

**Report of:** Chief Executive

**Title:** Best Value Performance Plan tables for appending to The Oxford Plan

**Ward:** All

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**Key Decision:** No

**Lead Member:** Alex Hollingsworth

**Scrutiny responsibility:** Finance Scrutiny

## **RECOMMENDATIONS**

That the Executive Board agrees to:

1. Recommend to council the enclosed report (Appendix 1) for addition to the Oxford Plan so that it also fulfils the council's obligation to publish a Best Value Performance Plan;
2. Recommend to council inclusion in the Oxford Plan of a statement on contracts to meet BVPP requirements;
3. Recommend to council that updating of details such as new portfolio holder arrangements and council officer chart be permitted prior to the second publication of The Oxford Plan.

### **1 Summary.**

In March 2005 the council approved The Oxford Plan 2005/2008 putting in place before the start of the financial year the council's first corporate plan. This provided a leading document for the development of individual service plans for 2005/2006. The plan included provision for later inclusion of our year-end results for Best Value Performance Indicators such that it would also meet our requirement to publish a Best Value Performance Plan by 30<sup>th</sup> June. Executive Board and Council are now asked to approve the required performance tables and report.

### **2 Background and Context**

Each year the council is required to publish a plan under Section 6 of the Local Government Act 1999. Current requirements for that plan are that the plan summarise the council's objectives and priorities for improvement, reflecting its business planning process and how it aims to achieve improvement. The Oxford Plan has been written in such a way that it meets these requirements.

The BVPP is also required to include details of performance data on all BVPIs. Appendix 1 to this report meets this requirement.

The BVPP is also required to contain a statement on contracts and permission is sought to include the following statement in the plan to meet this requirement:-  
“During 2004/2005 Oxford City Council has not issued any contracts that involve a transfer of staff to which the Code of Practice on Workforce Matters in Local Authority Service Contracts would apply.”

The details in appendix 1 of this report have been drawn-up with reference to the Year End Performance Report, the Oxford Plan and Business Unit Plans.

The report has no financial, legal or staffing implications.

<p>THIS REPORT HAS BEEN SEEN AND APPROVED BY: Strategic Director: Caroline Bull Legal and Democratic Services: Tim Revell Financial Management: Penny Gardner It has also been sent to the portfolio holder (Councillor Hollingsworth)</p>
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### Performance report and BVPI data for inclusion in the second publication of the 2005/2008 Oxford Plan

Since our CPA report, released June 2004, performance has improved across the range of Best Value Performance Indicators, (BVPIs). We now have only 8 indicators are in the worst quartile and no indicators have dropped down into the quartile. The CPA report highlighted that the last audited figures for the council showed that we had nearly 70% of indicators where our performance was in the bottom two groups when compared against other district councils. The comparison is based on splitting all district councils into four different groups for each performance measure according to how well they perform. The table below shows how we have improved the percentage of reported BVPIs since the CPA report.

District Council Performance Groups	% of audited indicators in category as per CPA report	% of indicators in category for 2004/2005
Best	20	20
Above average	11	39
Below Average	38	24
Worst	31	17

**Below are further details of some of the areas where performance has improved**

#### **BV008 Invoices paid on time**

Average performance during 2004/2005 was that we had paid 90.55% of invoices within 30 days of receipt. This is clear improvement on the 2003/2004 result of 87.92%. Much of this improvement was seen in the second part of the year due to process improvements and additional staff training. We aim to further improve our performance in this area during 2005/2006 and some of the action we are taking to ensure we achieve this is outlined below.

- Piloting the use of purchasing cards from May 2005. Cardholders fill a simple transaction log, which is reconciled against the bill and paid by direct debit
- E procurement with a purchasing module
- Ongoing training (creditors and VAT).
- Building invoice handling training into our staff induction process
- An extra member of staff to concentrate on monitoring these figures as well as purchasing card and producing reports.

#### **BV66a Rent Collection**

Rent collection achieved is 97.40%, exceeding our 2004/2005 target and a clear improvement on the 2004/2005 figure of 95.85%. This is the best result we have ever achieved and this is one of the indicators where our performance has moved out of the worst category when compared to other district councils. The target we have set ourselves for 2005/2006 is to further raise our performance so that we are better than most other councils for this performance indicator. We hope to ensure continued improvement through further media campaigns, particularly raising the profile of direct debit payments.

### **BV78a Time for processing new Housing and Council Tax Benefit claims**

There has been a 40% improvement on the 2003/04 results; the performance during 2004/2005 of 33.5 days easily exceeded our target. Our performance in this area is now above average when compared to other councils but we aim to further improve on this during the coming year to an average of only 30 days.

### **BV78b Time for processing changes of circumstances for housing and council tax benefit claimants**

The overall result for 2004/2005 of 16.9 days showed a 40% improvement in performance when compared with the 2003/04 results of 28.3 days. To help us achieve even better results for next year we are currently taking advice on best practice from the Department of Work and Pensions, DWP.

### **BV109 Planning applications**

All three of the Planning applications performance indicators have achieved better results than were set as targets for 2004/2005. Particular improvements have been with BV109b (minor applications determined in 8 weeks), the year-end result of 73% determined within eight weeks means that we are now among the best councils for this.

BV109a (major applications determined in 13 weeks) has also seen continuous improvement throughout the year. It is projected to meet the Government target by June. A 2004/2005 year-end result of 51% will still mean the Council will have targets imposed by the ODPM in 2005/06 as this is based on performance from July 2003 to June 2004.

### **BV157 E-Government**

Our performance is improving against the government target for local authorities to have as many of their services as possible accessible via the Internet or other paperless methods. We are confident we will remain amongst the best district authorities for performance against this indicator and our performance compares favourably against that of other Oxfordshire districts:

- West Oxfordshire District Council 86%
- Oxford City Council 76.12%
- South Oxfordshire District Council 76%
- Cherwell District Council 73%
- Vale of the White Horse District Council 69%
- Oxfordshire County Council 58.3%

The Government target is for local authorities to have achieved 100% by December 2005; research suggests very few authorities will meet this. To ensure our performance rapidly improves we will use the government recommended toolkit to highlight where each business unit can improve their performance and our Business Systems team will offer each unit help to achieve these improvements.

### **BV02 Equality Standard**

We have achieved our target of reaching Level 1 of the Equalities Standard for 2004/2005 and increased our earlier published target of Level 2 for 2005/2006 to Level 3. We have a new Corporate Equalities Policy outlining our commitment to: developing a representative workforce; engagement with, and responsiveness to, all of Oxford's communities; and an eradication of discrimination and harassment. We have backed up this commitment by conducting assessments for each business units outlining actions that should take to address equalities issues. Training on equalities issues has been provided to business managers and been included in the induction programme for all council staff. Training on racial incident reporting has also been delivered.

### **BV12 Sickness Absence**

Our 2004/2005 result of an average of 10.16 days absence per member of staff is an improvement on recent years and puts our performance as better than average when compared to other district local authorities. There has been increased Occupational Health intervention, more proactive management of long-term absence, and training for managers and supervisors particularly in areas high in absenteeism. We are required by the ODPM to set a target to be amongst the best local authorities for this indicator. Last year this meant setting our performance target at 8.00 days. Since then more recent data has been released showing that whilst Oxford City Council improved its performance in this area the best district councils have experienced a drop in performance. We still aim to achieve the performance of the best councils and to do so would currently need to meet a target of 8.93 days or less. To achieve the further improvement we seek we are:

- Improving our software for gathering, monitoring and analysing absenteeism
- Extending our work with the Occupational Health Manager reviewing all absences
- Reviewing what support we can give to employees to enable them to return to work sooner
- Continuing training for all managers and supervisors
- Increasing staff awareness of our policies for managing absence by holding discussion sessions and issuing updated leaflets and guidelines

### **Improved Sports Facilities**

Ferry Sports Centre was closed for major refurbishment from the beginning of April 2004 until the end of March 2005. The people of Oxford have shown their appreciation for the improved facilities by flocking to join the new membership scheme. Pre-sales of slice cards from the end of March to April 20<sup>th</sup> show 672 new members joining the scheme.

**As well as areas of improvement we recognise that there are some areas of our work where we have not achieved the standard we would like. These are outlined below.**

### **BV179 Percentage of land charges standard searches carried out in 10 days**

In 2004/2005 we carried-out 83.39% of searches within the target time of ten days. This is disappointing when set against our target. We have therefore decided to monitor our performance in this area much more closely during 2005/2006. To help achieve improvements in performance we will:

- Map the processes involved in dealing with searches to identify potential blockages so that they can be addressed.
- Accelerate our work to capture land charges data electronically and allow us to offer a service at National Land Information Service (NLIS) level 3 – giving us the facility to receive and despatch searches electronically

### **BV 009 Council Tax Collection**

We have collected £4m more in council tax during 2004/2005 than in the previous year and increased the number Direct Debit payers by 1,521. Despite this our year-end result was disappointing at 94.87%. An improvement plan for 2005/2006 has been drawn up to address this and other issues in Council Tax

### **BV79b Recoverable housing benefit overpayments**

Our recovery team was strengthened in 2004/2005 and the amount of money we are collecting is higher than ever, with arrangements in place to recover approximately £1.5m of the debts outstanding. In 2004/2005 we were able to collect 42.9% of the overpaid housing benefit owed to us. Collection rates are by necessity slow as many of the people owing money to us are on low incomes and we can only recover small weekly payments from them. We believe this indicator on its own does not properly reflect the work carried out by our recovery team and are pleased that the odpm has recently announced changes to it from 2005/06.

### **BV82a Recycling**

In 2004/2005 the amount of waste we collected that was recycled was less than we had hoped at 14.82%; however we remain better than most councils at recycling. To help us achieve the national set targets of 21% of waste composted or recycled we will:

- Pilot green waste and cardboard collection from March 2005 in some areas of the city
- Seek ways to increase usage of collection sites such as bottle banks with greater capacity for plastics
- Seek to develop new recycling initiatives

We are pleased with the improvements that we have made so far and recognise that there are challenges ahead of us to secure further improvement. Staff at Oxford City Council are working hard to deliver improvements to the services that the people of Oxford receive and we look forward to reporting further improvements in the years to come as a result of their continuing hard work and dedication.

## BEST VALUE PERFORMANCE INDICATOR TABLES

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 001a (DELETED 05/06) 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? [If the answer is YES, answer b&c. No, answer 1d]	No	Yes	Yes	Yes					82% answer YES
BV 001b (DELETED 05/06) When will a full review of the strategy be completed?		March 05							
BV 001c (DELETED 05/06) Has the authority reported progress towards implementing the community strategy to the wider community this year?		No	No	Yes					55% answer YES
BV 001d (DELETED 05/06) When does the authority plan to have such a strategy in place?	March 03								
<b>BV 002a</b> <b>The level (if any) of the Equality standard for local government to which the authority conforms</b>	<b>Level 1</b>	<b>None</b>	<b>Level 1</b>	<b>Level 1</b>		<b>Level 3</b>	<b>Level 3</b>	<b>Level 4</b>	
BV 002b The duty to promote race equality (Score against checklist)		16%	46%	15%	<b>Above Average</b>	60%	75%	100%	55%

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
<b>BV 008</b> Invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority	89.37%	87.92%	90.55%	90.00%	Worst	93.08%	94.49%	96.74%	96.74%
<b>BV 009</b> Council Tax collected	94.69%	95.41%	94.87%	97.00%	Worst	98.50% <sup>12</sup>	98.50%	98.50%	98.50%
<b>BV 010</b> Non-domestic rates due for the financial year, which were received by the authority	98.31%	98.74%	98.79%	99.00%	Above Average	99.12% <sup>12</sup>	99.12%	99.12%	99.12%
BV 011a The percentage of top 5% earners that are women	34.30%	29.89%	29.19%	29.89%	Best	29.89%	29.89%	29.89%	26.69%
BV 011b (AMENDED 05/06) The percentage of the top paid 5% of Local Authority staff who are from an ethnic minority	1.50%	1.17%	0.00%	3.00%	Above Average	1.48%	2.20%	3.00%	2.20%
<b>BV 012</b> The number of working days/shifts lost due to sickness absence	11.74	11.71	10.16	8.00	Above Average	8.93%	8.93%	8.93%	8.93
BV 014 Employees retiring early (excluding ill-health retirements) as a percentage of the total work force	1.00%	0.07%	0.49%	0.00%	Below Average	0.14%	0.14%	0.14%	0.14%
BV 015 Employees retiring on grounds of ill health as a percentage of the total workforce	0.05%	0.07%	0.07%	0.14%	Above Average	0.00%	0.00%	0.00%	0.00%



BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 016a <sup>1</sup> The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	1.26%	1.51%	1.37%	3.00%		3.00%	5.00%	7.00%	4.11%
BV 016b Percentage of the economically active disabled people in the local authority area	10.45%	10.45%	10.45%						15.09%
<b>BV 016a*100/BV 016b Proximity of disabled community representation within employees to that of local community</b>	<b>12.06%</b>	<b>14.45%</b>	<b>13.11%</b>		<b>Worst</b>	<b>28.7%</b>	<b>34.6%</b>	<b>48.4%</b>	<b>39.33%<sup>16</sup></b>
BV 017a (AMENDED 05/06) The percentage of local authority employees from ethnic minority communities	6.4%	6.4%	6.4%	8.0%		7.0%	8.0%	9.0%	2.4%
BV 017b <sup>1</sup> (AMENDED 05/06) The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	12.8%	12.8%	12.8%			54.8%	62.7%	70.5%	3.4%
<b>BV 017a*100/BV 017b (AMENDED 05/06) Proximity of economically active minority ethnic community representation within employees to that of the local community</b>	<b>50.12%</b>	<b>50.04%</b>	<b>49.76%</b>		<b>Best</b>	<b>54.8%</b>	<b>62.7%</b>	<b>70.5%</b>	<b>26.56%<sup>16</sup></b>
BV 062 (DELETED 05/06) The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1.90%	2.47%	2.80%	2.00% <sup>5</sup>	<b>Above Average</b>				3.75%

<b>BVPI and Description</b>	<b>Results 02/03</b>	<b>Results 03/04</b>	<b>Results 04/05</b>	<b>Target 04/05</b>	<b>Performance Relative to Other Councils</b>	<b>Target 05/06</b>	<b>Target 06/07</b>	<b>Target 07/08</b>	<b>Best Districts Nationally</b>
BV 063 (AMENDED 05/06) Energy Efficiency – the average SAP rating of local authority-owned dwellings	64	66	67	66	<b>Best</b>	68	69	70	65%
BV 064 The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	0%	0%	0%	1.4% <sup>5</sup>	-	1.4%	2.8%	2.8%	20.00%
<b>BV 066a (AMENDED 05/06) Local authority rent collection (percentage)</b>	<b>94.77%</b>	<b>95.85%</b>	<b>97.39%</b>	<b>96.90%</b> <sup>6</sup>	<b>Below Average</b>	<b>98.20%</b>	<b>98.70%</b>	<b>99.00%</b>	<b>98.60%</b>
BV 076a <sup>7</sup> The number of claimants visited, per 1,000 caseload		112.11	176.00	191.99	<b>Below Average</b>	179.03	179.03	179.03	304.00
BV 076b The number of fraud investigators employed, per 1,000 caseload		0.28	0.38	0.41	<b>Above Average</b>	0.38	0.38	0.38	0.48
BV 076c The number of fraud investigations, per 1,000 caseload		58.62	57.18	63.86	<b>Above Average</b>	62.20	62.20	62.20	61.70
BV 076d The number of prosecutions and sanctions per year, per 1,000 caseload		3.29	5.32	4.62	<b>Above Average</b>	5.26	5.26	5.26	5.83
<b>BV 078a Speed of processing new claims to HB/CTB (Average number of days)</b>	<b>77.2</b>	<b>55.6</b>	<b>33.5</b>	<b>40.0</b>	<b>Above Average</b>	<b>30.0</b>	<b>28.0</b>	<b>28.0</b>	<b>31.0</b>

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
<b>BV 078b</b> Speed of processing changes of circumstance in HB/CTB (Average number of days)	40.7	28.3	16.9	15.0	Worst	12.0	10.0	8.0	7.2
<b>BV 079a</b> Accuracy of processing HB/CTB claims	86.80%	93.20%	93.40%	95.00%	Worst	95.00%	96.00%	97.00%	99.00%
<b>BV 079b (DELETED 05/06)</b> Recovery of Housing Benefit overpayments (percentage of recoverable overpayments recovered in year)	57.74%	48.05%	42.92%	55.00%	Below Average				55.60%
BV 79b(i) (NEW 05/06) The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period		95.52%	98.23%			98.50% <sup>20</sup>	98.75%	99.00%	
BV 79b(ii) (NEW 05/06) HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period		45.52%	40.94%			45.00% <sup>20</sup>	47.50%	50.00%	
BV 79b(iii) (NEW 05/06) Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period		2.15%	6.50%			4.00% <sup>20</sup>	3.50%	3.00%	

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 082a(i) (AMENDED 05/06) Household waste recycled (percentage of total tonnage)	13.50%	14.72%	14.82%	16.50%	Above Average	18.00%	19.00%	21.00%	16.86%
BV 82a(ii) (AMENDED 05/06) Household waste recycled (total tonnage)									
BV 082b(i) (AMENDED 05/06) Household Waste composted (Percentage of total tonnage)	0.00%	0.00%	0.00%	0.00%	Worst	4.00%	4.00%	10.00%	5.14%
BV 82b(ii) (AMENDED 05/06) Household waste composted (total tonnage)	0.00	0.00	0.00	0.00					
BV 084a (DELETED 05/06) Household waste collected (kg per head)	326.0	333.6	330.0	338.0	Best				371.7
BV 084a (NEW 05/06) Household waste collected (Tonnes per head)	0.33	0.33	0.33	0.34		0.34	0.34	0.34	0.37
BV 084b (NEW 05/06) Percentage change in household waste collected (tonnes per head)						0.00	0.00	0.00	
BV 086 Cost of waste collection (£ per household)	£37.20	£42.92	£55.13	£37.20	-	£54.00	£54.00	£54.00	Average LA £39.18
BV 091a & b (AMENDED 05/06) Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables	98.0%	97.2%	99.0%	99.0%	Above Average				100.0%
BV 106 New homes built on previously developed land (Percentage of total new builds)	93.00%	95.00%	100.00%	90.00%	Best	90.00%	90.00%	90.00%	86.00%

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
<b>BV 109a</b> Percentage of planning applications determined in line with the government's new development control targets to determine 60% of major applications in 13 weeks	26.00%	29.00%	51.00%	48.00%	Below Average	57.00%	60.00%	60.00%	63.58%
BV 109b Percentage of planning applications determined in line with the government's new development control targets to determine 65% of minor applications in 8 weeks	68.00%	68.00%	73.00%	72.00%	Best	70.00%	70.00%	70.00%	71.00%
BV 109c Percentage of planning applications determined in line with the government's new development control targets to determine 80% of other applications in 8 weeks	73.00%	81.00%	80.00%	80.00%	Above Average	82.00%	82.00%	82.00%	86.00%
BV 126 Domestic burglaries (Per 1,000 households)	24.00	25.70	18.40	19.90		21.21 <sup>11</sup>	19.96 <sup>11</sup>	18.71 <sup>11</sup>	
BV 127a (DELETED 05/06) Violent crimes per 1000 population – Violent offences committed by stranger per 1000 population	12.90	14.50	Note <sup>10</sup>	12.20					
BV 127a (NEW 05/06) Violent crimes per 1000 population						23.25 <sup>19</sup>	20.93 <sup>19</sup>	18.60 <sup>19</sup>	
BV 127b (DELETED 05/06) Violent crimes per 1000 population – Violent offences committed in a public place per 1000 population	15.3	17.00	Note <sup>10</sup>	14.42					
BV 127b (NEW 05/06) Robberies per 1,000 population						0.18 <sup>11</sup>	0.17 <sup>11</sup>	0.15 <sup>11</sup>	

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 127c (DELETED 05/06) Violent crimes per 1000 population – Violent offences committed in connection with licensed premises per 1000 population	1.5	1.7	Note <sup>10</sup>	1.41					
BV 127d (DELETED 05/06) Violent crimes per 1000 population – Violent offences committed under influence per 1000 population	Note <sup>10</sup>	Note <sup>10</sup>	Note <sup>10</sup>	Note <sup>10</sup>					
BV 128 (AMENDED 05/06) The number of vehicle crimes per year, per 1,000 population in the Local Authority Area	22.40	19.20	15.50	18.20		16.80 <sup>11</sup>	15.54 <sup>11</sup>	14.45 <sup>11</sup>	
BV 156 Building accessibility (As percentage of LA public buildings)	20.00%	43.00%	70.00%	60.00%	<b>Below Average</b>	91.00% <sup>14</sup>	100.00%	100.00%	67.00%
<b>BV 157</b> <b>The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods</b>	<b>55.00%</b>	<b>69.00%</b>	<b>76.12%</b>	<b>88.00%</b>	<b>Best</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>72.00%</b>
Bv 164 Commission for Racial Equality's code of practice in rented housing	No	No	No	Yes		Yes	Yes	Yes	32% answer YES
BV 166a Environmental health best practice score	62.0%	62.0%	70.0%	68.0%	<b>Below Average</b>	70.0%	76.0%	76.0%	90.00%
BV 170a (AMENDED 05/06) Usage of museums (per 1,000 of population)	592	610	500	605	<b>Above Average</b>	605 <sup>13</sup>	605	605	670

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 170b (AMENDED 05/06) Visits in person to museums (per 1,000 of population)	147	163	148	156	Above Average	160 <sup>13</sup>	160	160	427
BV 170c (AMENDED 05/06) Number of pupils in organised visits to museums	1,196	2,056	2,131	2,146	Above Average	2,146 <sup>13</sup>	2,146	2,146	2,754
BV 174 Racial incidents (per 100,000 of population)	6.70	7.90		20.00		24.58	35.12	45.66	
BV 175 Racial incidents with further action (As a percentage of total incidents)	89.00%	100.00%	100.00%	100.00%	Best	100.00%	100.00%	100.00%	100.00%
BV176 (REPLACED BY BV225 05/06) Number of domestic refuge places funded by the authority per 10,000 of the population	2.01	0.22	0.22	0.22	Above Average				0.64
<b>BV 179</b> <b>Percentage of standard searches carried out within 10 days</b>	<b>69.45%</b>	<b>89.60%</b>	<b>83.39%</b>	<b>92.00%</b>	<b>Worst</b>	<b>90.00%</b>	<b>92.00%</b>	<b>94.00%</b>	<b>100.00%</b>
BV 180a i (DELETED 05/06) The energy consumption per sq.m of local authority operational property compared with comparable buildings in the UK as a whole - Electricity	104%	Note <sup>4</sup>	Note <sup>4</sup>	Note <sup>4</sup>	-				74%
BV 180a ii (DELETED 05/06) The energy consumption per sq.m of local authority operational property compared with comparable buildings in the UK as a whole – Fossil Fuels	75.00%	Note <sup>4</sup>	Note <sup>4</sup>	Note <sup>4</sup>	-				63%

BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 183a <sup>2</sup> The average length of stay in a Bed & Breakfast accommodation of households which include dependent children or a pregnant women and which are unintentionally homeless and in priority need (Weeks)	17	14	12	<6	<b>Worst</b>	<6 <sup>15</sup>	<6	<6	1
BV 183b <sup>2</sup> The average length of stay in Hostel accommodation of households which include dependent children or a pregnant women and which are unintentionally homeless and in priority need (Weeks)	16	15	11	<6	<b>Below Average</b>	<6 <sup>15</sup>	<6	<6	0
<b>BV 184a</b> <b>The proportion of local authority homes which were non-decent at start of financial year</b>	<b>75%</b>	<b>51%</b>	<b>43%</b>	<b>38%</b>	<b>Below Average</b>	<b>30%<sup>18</sup></b>	<b>23%</b>	<b>16%</b>	<b>15%</b>
BV 184b Change in the proportion of non-decent local authority homes from the start to the end of the financial year	0.0%	15.5%	12.4%	14.9%	<b>Below Average</b>	13.2%	10.0%	9.0%	26.6%
BV 185 (DELETED 05/06) Responsive (not emergency) repairs during 2004/05, for which the authority both made and kept an appointment	4.14%	30.24%	49.76%	50.00%	<b>Above Average</b>				83.2%
<b>BV199a</b> <b>Street and environmental cleanliness – litter &amp; detritus</b>		<b>24.5%</b>	<b>24.0%</b>	<b>25.0%</b>	<b>Below Average</b>	<b>30.0%<sup>9</sup></b>	<b>27.0%</b>	<b>24.0%</b>	<b>12%</b>
BV 200a (AMENDED 05/06) Do you have a development plan that has been adopted in the last 5 years and the end date of which has not expired?		No	No	No					42% say YES-



BVPI and Description	Results 02/03	Results 03/04	Results 04/05	Target 04/05	Performance Relative to Other Councils	Target 05/06	Target 06/07	Target 07/08	Best Districts Nationally
BV 200b (AMENDED 05/06) If 'No' to BV 200a are there proposals on deposit for an alteration or replacement, with published timetable for adopting within 3 years?		Yes	Yes	Yes					40% say YES
<b>BV 202 (NEW 04/05)<sup>8</sup></b> The number of people sleeping rough on a single night within the area of the local authority	(9)	(7)	5			8	8	8	
<b>BV 203 (NEW 04/05)</b> The percentage change in the average number of families placed in temporary accommodation			+13.90% <sup>17</sup>			-8.00%	-8.00%	-8.00%	
<b>BV 204 (NEW 04/05)</b> The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications			35.3%	35.0%		33.0%	33.0%	30.00%	
BV 205 (NEW 04/05) The local authority's score against a 'quality of planning services' checklist			94.0%			80.0%	94.0%	100.0%	
BV 226b (AMENDED 05/06) Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	95.90%	95.90%	100.00%	100.00%	<b>Best</b>	100.00%	100.00%	100.00%	100.00%

Shaded boxes indicate years that odpm did not require measurement against a performance indicator or target-setting for an indicator because it was a new measure.

The terms 'Best', 'Above Average', 'Below Average' and 'Worst' have been used in order to give a sense of our performance against that of other councils to non-statisticians however, they refer to the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quartiles respectively. Consequently where 'average' has been used this actually refers to the statistical median.

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Note <sup>1</sup> This data is based on the 2001 Census as the wider base for this survey is considered more accurate

Note <sup>2</sup> BV183a and BV183b are measures of how long the people permanently housed during this year spent in bed & breakfast and hostels respectively. However, the pressure on housing in Oxford means that those granted permanent housing this year may have spent several years in a different house waiting for a suitable permanent tenancy to become available. This means that the time spent in B&B or emergency hostel accommodation was usually some years ago. The council ensures that it meets the current statutory requirement for this period to be less than 6 weeks and it will continue to do so, however the aforementioned difficulties make this PI difficult to set targets for in Oxford and a poor measure of current performance in this area.

Note <sup>3</sup> BV174 quartile position is a repeat of the position achieved for BV175. This was recently clarified with the Audit Commission and is based on the thinking that a high number of recorded incidents may be due to either a high number of incidents occurring or very good community relationships resulting in high reporting and good recording systems in operation by the council

Note <sup>4</sup> Reporting suspended with AC permission

Note <sup>5</sup> BV062 and BV064 will be subject to the stock condition survey results (expected late 2004). These will allow the Council to revisit the work programmes and carry out a service review to establish whether the resources currently applied to the work are adequate. No material performance increase will be possible with the existing resources unless work priorities are changed.

Note <sup>6</sup> BV 66a to achieve acceleration or improvement to reach this target will require a review of resources

Note <sup>7</sup> This BVPI target is dependent on annually set DWP targets and only the first year can be confirmed at this stage

Note <sup>8</sup> Although this is being introduced as a national PI from 2004/2005 the council does hold historic data on this which it can therefore report

Note <sup>9</sup> Targets revised upwards due to changes in the definition of this BVPI making it more difficult to achieve

Note <sup>10</sup> Data not provided to us by TVP

Note <sup>11</sup> Figures based on agreed Safer and stronger communities fund statement of agreed outcomes 2005/06 -2007/08

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Note<sup>12</sup> ODPM require us to set the current top quartile performance as our target for this BVPI regardless of whether this is realistic for the authority given its current performance and resources

Note<sup>13</sup> All museums targets are subject to change as a result of the options review being carried out during 2005/2006

Note<sup>16</sup> Figures based on top quartile authority for BV16a/ BV17a against the Oxford City population, 16b/17b

Note<sup>17</sup> This BVPI was new in 2004/2005 but relies in data kept in 2003/2004 in order to calculate it. The historic data is not considered robust and we therefore have a low confidence in the accuracy of the end of year result for 2004/2005.

Note<sup>18</sup> Due to increased capital allocation to this work we have been able to increase our targets for the next three years since the first publication of The Oxford Plan

Note<sup>19</sup> Figures based on agreed Safer and stronger communities fund statement of agreed outcomes 2005/06 -2007/08. SSCF data does not include sexual offences although this BVPI does however this represents a very small fraction of the whole figure

Note<sup>20</sup> Targets for the new BV79b are provisional as these are new measures and although we have been able to calculate baseline data from previously held information we are not yet familiar with how all the influencing factors will affect results

