

Wychavon District Council **Annual Report 2004/05**

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Please read the following explanations

- Where we do not directly influence performance for specific indicators, we have indicated this in the footnotes i.e. crime indicators
- Where we have significantly not met our targets ($\pm 15\%$ variance), we are required by Government to include an explanation, this also is included in the footnotes
- Some targets have been set in line with Government 'top quartile' targets, which although not statutory, are seen as an aspirational target that all authorities should hope to meet i.e. BV12 number of days lost due to sickness absence.
- In other instances we have set ourselves challenging targets, but are realistic in the fact that we might not necessarily achieve them, but instead use them to drive improvements in performance i.e. BV111 satisfaction with planning service.
- Performance information has been compiled by Alan Smith, Performance Officer

How do we compare with others?

The following is a summary of Wychavon's performance against all district authorities for Best Value Performance Indicators in 2002/03. Of the 52 national indicators collected in 2002/03, data was available to rank 40 of these indicators into 4 quartiles according to their performance.

Details of individual performance figures are included in this appendix.

21 indicators ranked Top Performance 9 indicators ranked Above Average Performance 6 indicators ranked Below Average Performance 4 indicators ranked Poor Performance
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		STAFF FROM ETHNIC MINORITIES (BV16a)	COUNCIL TAX COLLECTED (BV9)
		ENERGY CONSUMPTION IN LA BUILDINGS GAS (BV180aii)	TOP 5% EARNERS WOMEN (BV11)
		PRIVATE UNFIT DWELLINGS MADE FIT/ DEMOLISHED (BV62)	EARLY RETIREMENTS (BV14)
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	INVOICES PAID ON TIME (BV8)	NEW HOMES ON BROWN FIELD SITES (BV106)	AVERAGE LENGTH OF STAY IN HOSTEL (BV183b)
	STAFF SICKNESS (BV12)	ENVIRONMENTAL HEALTH CHECKLIST (BV166)	AVERAGE TIME NEW BENEFIT CLAIM (BV78a)
EQUALITY STANDARD FOR LOCAL GOVERNMENT LEVEL (BV2)	BUILDINGS WITH FACILITIES FOR PEOPLE WITH DISABILITIES (BV156)	BURGLARIES PER 1000 HOUSEHOLDS (BV126a)	AVERAGE TIME CHANGE IN CIRCUMSTANCES FOR BENEFIT CLAIMS (BV78b)
NNDR COLLECTED (BV10)	ENERGY CONSUMPTION IN LA BUILDINGS ELECTRICITY (BV180ai)	LEGAL AND ADVICE EXPENDITURE ON QUALITY MARK SERVICES (BV147)	BENEFIT RENEWAL CLAIMS ON TIME (BV78c)
STAFF WITH DISABILITIES (BV16)	HOUSEHOLD WASTE RECYCLED (BV82a)		BENEFIT CASES PROCESSED CORRECTLY (BV79a)
AVERAGE LENGTH OF STAY IN BED AND BREAKFAST (BV183a)	HOUSEHOLD WASTE COLLECTED (BV84)		MAJOR PLANNING APPLICATIONS IN 13 WEEKS (BV109a)
POOR PERFORMANCE	BELOW AVERAGE PERFORMANCE	ABOVE AVERAGE PERFORMANCE	MINOR PLANNING APPLICATIONS IN 8 WEEKS (BV109b)
			OTHER PLANNING APPLICATIONS IN 8 WEEKS (BV109c)
			STANDARD SEARCHES IN 10 WORKING DAYS (BV179)
			DECISIONS DELEGATED TO OFFICERS (BV188)
			SCORE ON CREATING OPPORTUNITY CHECKLIST (BV114)
			VIOLENT OFFENCES BY A STRANGER (BV127a)
			VIOLENT OFFENCES IN A PUBLIC PLACE (BV127b)
			VIOLENT OFFENCES IN CONNECTION WITH LICENSED PREMISES (BV127c)
			VIOLENT OFFENCES COMMITTED UNDER THE INFLUENCE (BV127d)
			VEHICLES CRIMES PER 1000 POPULATION (BV128a)



Are we improving?

The following is a summary of our performance for 2003/4 where it is possible to track changes. We have used a traffic light system to identify which indicators have improved, not changed or got worse and used the comparison with other district authorities for 2002/03 to highlight this.

We were able to effectively track improvements for 37 national indicators. Of which 15 indicators have improved performance, 10 not changed and 12 have got worse.

Details of individual performance figures are included in this appendix.

			COUNCIL TAX COLLECTED (BV9)
			TOP 5% EARNERS WOMEN (BV11a)
			EARLY RETIREMENTS (BV14)
			ILL HEALTH RETIREMENTS (BV15)
			TYPES OF INTERACTIONS DELIVERED ELECTRONICALLY (BV157)
			AVERAGE LENGTH OF STAY IN HOSTEL (BV183b)
			AVERAGE TIME NEW BENEFIT CLAIM (BV78a)
			AVERAGE TIME CHANGE IN CIRCUMSTANCES FOR BENEFIT CLAIMS (BV78b)
			BENEFIT RENEWAL CLAIMS ON TIME (BV78c)
			BENEFIT CASES PROCESSED CORRECTLY (BV79a)
			MAJOR PLANNING APPLICATIONS IN 13 WEEKS (BV109a)
			MINOR PLANNING APPLICATIONS IN 8 WEEKS (BV109b)
			OTHER PLANNING APPLICATIONS IN 8 WEEKS (BV109c)
			STANDARD SEARCHES IN 10 WORKING DAYS (BV179)
		STAFF FROM ETHNIC MINORITIES (BV16a)	DECISIONS DELEGATED TO OFFICERS (BV188)
		PRIVATE UNFIT DWELLINGS MADE FIT/ DEMOLISHED (BV62)	SCORE ON CREATING OPPORTUNITY CHECKLIST (BV114)
	INVOICES PAID ON TIME (BV8)	RECOVERY OF OVERPAID BENEFITS (BV79b)	VIOLENT OFFENCES BY A STRANGER (BV127a)
EQUALITY STANDARD FOR LOCAL GOVERNMENT LEVEL (BV2)	STAFF SICKNESS (BV12)	POPULATION SERVED BY KERBSIDE COLLECTION OF RECYCLABLES (BV91)	VIOLENT OFFENCES IN A PUBLIC PLACE (BV127b)
NNDR COLLECTED (BV10)	BUILDINGS WITH FACILITIES FOR PEOPLE WITH DISABILITIES (BV156)	ENVIRONMENTAL HEALTH CHECKLIST (BV166)	VIOLENT OFFENCES IN CONNECTION WITH LICENSED PREMISES (BV127c)
STAFF WITH DISABILITIES (BV16)	HOUSEHOLD WASTE RECYCLED (BV82a)	BURGLARIES PER 1000 HOUSEHOLDS (BV126a)	VIOLENT OFFENCES COMMITTED UNDER THE INFLUENCE (BV127d)
AVERAGE LENGTH OF STAY IN BED AND BREAKFAST (BV183a)	HOUSEHOLD WASTE COLLECTED (BV84)	LEGAL AND ADVICE EXPENDITURE ON QUALITY MARK SERVICES (BV177)	VEHICLES CRIMES PER 1000 POPULATION (BV128a)
POOR PERFORMANCE	BELOW AVERAGE PERFORMANCE	ABOVE AVERAGE PERFORMANCE	TOP PERFORMANCE



Corporate Health Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV1	1a: 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?	Yes	N/A	Yes	Yes	✓	Yes	Yes	Yes
	1b: By when will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	31/03/05	N/A	31/03/05	30/06/05	N/A	30/06/05	31/03/07	31/03/07
	1c: Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when will this be undertaken?	Yes	N/A	Yes	Yes	✓	Yes	Yes	Yes
	1d: 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?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BV2	2a: The level (if any) of the Equality Standard for Local Government to which the authority conforms	0	Bottom Quartile	1	0	✗	1	2	3
	2b: The duty to promote race equality ¹	N/A	N/A	N/A	53%	N/A	63%	74%	84%
BV3	The percentage of citizens satisfied with the overall service provided by their authority	N/A	N/A	75%	63% ² (±1.95 %) Base 2343	✗	No requirement to set targets as surveys conducted every 3 years		
BV4	The percentage of those making complaints satisfied with the handling of those complaints	N/A	N/A	50%	43%(±5.05 %) Base 359	✗	No requirement to set targets as surveys conducted every 3 years		
BV8	The percentage of undisputed invoices which were paid in 30 days	91.8%	Below Average	100%	93.9%	✗	100%	100%	100%
BV9	Proportion of Council Tax collected	98.2%	Top Quartile	98.5%	98.2%	✗	98.5%	98.5%	98.5%
BV10	The percentage of business rates which should have been received during the year that were received	97.7%	Bottom Quartile	98.8%	98.3%	✗	98.8%	98.8%	98.8%

¹ Score against a checklist for authorities measuring the procedures, processes and outcomes against Race Equality.

² A change in methodology for undertaking the survey and weighting of data along with a declining national trend in local authority satisfaction have resulted in a fall in overall performance.

Corporate Health Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV11a	The percentage of top 5% of earners that are women	36%	Top Quartile	36%	37.5%	✓	42%	42%	42%
BV11b*	The percentage of top 5% of earners from black and minority ethnic communities	0%	N/A	7%	0% ¹	✗	7%	7%	7%
BV12	The number of working days/shifts lost due to sickness absence	11.4	Below Average	8.3	10.3	✗	8.3	8.3	8.3
BV14	Early retirements (excluding ill-health retirements) as a percentage of the total workforce	0%	Top Quartile	0.2%	0.70% ²	✗	0.2%	0.2%	0.2%
BV15	Ill health retirements as a percentage of the total workforce	0%	Top Quartile	0.3%	1.04% ³	✗	0.3%	0.3%	0.3%
BV16*	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition (a)	0.3%	Bottom Quartile	0.6%	4.1% ⁴	✓	4.5%	4.9%	5.3%
	compared with the percentage of economically active disabled people in the authority area (b)	11.4%		N/A	11.4%	N/A	N/A	N/A	N/A
BV17*	The percentage of local authority employees from minority ethnic communities (a)	1.0%	Above Average	1.3%	0.9% ⁵	✗	1.3%	1.3%	1.3%
	compared with the percentage of the economically active minority ethnic community population in the authority area (b)	1.2%		N/A	1.2%	N/A	N/A	N/A	N/A
BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	27%	Below Average	100%	44% ⁶	✗	100%	100%	100%
BV157	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	71.3%	Top Quartile	85%	85.3%	✓	93%	100%	100%
BV180a	The energy consumption/m ² of local authority operational property, compared with comparable buildings in the UK as a whole								
	(i) electricity power supplier	110%	Below Average	N/A	123%	N/A	No requirement to set targets as calculation of indicator is subject to change awaiting new guidance		
(ii) fossil fuels	69%	Above Average	N/A	72%	N/A				

* We operate an equal opportunities policy and do not discriminate against race or disability. Therefore we do not directly influence the outcome of these indicators.

¹ The set target of 7% equates to only 1 member of staff.

² There were 2 early retirements for 2003/4.

³ There were 3 ill-health retirements for 2003/4.

⁴ Figures based on staff survey conducted in March 2004, of which 9 out of 222 returned forms declared a disability under the DDA.

⁵ The set target of 1.3% equates to only 4 members of staff. For 2003/4 we had 3 members of staff from minority ethnic communities.

⁶ Works continuing up to October 2004 deadline, with additional works added to rolling programme to get remaining buildings accessible as required by the Disability Discrimination Act.

Housing Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	3.2%	Above Average	2.0%	1.6% ¹	✘	2.25%	2.5%	2.75%
BV64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	2	N/A	2	0 ²	✘	2	3	4
BV183	The average length of stay in (weeks)								
	i) bed and breakfast accommodation and ii) hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need	10 0	Bottom Quartile Top Quartile	9 0	11 0	✘ ✓	6 0	6 0	6 0
BV202	The number of local people sleeping rough on a single night within the area of the local authority	N/A	N/A	N/A	N/A	N/A	New Indicator for 2004/05		
BV203	The percentage change in the average number of families, which include dependant children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	N/A	N/A	N/A	N/A	N/A	New Indicator for 2004/05		

¹ Performance slightly below target due to the nature of grant applications received. Figure subject to change following completion of new Stock Condition Survey.

² We have recently employed an empty homes officer and it is anticipated that this will give the capacity to enable time to be spent on this area of work for 2004/5.

Housing Benefit and Council Tax Benefit Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV76	a) The number of claimants visited, per 1,000 caseload	N/A	N/A	N/A	236	N/A	236	236	236
	b) The number of fraud investigators employed, per 1,000 caseload	N/A	N/A	N/A	0.4	N/A	0.4	0.4	0.4
	c) The number of fraud investigations, per 1,000 caseload	N/A	N/A	N/A	36.8	N/A	38.6	40.6	42.6
	d) The number of prosecutions and sanctions, per 1,000 caseload	N/A	N/A	N/A	6.3	N/A	6.7	7.0	7.3
BV78a	Average time for processing new claims	28	Top Quartile	28	29	✘	28	28	28
BV78b	Average time for processing notifications of changes of circumstance	5	Top Quartile	5	5	✓	5	5	5
BV78c	Percentage of renewal claims processed on time	92.0%	Top Quartile	92.0%	90.2%	✘	Indicator deleted for 2004/05		
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination	99.8%	Top Quartile	99.0%	100%	✓	99.0%	99.0%	99.0%
BV79b	The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	60.6%	Above Average	64.0%	56.3%	✘	64.0%	64.0%	64.0%

Housing Benefit and Council Tax Benefit Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV80¹	User satisfaction survey covering issues of accessibility, staffing issues (helpfulness etc) and communications/information (understandability etc)								
	A. Satisfaction with the facilities to get in touch with the benefits office	N/A	N/A	87%	80%(± %) Base	✘			
	B. Satisfaction with the service in the actual office	N/A	N/A	89%	89%(± %) Base	✓			
	C. Satisfaction with the telephone service	N/A	N/A	82%	78%(± %) Base	✘			
	D. Satisfaction with staff in the benefits office	N/A	N/A	88%	87%(± %) Base	✘			No requirement to set targets as surveys conducted every 3 years
	E. Satisfaction with clarity and understandability of the forms, leaflets and letters	N/A	N/A	67%	67%(± %) Base	✓			
	F. Satisfaction with the amount of time it took them to tell me whether my claim was successful	N/A	N/A	77%	75%(± %) Base	✘			
	G. Overall satisfaction with the Benefits service	N/A	N/A	-	83%(± %) Base	N/A			

¹ We are awaiting confirmation of scores for Benefits Satisfaction Survey from Government. This will also include base figures and confidence intervals information as required.

Environment Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV82a	Percentage of the total tonnage of household waste arisings which have been recycled	10.8%	Below Average	14%	17.2% ¹	✓	17%	21%	21%
BV82b	Percentage of the total tonnage of household waste arisings which have been composted	0.0%	N/A	0.0%	0.0%	✓	0.0%	0.0%	0.0%
BV84	Number of kilograms of household waste collected per head	416	Below Average	430	411	✓	408	406	406
BV86	Cost of waste collection per household	£32.44	N/A	£38.41	£38.47	✗	£39.37	£40.35	£40.35
BV89	Percentage of people satisfied with cleanliness standards	N/A	N/A	75%	69%(±1.86 %) Base 2369	✗	No requirement to set targets as surveys conducted every 3 years		
BV90a	Percentage of people expressing satisfaction with a) Household Waste Collection	N/A	N/A	91%	90%(±1.22 %) Base 2341	✗	No requirement to set targets as surveys conducted every 3 years		
BV90b	Percentage of people expressing satisfaction with b) Recycling Facilities	N/A	N/A	75%	80%(±1.66 %) Base 2244	✓	No requirement to set targets as surveys conducted every 3 years		
BV91	Percentage of population resident in the authority's area served by a kerbside collection of recyclables	94%	Above Average	94%	94%	✓	94%	94%	94%
BV199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (e.g. sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy)	N/A	N/A	N/A	14%	N/A	14%	14%	14%

¹ An increase in kerbside recycling from 50% to 94% of the district has improved our performance significantly for this indicator.

Planning Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV106	Percentage of new homes built on previously developed land	62.7%	Above Average	45%	- ¹	-	45%	45%	45%
BV107	Planning cost per head of population	£14.89	N/A	£15.33	£15.65	✗	Indicator deleted for 2004/05		
BV109	Percentage of planning applications determined in line with the Government's new development control targets to determine:								
	a) major applications in 13 weeks	65.1%	Top Quartile	60%	48.4% ²	✗	60%	60%	60%
	b) minor applications in 8 weeks	69.1%	Top Quartile	70%	77.0%	✓	70%	70%	70%
	c) other applications in 8 weeks	82.7%	Top Quartile	80%	87.1%	✓	85%	85%	85%
BV111	Percentage of applicants and those commenting on planning applications satisfied with the service received	N/A	N/A	80%	75%(±3.45 %) Base 614	✗	No requirement to set targets as surveys conducted every 3 years		
BV179	The percentage of standard searches carried out in 10 working days	100%	Top Quartile	100%	100%	✓	100%	100%	100%
BV188	The number of decisions delegated to officers as a percentage of all decisions	92.8%	Top Quartile	90%	93.9%	✓	Indicator deleted for 2004/05		
BV200	Plan making								
	a) Do you have a development plan (or alterations to it) that have been adopted in the last 5 years and the end date of which have not expired?	N/A	N/A	No	No	✓	Yes	Yes	Yes
	b) If 'No', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?	N/A	N/A	Yes	Yes	✓	N/A	N/A	N/A
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	N/A	N/A	N/A	N/A	N/A	New Indicator for 2004/05		
BV205	Quality of service checklist	N/A	N/A	N/A	N/A	N/A	New Indicator for 2004/05		

¹ Due to the timing of the Local Plan Inquiry the work required to calculate this indicator will not be undertaken until Autumn.

² We received only a small number of major planning applications during the 2nd quarter, which meant that each decision had a large influence on the overall percentage.

Environmental Health Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV166	Score against a checklist of enforcement best practice for environmental health/trading standards	80%	Above Average	80%	80%	✓	No requirement to set target as indicator likely to change		

Cultural and Related Services Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV114	The adoption by the authority of a local cultural strategy. Score against a checklist of the guidance in "Creating Opportunity" guidance issued in December 2000	100%	Top Quartile	100%	100%	✓	Indicator deleted for 2004/05		
BV119	Percentage of residents by targeted group satisfied with the local authority's cultural and recreational activities								
	a) Satisfaction with sports and leisure facilities	N/A	N/A	58%	64%(±1.99%) Base 2276	✓	No requirement to set targets as surveys only conducted every 3 years		
	e) Satisfaction with parks and open spaces	N/A	N/A	68%	77%(±1.71%) Base 2320	✓	No requirement to set targets as surveys only conducted every 3 years		
BV170	a) The number of visits to/usage's of museums per 1,000 population b) The number of those visits that were in person per 1,000 population c) The number of pupils visiting museums and galleries in organised school groups			There are no museums operated by the authority					

Community Safety Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV126*	Domestic burglaries per 1000 households	8.1	Above Average	7.7	9.9 ¹	✘	8.3	-	-
BV127*	Violent crimes per 1,000 population, broken down to show:								
	a) Violent offences committed by a stranger per 1,000 population	0.5	Top Quartile	0.5	0.8 ²	✘	0.7	-	-
	b) Violent offences committed in a public place per 1,000 population	1.0	Top Quartile	1.0	1.0	✓	0.9	-	-
	c) Violent offences committed in connection with licensed premises per 1,000 population	0.4	Top Quartile	0.4	0.4	✓	0.4	-	-
	d) Violent offences committed under the influence per 1,000 population	1.0	Top Quartile	1.0	0.9	✓	0.8	-	-
BV128*	Vehicle crimes per 1000 population	7.6	Top Quartile	7.2	8.1	✘	8.0	-	-
BV174*	The number of racial incidents recorded by the authority per 100,000 population	1	N/A	2	1 ³	✘	2	2	2
BV175*	The percentage of racial incidents that resulted in further action	100%	N/A	50%	100% ⁴	✘	100%	100%	100%
BV176	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	0	N/A	0	0	✓	0	0	0

* While we work to reduce crime through our Community Safety Partnership and initiatives, we do not directly control the outcome of these indicators.

¹ New counting rules are still having an effect, and many offences of burglary are now being correctly classified resulting in an increase of 93 since 2002/3.

² Some assaults previously recorded under the Public Order Act, this has resulted in an increase of 31 since 2002/3.

³ There was only 1 racial incident recorded by the authority during 2003/4.

⁴ There was only 1 racial incident recorded by the authority during 2003/4, which also resulted in further action, therefore achieving 100%.

Community Legal Service Indicators

BV code	Indicator	2002/3 Actual	2002/3 Quartile	2003/4 Target	2003/4 Actual	Target Met	2004/5 Target	2005/6 Target	2006/7 Target
BV177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan	90%	Above Average	90%	96.5%	✓	95%	95%	95%