

Best Value Performance Plan 2007/08 – Amendments to document

AMENDMENTS FOLLOWING MEETINGS WITH PORTFOLIO HOLDERS			
Page	Performance Indicator description	Current wording	Revised
59	BV10 The percentage of non-domestic rates due for the financial year which were received in year by the authority	Target 2007/08 99.30% 2008/09 98.80% 2009/10 99.30%	98.80% 99.30% 99.80%
59	BV8 The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority	Target 2007/08 98% 2008/09 98% 2009/10 98%	99% 99% 99%
61	BV63 Energy Efficiency – the average SAP rating of local authority owned dwellings	Target 2007/08 73% 2008/09 74% 2009/10 75%	72.50% 73% 74%
61	BV66a Local authority rent collection and arrears, proportion of rent collected	Target 2008/09 98.90%	99.00%
61	BV66b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants.	Target 2008/09 8.13% 2009/10 7.63%	7.30% 6.30%
63	BV184a the proportion of Local Authority homes which were non-decent	Target 2006/07 33.90%	33.42%
67	BV82ci The percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources	Target 2006/07 41%	0%
68	BV91a Percentage of households resident in the authority's area served by a kerbside collection of recyclables	Target 2007/08 95%	100%

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75	LP009 Increase the number of on-line payments by 25%	Change description Target 2007/08 75% 2008/09 80% 2009/10 85% Actual 52%	LP009 Percentage of electronic or automated payments 60% 70% 80% N/A
79	LP015 The percentage of urgent repairs completed within Government time limits	Target 2007/08 90% Target 2008/09 92% Target 2009/10 94%	98.50% 98.50% 99%
79	LP016 The average time taken to complete non-urgent responsive repairs	Target 2007/08 15 days Target 2008/09 15 days Target 2009/10 15 days	10 days 10 days 10 days
81	LP112 The percentage of abandoned vehicles notified to our contractor for removal within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	Target 2007/08 80% Target 2008/09 85% Target 2009/10 85%	95% 95% 95%

GENERAL AMENDMENTS			
Page	Performance Indicator description	Current wording	Revised
48		Appendix 1: Employee/Employer of the Future and CPA Implementation Plan	Appendix 1:Employee/Employer of the Future Implementation Plan
48		This improvement programme should be used in conjunction with the Employer/Employee of the Future Mind Map shown at Appendix 6	Delete sentence
63	BV211a The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	Actual 2006/07 75%	75.41%

GENERAL AMENDMENTS			
Page	Performance Indicator description	Current wording	Revised
69	BV166a Score against a checklist of enforcement Top practice for environmental health	Actual 2006/07	82.41%
76	LP026 Number of interactions at customer contact centres resolved at first point of access.	Target 2006/07 Target 2007/08 Target 2008/09 Target 2009/10 Actual 2006/07	80% 80% 80% 80% 94%
76	LP027 Reduce average transaction costs	Change description Target 2007/08 Target 2008/09 Target 2009/10	Percentage saving in transaction costs of core service transactions transferred to customer services 10% 10% 10%
79	LP145 Customer satisfaction on responsive repairs	Target 2006/07 Actual 2006/07	95% 97.55%
79	LP146 Customer satisfaction on planned repairs	Target 2006/07 Actual 2006/07	90% 94.20%
79	LP147 Percentage of total responsive jobs completed on time	Target 2006/07 Actual 2006/07	92% 91.08%
80	LP087 Interventions within 2 months of notification	Target 2006/07 Target 2007/08 Target 2008/09 Target 2009/10 Actual 2006/07	91% 91% 91% 91% 99.18%
80	LP123 Local authority error value reduction from 2005/06	Change description Target 2006/07 -£50,000 Actual 2006/07 £253,000	LP123 Increased grant from local authority error N/A New 2007/08

GENERAL AMENDMENTS			
Page	Performance Indicator description	Current wording	Revised
80	LP151 Percentage of new claims dealt with by face-to-face interview either at area offices or remotely	Target 2007/08 Target 2008/09 Target 2009/10	20% 25% 30%
81	LP004 total percentage of household waste that has been sent by the Authority for recycling/composting	Actual 2006/07 18.80%	18.90%
81	LP061 Number of designated car parking spaces for people with disabilities, per 100 public car park spaces	Target 2007/08 Target 2008/09 Target 2009/10	1:33 1:30 1:27
81	LP062 Number of penalty charge notices for car parking issued during the year per 1,000 population	Target 2007/08 Target 2008/09 Target 2009/10	200 195 190
81	LP063 Percentage of penalty charge notices which were subject to appeal	Target 2007/08 Target 2008/09 Target 2009/10	0.09 0.08 0.07
82	LP064 Percentage of penalty charge notice appeals which were successful	Target 2007/08 Target 2008/09 Target 2009/10	80 80 80
82		Add new indicator	LP072 Percentage of Penalty Charge Notices cancelled Target 2007/08 15% Target 2008/09 15% Target 2009/10 15%
82	LP123 Local authority error value reduction from 2005/06		Delete as duplicated