

Report to: Policy and Review (Performance) Panel, 14th December 2004
Report from: Head of Strategy
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Review of achievement of targets set against Best Value Performance Indicators

1. Purpose

- 1.1 To report on progress made against the Best Value Performance Indicator (BVPI) targets set in the Corporate Plan.

2. Recommendations

Members of the panel are recommended to:

- i. Note the progress made against the targets set out in annex 1 to this report**
- ii. Consider whether further actions should be taken in departments to ensure that the targets we have set ourselves are achieved.**

3. Background

- 3.1 The Corporate Plan for the authority was published in June 2004. The Corporate Plan was produced in place of the Best Value Performance Plan that has been produced in previous years. The Plan included an Appendix of performance information, which fulfilled our statutory requirement to report performance against a set of Best Value Performance Indicators specified by the Office of the Deputy Prime Minister.
- 3.2 The BVPIs cover a range of services and aspects of the management of the authority. Some of the BVPIs are the same indicators as those that can be found in other indicator sets such as the Department of Health PAF for social services. Some indicators provide contextual information, whilst others directly report performance on key issues, and in some cases, feed into the overall score for the Comprehensive Performance Assessment. The indicators on which we need to report in 2004/5 are shown in the table at annex 1.
- 3.3 It is a statutory requirement that the authority shows performance against the BVPIs in the Corporate Plan, and also sets targets against almost all of the indicators. We order the BVPIs according to Community Strategy themes, to show how they link to our objectives and priorities. This report looks at our half year performance against many of the targets set out in the Corporate Plan.
- 3.4 Data has not been included for many financial indicators, as half-yearly data does not allow for meaningful comparisons to be made against the targets. A number of other indicators are not reported at the half-yearly

stage because of the nature of exercises necessary to collect the data – for example, a number of indicators relating to highway condition require expensive technical surveys to be completed which will only be carried out once a year. It should also be remembered that alongside this monitoring, regular monitoring of performance on high priority indicators takes place at directorate and corporate levels.

4. Key conclusions about the achievement of 2004/5 BVPI targets

4.1 Crime and disorder

- 5 targets were set against BVPIs relating to crime for 2004/5. We are able to report on 4 of them at this stage, and we are on track to achieve two of the targets (BVPI 128 – vehicle crime and BVPI 176 – domestic violence refuge places).
- We are on track to improve or maintain performance over the previous year for 3 of the indicators.
- Looking at the increase in racial incidents recorded, it should be noted that this may be explained by improved mechanisms for reporting. It is difficult to judge whether the underlying number of incidents is also on the increase, and this would obviously be a worrying development.

4.2 Education and Lifelong Learning

- Targets were set against 29 BVPIs for the Education and Lifelong Learning theme, and we are able to report on progress with 27 of these at this stage. We are on track to meet or exceed 13 of the targets. Performance has been improved or maintained against the previous year for 18 of the indicators.
- It should be noted that in respect of attainment results, the estimates for the year refer to the results achieved in Summer 2004, and are therefore actuals.
- It is encouraging that significantly improved performance is likely to be recorded in respect of BVPIs 43a and 43b (% statements of educational need prepared within 18 weeks) as a reduction in performance was recorded in 2003/4.

4.3 Economic Wellbeing

- Targets for this theme all refer to benefits. For 2004/5, 7 BVPI targets were set, for which it is possible to comment on 1 target at this stage.
- It looks likely that we will not achieve the target on processing accuracy set for BVPI 79a.
- We have set ourselves the challenging target of being in the top quartile of authorities for counter-fraud performance, although we do not yet know what levels of performance this will require (these figures should be available shortly). However, we do know that our performance on some counter-fraud measures has reduced in the

year as counter fraud staff have been temporarily deployed to tackle the immediate priority of dealing with the backlog issues.

- We are also unable to extract robust data on processing times (BVPIs 78a & 78b) from the system to check whether these targets are being achieved. Significant work is ongoing to cleanse data and assure the integrity of information.

4.4 Environment and Transport

- Targets were set for this theme for 30 indicators, and at this stage in the year it is possible to comment on 19 of these. We are on track to meet or exceed 10 of those targets which we can report at this stage, and to improve or maintain performance over the previous year for 16 BVPIs.
- Despite overall improved performance on waste management targets (BVPIs 82a-d), the targets set for PCC by the Government to increase recycling and composting and to reduce landfill will be missed for 2004/5.
- Performance on targets for processing planning applications is improved on the previous year, and is likely to compare very well on a national basis.
- Performance on local environmental cleanliness (BVPI 199) continues to be maintained at a good level, which should compare well against other authorities when the comparisons are received.

4.5 Housing

- Targets were set for 10 indicators for 2004/5. We are able to report on progress with all of these.
- We are likely to meet or exceed 6 of the targets, and to show improved or maintained performance over the previous year for 9 of the targets.
- The Decent Homes target (BVPI 184) needs to be reset in the light of more detailed information that has been gathered, and may no longer be relevant.
- It remains likely that we will not achieve the very challenging target for the average length of stay in hostel accommodation (BVPI 183b).

4.6 Health and Social Care

- Figures for this section are recorded slightly differently to align with the work carried out to satisfy other statutory reporting requirements, and to minimise duplication of work. This means that six-month actuals are not shown.
- We set 15 BVPI targets for this theme in 2004/5, and are able to report on 9 at this stage. Of these, 3 are likely to be met or exceeded, and we are likely to see improved or maintained performance over the previous year for 5 indicators.

- Performance on reviewing child protection cases (BVPI 162) has significantly improved, as has performance with delivering equipment within seven working days (BVPI 56).

4.7 Corporate Health

- For 2004/5, 17 BVPI corporate health targets were set. We are able to report against 16 of these at this stage. It is likely that 10 targets will be met or exceeded, and performance improved or maintained against the previous year for 15.
- At this stage, it seems likely that we will struggle to meet targets on invoice payment (BVPI 8), council tax collection (BVPI 9) and some areas of workforce diversity.
- There has been a noticeable performance improvement in NNDR collection (BVPI 10).
- Changes in performance on BVPI 157 (e-government) are mainly accounted for by a reassessment of processes by departments, and a more realistic forecast being made in respect of current projects on e-payments, e-forms and e-bookings projects.

4.8 Overall

- In summary, we are able to report against 86 targets at this stage. We are likely to meet or exceed 44 of these targets (51%).
- Of the 86 indicators which we can report and compare against the previous year, it is likely that performance will be improved or maintained for 69 indicators (80%).

BVPI PERFORMANCE DATA 2004/5 (six monthly collection)

BVPI Number and definition	Actual Figure 2003/4	Target set in last BVPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
Community Safety						
BVPI 174 The number of racial incidents recorded by the authority per 100,000 population	529	529	286	572	-	Target set as context for BVPI 175
BVPI 175 The percentage of racial incidents that resulted in further action	56.5%	60%	N/A	N/A	-	Data not collected at six months
BVPI 126 Domestic burglaries per 1000 households	14.7	9	7.4	tbc	✗	Difficult to provide estimates, but unlikely to hit target
BVPI 128 Vehicle crimes per 1000 population	15.6	15.9	7.6	tbc	✓	Difficult to provide estimates, but likely to achieve target
BVPI 176 The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority	1.76	1.76	1.76	1.76	✓	Indicator to change in 2005/6 to measure quality of provision
BVPI 177 % of authority expenditure on legal and advice services which is spent on services that have awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership Strategic Plan	N/A	N/A	N/A	N/A		The authority is not part of a Community Legal Partnership with a Strategic Plan.
Education and Lifelong Learning						
BVPI 33 Net Youth Service expenditure (LEA expenditure only) per head of population in the Youth Service target age range	58.94	67.17	N/A	N/A		Cost indicator not collected at six-months in this format
BVPI 34 a) Percentage of primary schools with 25% or more (and at least 30) of their places unfilled b) Percentage of secondary schools with 25% or more (and at least 30) of their places unfilled	a) 26.4 % b) 10.0 %	a) 33.9 % b) 10.0 %	a) 33.9 % b) 10.0 %	a) 33.9 % b) 10.0 %	✓	
BVPI 38 Proportion of pupils in schools maintained by the authority in the previous summer achieving 5 or more GCSEs at grades A*-C or equivalent	44.5%	47%	41%	41%	✗	Figures refer to Summer 2004 examinations, so are actuals, not estimates

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 39 Percentage of 15 years olds in schools maintained by the authority achieving five GCSEs or equivalent at grades A* to G including Maths and English	80.1%	91%	79%	79%	x	Figures refer to Summer 2004 examinations, so are actuals, not estimates
BVPI 40 Proportion of pupils in schools maintained by the authority in the previous summer achieving Level 4 or above in the Key Stage 2 Mathematics test	69.4%	82%	70%	70%	x	Figures refer to Summer 2004 examinations, so are actuals, not estimates
BVPI 41 Proportion of pupils in schools maintained by the authority in the previous summer achieving Level 4 or above in the Key Stage 2 English test	68.2%	81%	75%	75%	x	Figures refer to Summer 2004 examinations, so are actuals, not estimates
BVPI 43 Percentage of statements of special educational need prepared within 18 weeks (a) excluding and (b) including those affected by "exceptions to the rule" under the SEN code of practice	a) 73.5 % b) 42.5 %	a) 100 % b) 75%	a) 85.1 % b) 76.3 %	a) 93% b) 76.3 %	x ✓	
BVPI 44 Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools	1.2	0.7	0.6	0.6	✓	
BVPI 45 Percentage of half days missed due to total absence in secondary schools maintained by the authority	9.6%	8.4%	9.8%	9.8%	x	
BVPI 46 % half days missed due to total absence in primaries maintained by the authority	6.0%	5.1%	5.8%	5.8%	x	
BVPI 48 Percentage of schools maintained by the authority subject to special measures	0%	0%	0%	0%	✓	
BVPI 159 The percentage of permanently excluded provided with alternative tuition of: a) 5 hours or less b) 6-12 hours c) 13-19 hours or d) 20 hours or more	a)0% b)0% c)0% d)100%	a)0% b)0% c)0% d)100%	a)0% b)0% c)0% d)100%	a)0% b)0% c)0% d)100%	✓	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 181 Percentage of 14 year old pupils in schools maintained by the authority achieving Level 5 or above in the Key Stage 3 test in: a) English b) Mathematics c) Science d) ICT assessment	a)63.1% b)63.1% c)55.9% d)71.0%	a)70% b)69% c)65% d)75%	a) 62% b) 67% c) 54% d) tbc	a) 62% b) 67% c) 54% d) tbc	✘	Figures refer to Summer 2004 examinations, so are actuals, not estimates
BVPI 194 To measure the percentage pupils achieving level 5 or above in KS 2 a) English b) Maths	a)21% a)26%	a)26% b)31%	a) 23% b) 25%	a) 23% b) 25%	✘	Figures refer to Summer 2004 examinations, so are actuals, not estimates
BVPI 192 Quality of teaching for Early Years and childcare services a) Average days access to relevant training and development per practitioner delivering Foundation Stage education and b) Average number of QTS teachers per 10 non-maintained settings	a) 5.4 b) 1.3	a)4 b) 1:10	a) 4 b) 1.2	a) 4 b) 1.2	-	Alteration to method for calculation so target comparison not valid
BVPI 193 How the authority's School's Budget compares with its Schools Funding Assessment a) Schools Budget as a percentage of Schools Funding Assessment b) Increase in Schools Budget on the previous year as a percentage of the increase in Schools Funding Assessment on the previous year	a)101.6 b)101.1	a) N/A b) N/A	a)101.53% b) 99%	a)101.53% b) 99%	-	No target set as new indicator
BVPI 170 a) The number of visits to/usage's of museums per 1000 population b) The number of those visits that were in person per 1000 population c) The number of pupils visiting museums and galleries in organised school groups	a)6221 b)919 c)28281	a)6250 b)1105 c)28000	a) 7683 b) 703 c) 18169	a)10680 b) 1022 c) 30000	✓	
BVPI 117 Number of visits to libraries	6187	6300	3218	6307	✓	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
ECONOMIC WELLBEING						
BVPI 76 Housing Benefit and Council Tax Benefit security 1) The number of claimants visited, per 1000 caseload 2) The number of fraud investigator employed per 1000 caseload 3) The number of fraud investigations, per 1000 caseload 4) The number of prosecutions and sanctions per 1000 caseload	a)256.1 b)0.50 c)48.90 d)3.10	All top quartile	a) 64 b) 0.5 c) 24.44 d) 0.5	a) 150 b) 0.5 c) 50 d) 1.5	We do not yet have top quarter figures	Counter fraud performance has been affected by redeploying counter fraud staff to assist in backlog recovery work (April – June)
BVPI 78 Speed of processing housing and council tax benefit: Average time in calendar days for processing a) new claims and b) notifications of changes of circumstance	a) 85 b) 25	a) 32 b) 12	Data not available	Data n/a	-	Work is ongoing to cleanse data and improve data integrity.
BVPI 79 a) Accuracy of processing: % of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post-determination b) Accuracy of processing: % of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year ^a	a)95.10 % b) n/a	a) 97% b) n/a	a) 94.8% b) n/a	a) 95.4 % b) n/a	x	PCC systems are unable to report BVPI 79b to definition. This definition is to be amended as of 2005/6.
ENVIRONMENT AND TRANSPORT						
BVPI 82 a) Percentage of the total tonnage of household waste arisings which have been recycled b) Percentage of the total tonnage of household waste arisings which have been sent for composting (amended) c) Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources (amended) d) Percentage of the total tonnage of household waste arisings which have been landfilled	a) 13.0 % b) 2.34 % c) 0.32 % d) 84.3 %	a) 21.0 % b) 5.0 % c) 15.0 % d) 55.0 %	a) 14.64 % b) 3.34 % c) 0 % d) 82.85 %	a) 15.8 % b) 3.2 % c) 6.0 % d) 75.0 %	x	Improved performance on 82a will reflect the wheelie bin roll-out. The figure for 82b will be slightly lower at the second half of the year when there is less composting. Expected performance on 82c reflects the opening of the new energy from waste facility in Feb 05, and the figure for 82d reflects this too.

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 84 Kg of household waste collected per head	440.3	459.1	473.01	465.00	x	
BVPI 86 Cost of waste collection per household	£45.89	£46.61	N/A	N/A		Cost indicator not collected at six-months in this format
BVPI 87 Cost of waste disposal per tonne for municipal waste	£57.33	£69.30	N/A	N/A		Cost indicator not collected at six-months in this format
BVPI 91 % of population served by a kerbside collection of recyclables	98.0%	100%	97.29%	97.5%	x	Reflects the identification and filling of gaps in service
BVPI 96 Condition of principal roads – percentage of the network with negative residual life, derived from deflectograph surveys	3.09%	2.9%	N/A	N/A		Indicator not collected at six months due to the nature of survey required
BVPI 97 Condition of non-principal roads - % of the network with negative residual life a) classified road b) non-classified roads	a)19.35 % b)9.78 %	a)19.35 % b)9.78 %	N/A	N/A		Indicator not collected at six months due to the nature of survey required
BVPI 99 (amendment) % change in road accident casualties, in the area of the authority, since: a) the previous year; and b) the 1994 to 1998 average to be reported for the all KSI, child KSI and all slight injuries	N/A	N/A	N/A	N/A		Indicator not reported at six months – clarification on timescales to be used sought
BVPI 100 Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road	0	<0.25	<0.25	<0.25	✓	
BVPI 102 Local bus services (passenger journeys per year – in millions)	11.2m	11.7m	5.4m	10.7m	x	
BVPI 165 The % of pedestrian crossings with facilities for disabled people	90%	93%	90%	90.18%	x	
BVPI 178 The percentage of total length of footpaths and other rights of way that were easy to use by members of the public	100%	100%	100%	100%	✓	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 186 Percentage of the a) Principal road network b) non-principal road network where major structural treatment is not considered necessary divided by the authority's average structural expenditure per kilometre on the network over the past three years	a) 35.7 9% b) 448. 86%	a) 25.4 % b) 1102. 75%	N/A	N/A		Indicator not collected at six months due to the nature of survey required
BVPI 187 Condition of footway	N/A	N/A	N/A	N/A		Indicator not collected at six months due to the nature of survey required
BVPI 106 Percentage of new homes built on previously developed land	100%	99%	N/A	N/A		Indicator not collected at six months
BVPI109 Percentage of planning applications determined in line with the Government's new development control targets to determine: a) 60% of major applications in 13 weeks b) 65% of minor applications in 8 weeks and c) 80% of other applications in 8 weeks	a) 48% b) 62% c) 84%	a) 60% b) 65% c) 80%	a) 62% b) 76% c) 89%	a) 62% b) 76% c) 89%	✓	
BVPI 200 a) Does the authority have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired. b) If 'No', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting these alterations or the replacement plan within three years	a) No b) No	a) No b) No	a) No b) No	a) No b) No	✓	
BVPI 204 % of appeals allowed against the authority's decision to refuse planning applications	N/A	N/A	46%	46%		
BVPI 205 Quality of service checklist	N/A	N/A	N/A	N/A		Indicator not collected at six months due to the nature of survey required
BVPI 179 The % of standard searches carried out in 10 working days	99.89%	100%	100%	100%	✓	
BVPI 166 Score against a checklist of enforcement best practice for: a) environmental health b) trading standards	a) 70% b) 70%	a) 72% b) 72%	a) 70% b) 70%	a) 72% b) 70	✓ ✗	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 20045	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 199 Local street and environment cleanliness	10%	9%	8.5%	9%	✓	
HOUSING						
BVPI 62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	2.78%	3%	3.4%	3%	✓	
BVPI 63 Energy Efficiency – the average SAP rating of local authority owned dwellings	64	65	64	65	✓	
BVPI 64 The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/3 as a direct result of action by the local authority	58	75	22	75	✓	Leases in negotiation so target remains valid and achievable
BVPI 66a Local authority rent collection and arrears: proportion of rent collected	96.7%	98.5%	97.8%	98%	✗	
BVPI 164 Does the authority follow the CRE 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: Tackling Racial Harassment?	Yes	Yes	Yes	Yes	✓	
BVPI 183 The average length of stay in: a) Bed and Breakfast accommodation b) Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	a) 4 b) 2	a) 3 b) 2	a) 3 b) 12	a) 3 b) 12	✓ ✗	
BVPI 202 Number of people sleeping rough on a single night within the area of the local authority	N/A	N/A	0-10	0-10	-	
BVPI 203 % 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 previous year	N/A	N/A	+8.8%	+10%	-	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 184 The proportion of LA homes which were non-decent at 1 April 2002 The percentage change in proportion of non-decent LA homes between 1 April 2002 and 1 April 2003	a) 67 % b) 8.4 %	a) 44.6 % b) 13.2 %	a) 62.7 % b) 11.3 %	a) 62.7 % b) 11.3 %	-	Target set on basis of information changed during audit, so no longer relevant. Work is ongoing to establish baseline position and reset target.
BVPI 185 The percentage of responsive (but not emergency) repairs during 2002/2003 for which the authority made and kept an appointment.	96%	97%	99%	98%	✓	

HEALTH AND SOCIAL WELLBEING

BVPI 49 % of looked after children with 3 or more placements during the year (amended)	13.2%	11%	N/A	18.7%	✗	
BVPI 50 Percentage of young people leaving care aged 16+ with at least 1 GCSE grade A*-G, or GNVQ	72%	80%	N/A	N/A	-	Data not collected at six months due to volatility of cohort
BVPI 161 Employment, education and training for care leavers (amended)	61.00%	70.00%	N/A	N/A	-	Data not collected at six months due to volatility of cohort
BVPI 51 Average gross weekly expenditure per looked-after child in foster care or in a children's home	£601.00	£645.00	N/A	N/A		Cost indicator not collected at six-months in this format
BVPI 52 Average gross weekly cost of providing care for adults & elderly people	£475.00	£492.00	N/A	N/A		Cost indicator not collected at six-months in this format
BVPI 53 Households receiving intensive home care per 1000 population aged 65 and over.	11.9	13	N/A	12.8	✗	
BVPI 54 Older people aged 65 or over helped to live at home/ 1000 aged 65+	65.04	75	N/A	62.95	✗	
BVPI 162 Reviews of child protection cases	85%	98%	N/A	98%	✓	
BVPI 163 Adoptions of children looked after	6.4	5.3	N/A	5.9	✓	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 2004/5	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 56 Percentage of items of equipment costing less than £1,000 delivered within three weeks	44%	87%	N/A	73.57%	✘	
BVPI 58 Percentage of people receiving a statement of their needs and how they will be met	85.11%	90.0%	N/A	N/A	-	
BVPI 197 Change in the number of conceptions among under 18s	-9.9%	-5.3%	N/A	N/A		Indicator based on DoH figures and not reported at six months
BVPI 196 Acceptable waiting time for care packages	72.6%	75%	N/A	76.4%	✓	
BVPI 195 Acceptable waiting time for assessment	87.2%	90%	N/A	71.5%	✘	
BVPI 201 Adults and older people receiving direct payments at 31 st March 2003 per 100,000 population aged 18 or over	N/A	N/A	N/A	55.9	-	New indicator so no target set for 2004/5
USE OF RESOURCES						
BVPI 1 a) Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable? b) By when will a full review of the Community Strategy be completed? c) Has the authority reported progress towards implementing the community strategy to the wider community this year d) By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	a) Yes b) 30/06/04 c) Yes d) N/A	a) Yes b) 30/06/04 c) Yes d) N/A	a) Yes b) 30/06/04 c) Yes d) N/A	a) Yes b) 30/06/04 c) Yes d) N/A	✓	
BVPI 2 a) The level of the Equality Standard for Local Government to which the authority conforms b) The duty to promote race equality	a) 1 b) 68	a) 2 b) 72	a) 1 b) 68%	a) 2 b) 68%	✓ ✘	
BVPI 8 The % of undisputed invoices which were paid in 30 days	84%	90%	87%	88%	✘	
BVPI 9 Percentage of Council Tax collected	89.7%	96%	52.6%	92%	✘	

BVPI Number and definition	Actual Figure 2003/4	Target set in last BPPP 20045	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 10 The % of non-domestic rates due for the financial year that were received by the authority	92.3%	98.9%	61.2%	99%	✓	
BVPI 11 a) The percentage of top 5% of earners that are women b) The percentage of top 5% of earners from BME communities	a) 31.6 b) 0	a) 35 b) 0.3	a) 30.22 % b) 0.44%	a)30.22 % b) 0.44%	✗ ✓	
BVPI 12 The proportion of working days/shifts lost to sickness absence	10.58	9.9	3.4	9.9	✓	
BVPI 14 Early retirements (excluding ill-health retirements) as a % of the total workforce	0.24%	0.8%	0.16%	0.16%	✓	
BVPI 15 Ill health retirements as a % of the total workforce	0.42%	0.4%	0.13%	0.13%	✓	
BVPI 16 a) The percentage of staff declaring that they meet the Disability Discrimination Act disability definition compared with b) the % of economically active disabled people in the authority area	a) 1.43 % b) 13.3 %	a) 1.7 % b) 13.3 %	a) 1.7 % b) 13.3 %	a) 1.7 % b) 13.3 %		
Ratio	10.75%	12.78%	12.78%	12.78%	✓	
BVPI 17 a) % Minority ethnic community staff compared with b) the % of economically active ethnic population in the authority area	a) 2.5 % b) 5.6 %	a) 3% b)13.3 %	a) 2.5% b) 5.6%	a) 2.5% b) 5.6%		
Ratio	44.82	53.57	44.6%	44.6%	✗	
BVPI 156 The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	8.5%	9%	N/A	N/A	-	Data not collected at six month stage due to nature of survey required
BVPI 157 The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	70%	84%	67.64%	74.75%	✗	Change in performance as a result of re-evaluation of service provision for IEG4

BVPI Number and definition	Actual Figure 2003/4	Target set in last BVPP 20045	Six month Result for 2003/4	Whole year estimate	Hit or miss ?	Comments
BVPI 180 a) The energy consumption/m ² of local authority operational property, compared with comparable buildings in the UK as a whole b) the average lamp circuit wattage compared with average consumption/wattage by local authorities in the UK.	N/A	N/A	N/A	N/A	-	Detailed guidance still not available from DEFRA