

NATIONAL PERFORMANCE INDICATORS									
BV ref	Indicator	Audited outturn for 2001/ 2002	Top quartile 2001/ 2002	Target for 2002/ 2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004	Target for 2004/ 2005	Target for 2005/ 2006
<i>Corporate Health</i>									
BV1a	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	Yes	☺	Yes	Yes	Yes
BV1b	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?			March 2005	N/a	☺	December 2005	December 2005	December 2005
BV1c	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	Yes	☺	Yes	Yes	Yes
BV1	Has the authority established a timetable for preparing a community strategy that works towards a long term sustainable vision for the area?	Yes	80% of authorities have established a timetable						
BV2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms			Level 1	Level 1	☺	Level 2	Level 2	Level 3
BV2b	The duty to promote race equality						50%	60%	70%
BV3	The percentage of citizens satisfied with the overall service provided by their authority. (Information collected every three years)	Not to be collected in 2001/2002	Not to be collected in 2001/2002	Not to be collected in 2002/2003	Not to be collected in 2002/2003		70%	Not to be collected in 2004/2005	Not to be collected in 2005/2006

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BV4	The percentage of those making complaints satisfied with the handling of those complaints. (Information collected every three years)	Not to be collected in 2001/2002	Not to be collected in 2001/2002	Not to be collected in 2002/2003	Not to be collected in 2002/2003		60%	Not to be collected in 2004/2005	Not to be collected in 2005/2006
BV8	The percentage of undisputed invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority	78.09%	94%	100%	83.5%	☹	100%	100%	100%
BV9	Percentage of council tax collected	97.6%	98%	98%	98.3%	☺	98.4%	98.5%	98.6%
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	97.7%	99%	98%	98.7%	☺	98.8%	98.9%	99.00%
BV 11a	The percentage of top 5% of earners that are women			28%	38.02%	☺	39%	40%	40%
BV 11b	The percentage of top 5% of earners that are from black and minority ethnic communities			4%	1.8%	☹	2%	2.75%	2.75%
BV12	The number of working days/shifts lost to sickness absence per full time equivalent employees	9.32 FTE	8.5	9 FTE	9.09 FTE	☺	8.5 FTE	8 FTE	8 FTE
BV14	Early retirements (excluding ill-health retirements) as a percentage of the total workforce	0.20%	0.7%	0.22%	0.29%	☹	0.27%	0.25%	0.25%
BV15	Ill-health retirements as a percentage of the total workforce	0.3%	0.5%	0.3%	0.16%	☺	0.14%	0.11%	0.11%

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BV 16a	The number of staff declaring that they meet the Disability Discrimination Act disability definition as a percentage of the total workforce	1.25%	3.2%	2%	0.97% ¹	☹	1%	1.1%	1.25%
BV 16b	The percentage of staff declaring that they meet the Disability Discrimination Act disability definition compared with the percentage of economically active disabled people in the authority area	4.30% ²	Data unsuitable for producing summary statistics	2%	0.97% : 7.8%	☹	1% :7.8%	1.1% :7.8%	1.25% :7.8%
BV 17a	Minority ethnic community staff as a percentage of the total workforce	0.73%	Data unsuitable for producing summary statistics	1%	1.02%	☺	1.06%	1.12%	1.12%
BV 17b	The percentage of employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area	0.50% ³	Data unsuitable for producing summary statistics	1%	1.02% 0.8%	☺	1.06% 0.8%	1.12% 0.8%	1.12% 0.8%
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled	17.81%	47%	5% (subsequently revised)	25.17%	☺	30%	35%	40%

¹ 2002/2003 definition revised from 2001/2002

² 1991 data provided by Herefordshire Council's Research Unit

Appendix 1

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BV ref	Indicator	Audited outturn for 2001/2002	Top quartile 2001/2002	Target for 2002/2003	Actual outturn for 2002/2003	Summary Performance	Target for 2003/2004	Target for 2004/2005	Target for 2005/2006
	people			to 22%)					
BV 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			40%	43%	☺	100%	100%	100%
BV 179	The percentage of standard searches carried out in 10 working days	96.30%	100%	100%	58%	☹	100%	100%	100%

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/2003	Summary Performance	Target for 2003/2004
Authority-Wide Indicators						
People						
Percentage of Staff Review and Development interviews completed in previous 12 months	100%	52%	100%	80%	☺	100%

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004
Percentage of agreed training plans arising from SRD interviews	70%	92%	70%	95%	☺	90%
Percentage of agreed training plans successfully implemented in previous 12 months	70%	Not collected for 2001/ 2002	70%	Not monitored	☹	
Penetration of Core News – percentage of staff receiving each issue of Core News	100%	91%	95%	Not monitored	☹	95%
Communications						
Number of recorded complaints, both formal and informal	Not yet fixed	244	268	317	☺	285
Percentage of complaints resolved at Complaints Officer level			70%	52%	☹	70%
Percentage of these complaints resulting in change of practice	Not yet fixed	9%	15%	3%	☹	6%
Number of telephone calls answered as a percentage of all telephone calls received			90%	77.48%	☹	80%
Percentage of telephone calls answered in 10 seconds			90%	85.79%	☹	90%
Percentage of positive or neutral coverage from national and local media	Not yet fixed	Not available for the full year	75%	88%	☺	90%
Resources						
Percentage variance on budget	Not yet fixed	0.7%	1%	1.06%	☹	1%
Capital spend	Not yet fixed	100% of resources used within time limits	100% of resources used within time limits	100% of resources used within time limits	☺	100% of resources used within time limits

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004
Staff mileage	Reduce by 2% per annum	9% increase	0% increase	9% reduction	☺	1% reduction
Use of public transport	Not yet fixed	£13,000	Increase expenditure on public transport by 5%	11% increase	☺	5% increase
Access/Equalities						
Percentage of new employees receiving Directorate induction within 4 weeks of commencing employment	100%	Not collected in 2001/ 2002	100%	Not collected in 2002/2003	☹	
Percentage of employees receiving corporate induction within 3 months of commencing employment	100%	21%	100%	45%	☹	100%
Customers						
Percentage of local people who feel that the Council does enough to give them the opportunity to influence important decisions			20%	Not collected in 2002/2003	☹	
County Secretary and Solicitor's Department						
Legal						
Quality of advocacy in court of the in-house legal service as rated by court staff	Good or better	Achieved	Good or better	Achieved	☺	Good or better

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004
Cost of providing the legal service	Significantly less than comparable costs in the private sector locally and regionally and within the top 50% of other authorities in the NUB Club	Achieved	Significantly less than comparable costs in the private sector locally and regionally and within the top 50% of other authorities in the NUB Club	Achieved	☺	At least 30% cheaper than comparable costs in private sector
Success rate in claims for possession	100%	100%	100%	100%	☺	100%
Court proceedings issued against the Council for an uninsured claim which was successful at trial where the Legal Service has advised they should or could be defended	0	0	0	0	☺	0
Successful administrative law actions against the Council except where a strategic decision has been made at senior level to test a particular point of administrative law or practice	0	0	0	0	☺	0
Success rate in court actions of all types (excluding cases where a decision has been made to proceed with court action following advice from the Legal Service that there is a less than 50% chance of success)	At least 98%	100%	At least 90%	97%	☺	At least 90%
Success rate during the year of public enquires in which the Legal Services has provided the advocacy	At least 50%	Achieved	At least 50%	Achieved	☺	At least 50%

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004
Number of contested Parish Council elections	50%	Not applicable – none held in 2001/2002	No Parish Council elections expected in 2002/2003	None to collect	☹	No Parish Council elections expected in 2003/2004
Percentage of electorate from Wards affected by content attending Council/ Committee meetings			2%	1.65%	☹	2%
Excellent Services						
Percentage of Service indicators in the top quartile of New Unitaries Benchmarking Group and National BVPI's.	50%	Achieved	50%	Not collected. No survey carried out	☹	
Percentage of improvement in EFQM score.	30%	15% increase across Department	30%	12% increase	☹	
Percentage of direct services achieving/ maintaining identified excellence standard (e.g. ISO 9000, Lexcel)	88%	Achieved	88%	Achieved	☺	88%
Number of non-conformances identified during external audit.	0	0	0	0	☺	0
Corporate Governance						
Number of complaints upheld by standards committee	0	0	0	0	☺	0
Percentage of key executive decisions open to public scrutiny	Not yet fixed	Not available	90%	75%	☹	90%
Public Relations						
Reply to telephone calls within five rings	100%	96.2%	100%	96.1%	☹	100%

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004
Answer media enquiries within first deadline	90%	98.3%	90%	98%	☺	100%
Use of news releases/statements by the media	90%	96%	90%	96.75%	☺	98%
Percentage of graphic design commissions completed within agreed customer deadlines	90%	100%	90%	100%	☺	100%
Modern Records						
Customer satisfaction with the timeliness of the service			100%	95%	☹	
Customer satisfaction with the quality/ professionalism of service provided by staff			100%	95%	☹	
Percentage increase in boxes stored for existing customers			20%	20.9%	☺	
Number of boxes stored for new customers within the Council			2,500	91	☹	
Number of new boxes stored for Partnership organisations			350	20	☹	
Percentage of records disposed of within 28 days of date agreed in retention schedule			100%	100%	☺	
Research						
Percentage of customers who are satisfied or very satisfied with the service provided			90%	Not monitored	☹	
Percentage of project outputs completed to deadline			90%	Not monitored	☹	

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Description	Target for 2001/2002	Actual outturn for 2001/2002	Target for 2002/2003	Actual outturn for 2002/ 2003	Summary Performance	Target for 2003/ 2004
Number of different service areas and organisations represented at HIRN meetings			20	59	☺	60
Info in Herefordshire						
Resolution of first stop customer enquiries	90%	79.9%	95%	100%	☺	100%
Resolution of one stop customer enquiries	100%	100%	75%	73%	☹	80%
Percentage increase in number of service level agreements with public/private and voluntary agencies	20%	8%	20%	35%	☺	37%