

## 2003/2004 Corporate National and Local Best Value Performance Indicators Reported to Cabinet

<b>NATIONAL PERFORMANCE INDICATORS</b>			
<b>BV ref</b>	<b>Indicator</b>	<b>Target for 2003/2004</b>	<b>Monitoring frequency</b>
<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	Annual Collection
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?	December 2005	Annual Collection
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	Annual Collection
BV2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	Level 2	Annual Collection
BV2b	The duty to promote race equality	50%	Annual Collection
BV3	The percentage of citizens satisfied with the overall service provided by their authority. (Information collected every three years)	70%	Every 3 years (next info Jan. 04)
BV4	The percentage of those making complaints satisfied with the handling of those complaints. (Information collected every three years)	60%	Every 3 years (next info Jan. 04)
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	100%	4,6,8,10 and 12 monthly
BV9	Percentage of council tax collected	98.4%	4,6,8,10 and 12 monthly
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	98.8%	4,6,8,10 and 12 monthly
BV 11a	The percentage of top 5% of earners that are women	39%	4,6,8,10 and 12 monthly
BV 11b	The percentage of top 5% of earners that are from black and minority ethnic communities	2%	4,6,8,10 and 12 monthly
BV12	The number of working days/shifts lost to sickness absence per full time equivalent employees	8.5 FTE	4,6,8,10 and 12 monthly
BV14	Early retirements (excluding ill-health retirements) as a percentage of the total workforce	0.27%	Annual Collection
BV15	Ill-health retirements as a percentage of the total workforce	0.14%	Annual Collection

**NATIONAL PERFORMANCE INDICATORS**

<b>BV ref</b>	<b>Indicator</b>	<b>Target for 2003/2004</b>	<b>Monitoring frequency</b>
BV 16a	The number of staff declaring that they meet the Disability Discrimination Act disability definition as a percentage of the total workforce	1%	Annual Collection
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	1% people with disabilities compared to 7.8% people listed as having limiting long term illness	Annual Collection
BV 17a	Minority ethnic community staff as a percentage of the total workforce	1.06%	Annual Collection
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	1.06% 0.8%	Annual Collection
BV 76a	Housing benefit security – the number of claimants visited, per 1,000 caseload	175	4,6,8,10 and 12 monthly
BV 80a	User satisfaction survey – contact with the office	85%	Every 3 years (next info Jan. 04)
BV 80b	User satisfaction survey - service in the office	85%	Every 3 years (next info Jan. 04)
BV 80c	User satisfaction survey – telephone service	70%	Every 3 years (next info Jan. 04)
BV 80d	User satisfaction survey –staff in the office	90%	Every 3 years (next info Jan. 04)
BV 80e	User satisfaction survey -forms	70%	Every 3 years (next info Jan. 04)
BV 80f	User satisfaction survey – speed of service	80%	Every 3 years (next info Jan. 04)
BV 80g	User satisfaction survey – overall satisfaction	80%	Every 3 years (next info Jan. 04)
BV 126	Domestic burglaries per 1,000 households	8	6,8,10 and 12 monthly
BV 127a	Violent offences committed by a stranger per 1,000 population	Data collected during 2003/2004 will be used to set targets for future years	6,8,10 and 12 monthly

**NATIONAL PERFORMANCE INDICATORS**

<b>BV ref</b>	<b>Indicator</b>	<b>Target for 2003/2004</b>	<b>Monitoring frequency</b>
BV 127b	Violent offences committed in a public place per 1,000 population	Data collected during 2003/2004 will be used to set targets for future years	To be determined during 2004/2005
BV 127c	Violent offences committed in connection with licensed premises per 1,000 population	Data collected during 2003/2004 will be used to set targets for future years	6,8,10 and 12 monthly
BV 127d	Violent offences committed under the influence per 1,000 population	Data collected during 2003/2004 will be used to set targets for future years	6,8,10 and 12 monthly
BV 128	Vehicle crimes per 1,000 population	8.15	6,8,10 and 12 monthly
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	30%	Annual Collection
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	100%	6,8,10 and 12 monthly
BV 175	The percentage of racial incidents that resulted in further action	100%	6,8,10 and 12 monthly
BV 176	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	0.2	Annual Collection
BV 177	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	Data collected during 2003/2004 will be used to set targets for future years	To be determined during 2004/2005
BV 179	The percentage of standard searches carried out in 10 working days	100%	4,6,8,10 and 12 monthly

**LOCAL PERFORMANCE INDICATORS**

Description	Target for 2003/04	Monitoring Frequency
<b>Authority-Wide Indicators</b>		
<b>People</b>		
Percentage of Staff Review and Development interviews completed in previous 12 months	100%	6,8,10 and 12 monthly
Percentage of agreed training plans arising from SRD interviews	90%	6,8,10 and 12 monthly
Penetration of Core News – percentage of staff receiving each issue of Core News	95%	Annual survey to be undertaken during Sept. 2003
<b>Communications</b>		
Number of recorded complaints, both formal and informal	285	4,6,8,10 and 12 monthly
Percentage of complaints resolved at Complaints Officer level	70%	4,6,8,10 and 12 monthly
Percentage of these complaints resulting in change of practice	6%	4,6,8,10 and 12 monthly
Number of telephone calls answered as a percentage of all telephone calls received	80%	4,6,8,10 and 12 monthly
Percentage of telephone calls answered in 10 seconds	90%	4,6,8,10 and 12 monthly
Percentage of positive or neutral coverage from national and local media	90%	4,6,8,10 and 12 monthly
<b>Resources</b>		
Percentage variance on budget	1%	Annual Collection
Capital spend	100% of resources used within time limits	Annual Collection
Staff mileage	1% reduction	4,6,8,10 and 12 monthly
Use of public transport	5% increase	4,6,8,10 and 12 monthly
<b>Access/Equalities</b>		
Percentage of employees receiving corporate induction within 3 months of commencing employment	100%	6,8,10 and 12 monthly
<b>Legal and Corporate Governance</b>		
Quality of advocacy in court of the in-house legal service as rated by court staff	Good or better	Annual Collection

<b>LOCAL PERFORMANCE INDICATORS</b>		
Description	Target for 2003/04	Monitoring Frequency
Cost of providing the legal service	At least 30% cheaper than comparable costs in the private sector	Annual Collection
Success rate in claims for possession	100%	Annual Collection
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	Annual Collection
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	Annual Collection
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 90%	Annual Collection
Success rate during the year of public enquires in which the Legal Services has provided the advocacy	At least 50%	Annual Collection
Number of contested Parish Council elections	No Parish Council elections expected in 2003/04	Annual Collection
Percentage of electorate from Wards affected by content attending Council/ Committee meetings	2%	Annual Collection
Percentage of direct services achieving/ maintaining identified excellence standard (e.g. ISO 9000, Lexcel)	88%	Annual Collection
Number of non-conformances identified during external audit.	0	Annual Collection
Number of complaints upheld by standards committee	0	Annual Collection
Percentage of key executive decisions open to public scrutiny	90%	Annual Collection
<b>Public Relations</b>		
Reply to telephone calls within five rings	100%	4,6,8,10 and 12 monthly
Answer media enquiries within first deadline	100%	4,6,8,10 and 12 monthly
Use of news releases/statements by the media	98%	4,6,8,10 and 12 monthly
Percentage of graphic design commissions completed within agreed customer deadlines	100%	4,6,8,10 and 12 monthly

<b>LOCAL PERFORMANCE INDICATORS</b>		
Description	Target for 2003/04	Monitoring Frequency
<b>Research</b>		
Number of different service areas and organisations represented at HIRN meetings	60	4,6,8,10 and 12 monthly
<b>Info in Herefordshire</b>		
Resolution of first stop customer enquiries	80%	4,6,8,10 and 12 monthly
Resolution of one stop customer enquiries	100%	4,6,8,10 and 12 monthly
Percentage increase in number of service level agreements with public/private and voluntary agencies	37%	Annual Collection