos Holmes
BV119d	Satisfaction with theatre and concert halls	NC	NC			* *		39% 2006/07		53%		No Council run facilities in this category			Aim 2	Jos Holmes
BV219b	Preserving the special character of conservation areas: % with character appraisals	↔ ↑	NC			* *		14.71%	17%	56.78%					Aim 4	Julian Rudd
Sustainable Communities & Transport improvement																
BV175	% of racial incidents reported to the Council that resulted in further action	NC	NC	*			*	100	100%	100%	Process in place	Process now in place and actively monitored			Aims 3 & 6	Louise Sandall

	Improved	Deteriorated	Same	Quartile
2007-08 data	↑	↓	→	*
2006-07 data	↑	↓	↔	*