



Northampton Borough Council

**Performance Summary 2003/4 to 2008/9**  
12 June 2009

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## Document Version Control

Author	Adam Goodacre, Performance Officer
Type of document (strategy/policy/procedure)	Performance Summary 2003 to 2009
Version Number	0.7
Document File Name	
Issue date	June 2009
Document held by (name/section)	Performance and Improvement
Next review date	2010

# Introduction

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1.1 This report summarises the performance of Northampton Borough Council, between April 2003 and March 2009.

1.2 All National Indicators (NI's), former Best Value Performance Indicators (BVPI's) and Local Performance Indicators (LPI's) are included where data is available for comparison.

## 1.3 Quartile headline

Analysis of quartile information has been included<sup>1</sup>, where appropriate.

Overall, 35% of comparable indicators have improved quartile position from their base year (i.e. the first year of reporting) to the latest reported data. 42% remained in the same quartile position and 23% have deteriorated.

## 1.4 Performance headline

70% of comparable indicators have improved performance comparing their base year to 2008/9. 5% of indicators have maintained performance and 25% have deteriorated.

## 1.5 Key performance trends

- Significant improvements have been made in benefits with performance moving from bottom to top quartile in a number of key areas
- Crime statistics have remained in the bottom quartile, but have shown a continued level of improvement
- Recycling and composting rates have improved significantly since 2003/4. However, there has been a slight decrease in recycling since 2007/8.
- The removal of abandoned vehicle performance has significantly improved in the last 3 years
- Planning performance improved between 2003/4 and 2005/6, followed by a year of deterioration. Performance is since back on track with improving determination times moving the Council into the Top quartile nationally
- Sickness absence remains high
- Despite the economic climate the percentage of council tax and non-domestic rates collected has improved since 2003/4<sup>2</sup>. There was a slight dip in performance in 2008/9 where collection rates remained on track until January 2009.
- Rent arrears<sup>2</sup> and homeless households placed in B&B have been reduced and the average Standard Assessment Procedure (SAP rating) for homes has increased
- The number of housing void days has improved year on year, moving the Council from Bottom quartile to Upper Median quartile within 3 years

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<sup>1</sup> Based on the appropriate Audit Commission Quartile Pack from the relevant period

<sup>2</sup> The current economic climate has had a detrimental effect on the performance of a number of indicators, including Council Tax, non-domestic rates and rent collection

## Performance Summaries

## 2 Neighbourhood Environmental Services

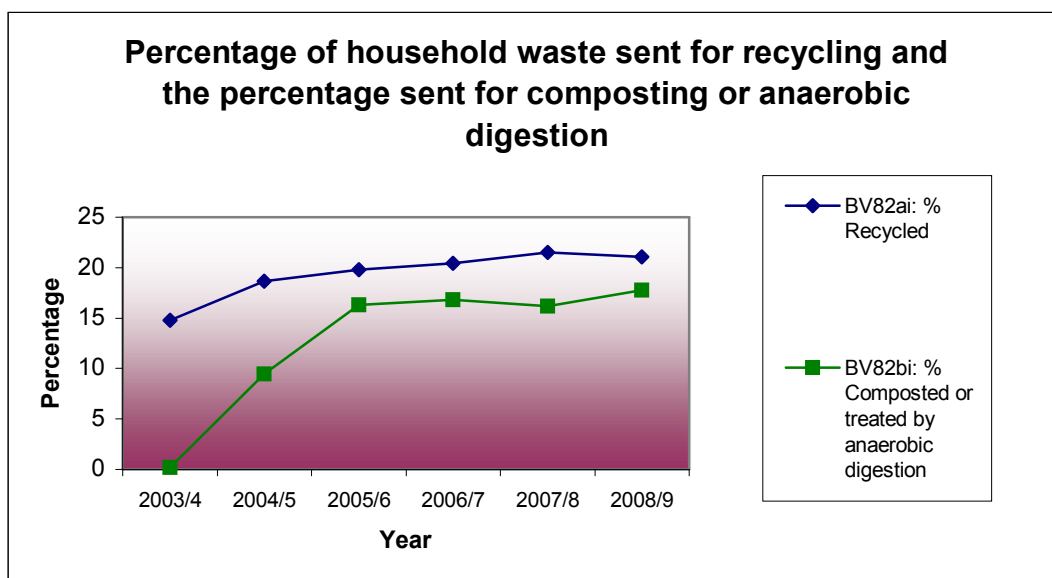
### 2.1 Summary

- 2.1.1 5 comparable indicators have been measured consistently since 2003.
- 2.1.2 40% (2 out of 5) have improved in this time.
- 2.1.3 25% (1 out of 4) indicators<sup>3</sup> have improved their quartile position in this time<sup>4</sup>.

### Performance Improvement

#### 2.2 BV 82ai, BV 82bi and NI 192

- 2.2.1 The percentage of household waste arisings, which have been sent for recycling have increased from 14.78% in 2003/4 to 21.02% in 2008/9.
- 2.2.2 The percentage of total household waste sent for composting or treatment by anaerobic digestion has improved significantly from 0.2% in 2003/4 to 17.73% in 2008/9.
- 2.2.3 The percentage of total household waste sent for composting or treatment by anaerobic digestion improved year on year between 2003/4 and 2006/7. The graph below highlights the significantly improvement since the introduction of kerbside wheelie bin collections, and demonstrates the sustained improvements in recent years.



<sup>3</sup> Quartile data not available for all indicators

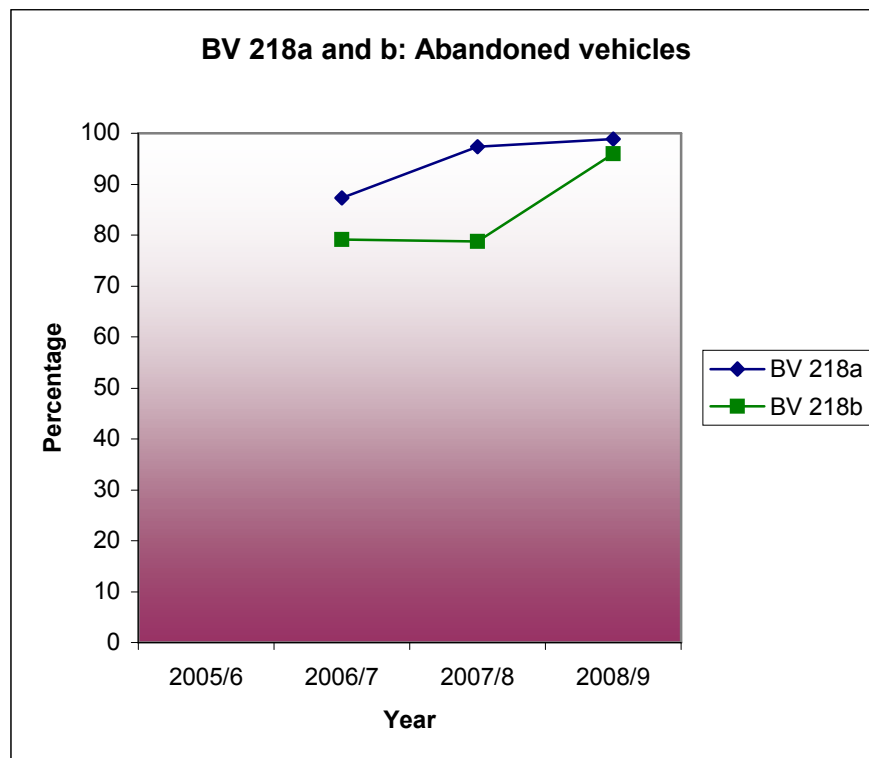
<sup>4</sup> BV 91a: Maintained Top quartile position

## 2.3 BV 218a

- 2.3.1 The percentage of new reports of abandoned vehicles investigated within 24 hours of notification has improved from 87.25% in 2006/7<sup>5</sup> to 98.91% in 2008/9. This improvement exceeds the challenging 95% target set for 2008/9 and places the Council in the Upper Median quartile nationally<sup>6</sup>.

## 2.4 BV 218b

- 2.4.1 The percentage of abandoned vehicles removed by the Council within 24 hours of notification has significantly improved from 79.16% in 2006/7<sup>5</sup> to 95.95% in 2008/9, which also exceeds the challenging target for the same year of 90%. Performance is now placed within the Upper Median quartile nationally<sup>6</sup> compared to the bottom quartile in 2007/8.
- 2.4.2 The improvement is the result of a third party collection contract (Threadgolds) supplied by. Northamptonshire Police and Northamptonshire County Council. The Council has signed a service level agreement to have abandoned vehicles collected within 24 hours.



## 2.5 ELPI 5

- 2.5.1 The percentage of fly tips removed within 2 working days has maintained a high level of performance, over 99% since 2005/6<sup>7</sup>, consistently exceeding the annual target of 95%.

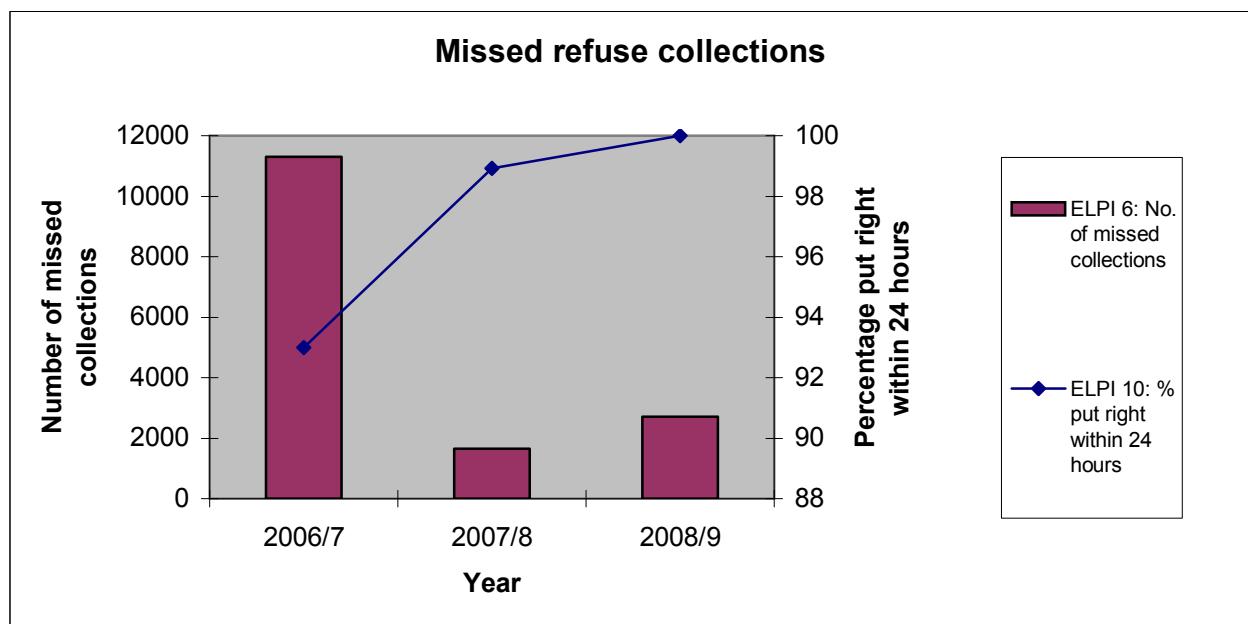
<sup>5</sup> This indicator was introduced in 2005/6, although was not reported until 2006/7

<sup>6</sup> Based on latest AC quartile data 2007/8

<sup>7</sup> This indicator was not measured prior to 2005/6

## 2.6 ELPI 6 and ELPI 10

- 2.6.1 A significant improvement (-85%) in the number of missed refuse collections was achieved between 2006/7<sup>8</sup> (11,302) and 2007/8 (1,659). In 2008/9 the number of missed bins remained low compared to 2006/7, but saw a deterioration of 63% on 2007/8 performance to 2,699 due to the inclement weather in February 2009 and the introduction of Routesmart, that revised the collection rounds. The number of missed collections has also been impacted by vehicle breakdowns this year. These vehicles are now at the end of their contract period and replacements have been acquired.
- 2.6.2 100% of missed refuse collections (ELPI10) were put right within 24 hours, despite the increase in the number of missed refuse collections this year.
- 2.6.3 This indicator has improved year on year since 2006/7<sup>8</sup>, and has exceeded the challenging annual target of 97% for 2008/9.

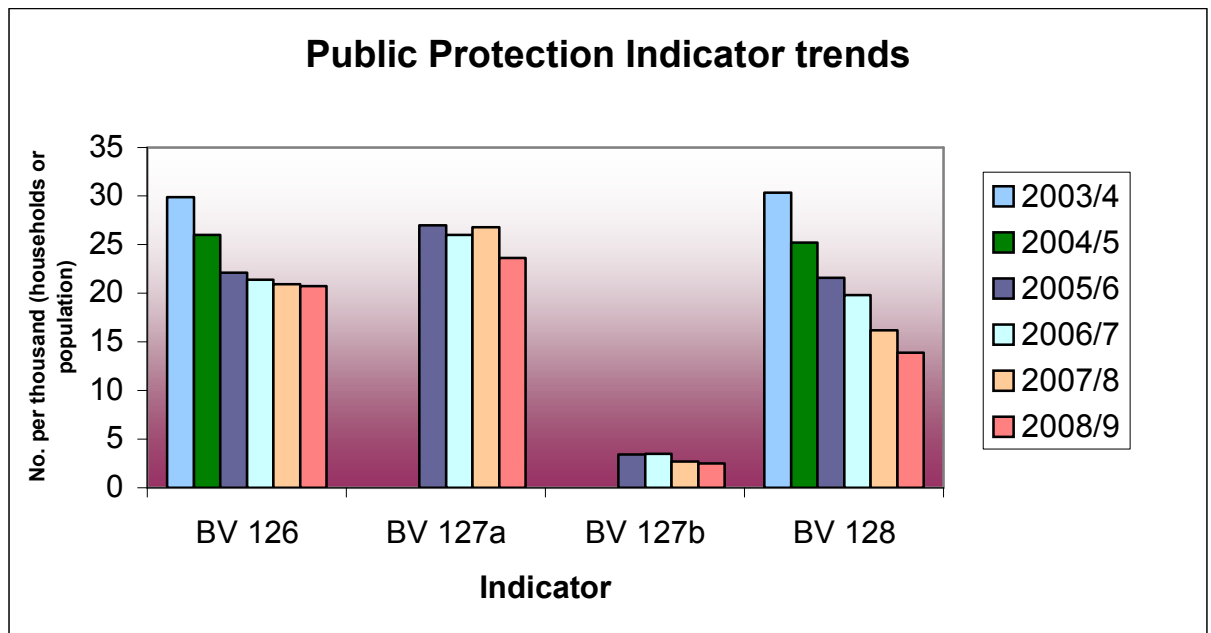


<sup>8</sup> This indicator was not measured prior to 2006/7

### 3 Public Protection

#### 3.1 Summary

- 3.1.1 7 comparable indicators have been measured consistently since 2003.
- 3.1.2 100% (6 out of 6) comparable measures<sup>9</sup> have improved in this time<sup>10</sup>.
- 3.1.3 17% (1 out of 6) indicators have improved their quartile position in this time<sup>11</sup>.
- 3.1.4 Despite BV126, 127 and 128 remaining in the bottom quartile when compared nationally since 2003, crime figures have shown notable improvement as highlighted in the graph below.



#### Performance Improvement

##### 3.2 BV 126

- 3.2.1 The number of domestic burglaries per year has reduced to 20.7 per 1,000 households, compared to 29.9 in 2003/4. Annual performance has steadily improved year on year since 2003, with significant reductions taking place between 2003/4 and 2005/6. Despite this 31% reduction, performance remains in the Bottom quartile<sup>12</sup>.

##### 3.3 BV 127a

- 3.3.1 The number of violent crimes per year has reduced to 23.6 per 1,000 population, compared to 27.0 in 2005/6<sup>13</sup>. Despite a small increase between 2006/7 and 2007/8, performance improved significantly in 2008/9 and represents a 13% improvement since 2003. Performance remains in the Bottom quartile nationally.

<sup>9</sup> BV 127a and BV 127b: Calculated differently in 2003/4 and 2004/5 so progress judged against 2005/6

<sup>10</sup> BV 174: Improvement polarity not known

<sup>11</sup> Quartile data is not available for all indicators

<sup>12</sup> Based on latest AC quartile data 2007/8

<sup>13</sup> The Indicator definition was different in 2003/4 and 2004/5 and so offers no comparison

### **3.4 BV 127b**

- 3.4.1 The number of robberies per year has reduced to 2.5 per 1,000 population, compared to 3.4 in 2005/6<sup>14</sup>. Despite a small increase between 2005/6 and 2006/7, performance improved significantly in 2008/9, representing a 26% improvement since 2003. Performance remains in the bottom quartile nationally.

### **3.5 BV 128**

- 3.5.1 The number of vehicle crime per year has reduced to 13.9 per 1,000 population from 30.3 in 2003/4. Despite this 54% reduction, and the consistent year on year improvements, performance remains in the Bottom quartile nationally.

### **3.6 BV 175**

- 3.6.1 100% of racial incidents continue to result in further action. This performance has been maintained since 2004/5<sup>15</sup> and places the Council in the top 25% nationally for this indicator.

### **3.7 BV 217**

- 3.7.1 100% of pollution control improvements to existing instalments were completed on time in 2008/9. This is despite deterioration between 2006/7 (100%) and 2007/8 (95%), and places the Council in the Top quartile nationally.

### **3.8 BV 225**

- 3.8.1 90.9% of the Domestic Violence Checklist questions were answered positively for the second consecutive year. This indicates a significant improvement of 27.3% since 2005/6<sup>16</sup> and 9.1% since 2007/8.

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<sup>14</sup> BV 127a and BV 127b: Calculated differently in 2003/4 and 2004/5 so progress judged against 2005/6

<sup>15</sup> BV 175: 90% achieved in 2003/4

<sup>16</sup> This indicator was not measured prior to 2005/6



## **4 Planning**

### **4.1 Summary**

- 4.1.1 6 comparable indicators have been measured consistently since 2003.
- 4.1.2 83% (5 out of 6) indicators have improved since 2003/4.
- 4.1.3 67% (2 out of 3) indicators have improved their quartile position in this time<sup>17</sup>.

### **Performance Improvement**

#### **4.2 BV 109a (NI 157a LM and SM)**

- 4.2.1 The percentage of 'major' planning applications determined within 13 weeks improved to 65% in 2007/8, compared to 32% in 2003/4<sup>18</sup>. Performance significantly improved between 2003/4 (32%) and 2004/5 (64.5%) and in the last 3 years, performance has been maintained at around 65%, the lower median nationally.
- 4.2.2 NI157a replaced BV109a in 2008/9. In 2008/9, 100% (1 out of 1) of 'Large Scale Major' planning applications were determined within 13 weeks and 54.55% (6 out of 11) of 'Small Scale Major' planning applications were determined within 13 weeks

#### **4.3 NI 157b (former BV 109b)**

- 4.3.1 The percentage of 'minor' planning applications determined within 8 weeks has improved to 92.19%, compared to 56% in 2003/4. Despite a deterioration between 2005/6 and 2006/7, a steady improvement overall is evident. The annual target for this indicator has been exceeded for 2008/9 and top quartile performance has been maintained<sup>19</sup>, despite being in the Bottom quartile in 2006/7.

#### **4.4 NI 157c (former BV 109c)**

- 4.4.1 The percentage of 'other' planning applications determined within 8 weeks has improved up to 95.7%, compared to 70% in 2003/4. As per NI 157b, performance deteriorated between 2005/6 and 2006/7 but has since recovered, moving the Council from Bottom quartile to Top quartile nationally<sup>19</sup> since 2006/7. The high annual target of 95%, has been exceeded in 2008/9.

The improved performance has been assisted by the frequent internal monitoring of all applications received. BV 204 illustrates that whilst applications are processed quickly, the quality of decision is also important and needs to be maintained. The recent restructure has also benefited the service area by establishing a stable workforce. Training and development has been put into place to ensure that quality of performance is improved and maintained.

#### **4.5 PL 188**

- 4.5.1 The percentage of decisions delegated to officers has increased to 96.07%, compared to 85% in 2003/4. Despite a very small deterioration between 2004/5 and 2005/6, performance recovered and exceeded the annual target of 95%<sup>20</sup> in 2008/9.

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<sup>17</sup> Quartile data is not available for all indicators

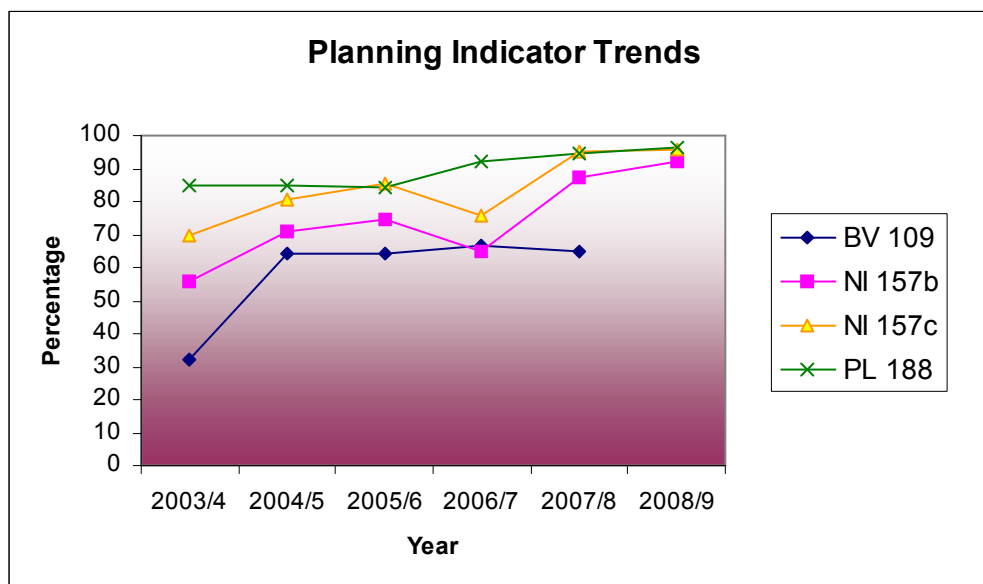
<sup>18</sup> The introduction of NI 157 LM and SM prevents comparison in 2008/9

<sup>19</sup> Based on latest AC quartile data 2007/8

<sup>20</sup> No quartile information is available as this is a local indicator

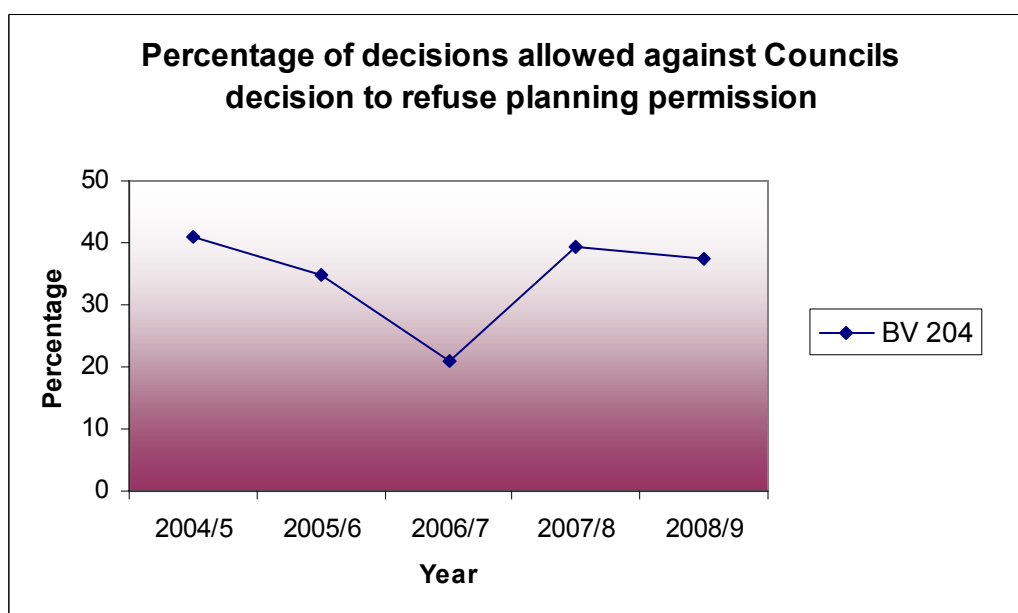
## 4.6 BV 205

- 4.6.1 The Councils score against the 'quality of planning services' checklist has deteriorated to 66.7%, compared to 89% in 2003/4.
- 4.6.2 An upgrade to the IT system used is underway using the 'Housing Planning Delivery' grant, with a target set to achieve 90% in 2009/10 and 100% by 2010/11.



## 4.7 BV 204

- 4.7.1 The percentage of appeals allowed against the Councils decision to refuse planning permission has improved to 37.5%, compared to 41% in 2004/5<sup>21</sup>. Performance improved significantly between 2004/5 and 2006/7, but then deteriorated by 18% in 2007/8, moving from Top quartile to Bottom quartile nationally. Since 2007/8 the Council has improved and has moved into the Lower Median quartile nationally<sup>22</sup>.



<sup>21</sup> This indicator was not measured prior to 2004/5

<sup>22</sup> Based on AC quartile data 2007/8

#### **4.8 LHPI 219**

- 4.8.1 The percentage of conservation areas with an upto date character appraisal and management plan has improved to 63.16%, compared to 16.67% in 2005/6<sup>23</sup>.
- 4.8.2 The number of conservation areas in the Borough has remained constant. The improved performance was assisted by the implementation of a project plan and support from an external consultant, increasing the number of appraisals and management plans completed.

#### **Performance Deterioration**

#### **4.9 BV 106**

- 4.9.1 The percentage of new homes build on previously developed land has significantly deteriorated to 51.15%, compared to 80% in 2003/4.
- 4.9.2 Performance deteriorated in 2004/5, but then recovered in the next two years. Since 2006/7, the percentage has reduced by almost 36%.
- 4.9.3 The recession and housing market collapse has had a detrimental effect on this indicator. Building on previously development land has relied heavily on the apartment market (e.g. Town Centre apartment schemes), which has recently experienced a lack of investor appetite.
- 4.9.4 Housing targets to allow increased development on Greenfield sites has also impacted on this indicator. The greater percentage of completions on Greenfield land is likely to continue in the coming year and therefore the target for this indicator will be adjusted accordingly in 2009/10.

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<sup>23</sup> This indicator was not measured prior to 2005/6

## 5 Human Resources

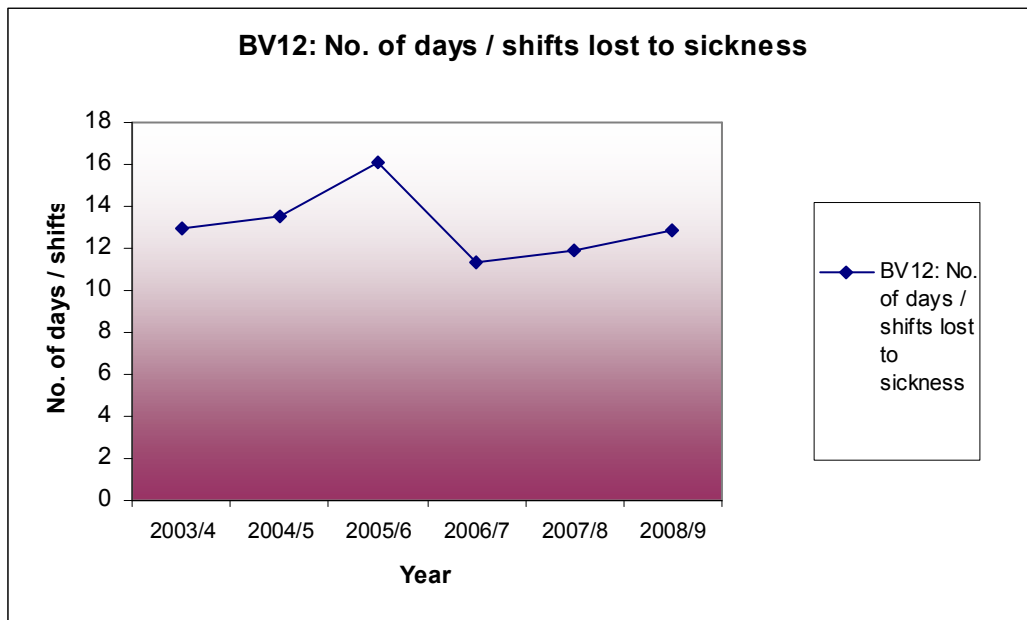
### 5.1 Summary

- 5.1.1 4 comparable indicators have been measured consistently since 2003.
- 5.1.2 75% (3 out of 4) indicators have improved in this time.
- 5.1.3 No comparable indicators have improved their quartile position in this time.

### Performance Improvement

#### 5.2 BV 12

- 5.2.1 The number of working days / shifts lost due to sickness has slightly improved to 12.86 days, compared to 13 days in 2003/4. Performance significantly deteriorated between 2004/5 and 2005/6 to 16.12 days, but then recovered well in 2006/7 to 11.38. Since then performance has steadily deteriorated to 12.86% in 2008/9, which places the Council in the bottom quartile nationally<sup>24</sup>.



#### 5.3 BV 11a

- 5.3.1 The percentage of top 5% of earners that are women has improved to 34.72%, compared to 24.70% in 2003/4. Excluding 2006/7<sup>25</sup>, improvement is evident each year until 2007/8. A very minor (0.07%) reduction can be seen this year, although Lower Median quartile performance has been maintained<sup>24</sup>.

#### 5.4 BV 15

- 5.4.1 The percentage of employees retiring on grounds of ill health has reduced to 0.36%, compared to 0.61% in 2003. Consistent improvements were made until 2006/7 when the percentage rose to 0.61%, and rose again to 0.82% in 2007/8. Improvements have been made this year and the figure has reduced to 0.36%, although this still places the Council in the bottom quartile nationally<sup>24</sup>.

<sup>24</sup> Based on AC quartile data 2007/8

<sup>25</sup> 2006/7 indicated a 0.4% deterioration.

## 6 Finance and Assets

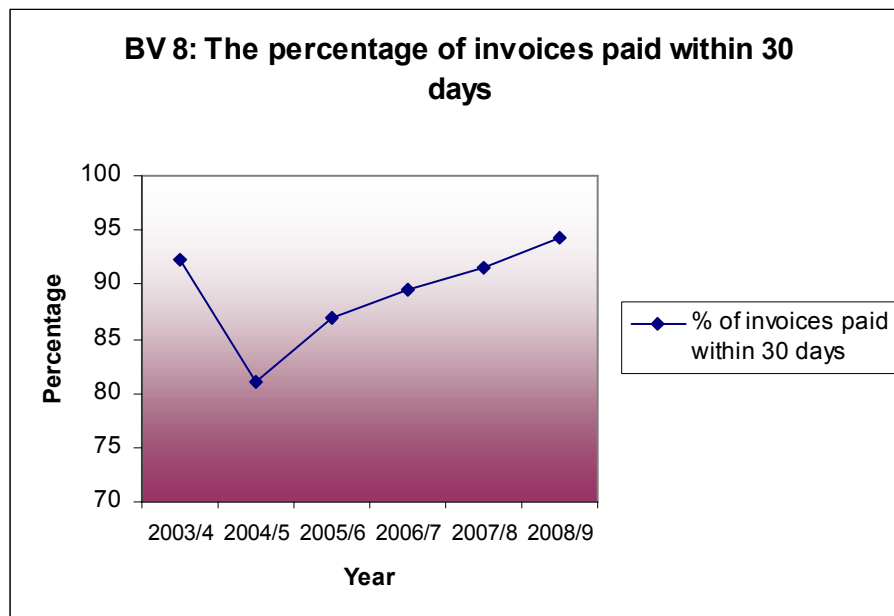
### 6.1 Summary

- 6.1.1 2 comparable indicators have been measured consistently since 2003. Both indicators have improved when compared to 2003/4

### Performance Improvement

#### 6.2 BV8

- 6.2.1 The percentage of invoices for commercial goods and services paid within 30 days of receipt has increased to 94.38%, compared to 92.30% in 2003/4. Performance deteriorated to 81.10% in 2004/5 but has since improved year on year.
- 6.2.2 The improvement places the Council in the Lower Median quartile nationally<sup>26</sup>. A 10-day payment target has now been set for businesses located in the NN postcode range with the aim of supporting local business throughout the challenging economic climate.



#### 6.3 BV 156

- 6.3.1 The percentage of local authority buildings, open to the public, which are suitable for and are accessible to disabled people has improved to 95.45%, compared to 80% in 2003/4. Consistent improvement took place until 2007/8 when buildings used in the Election affected the indicator. As these buildings were not used in 2008/9 the percentage has increased significantly and represents the highest figure recorded to date.

<sup>26</sup> Based on latest AC quartile data 2007/8

## 7 Revenues and Benefits

### 7.1 Summary

- 7.1.1 8 comparable indicators have been measured consistently since 2003.
- 7.1.2 87.5% (7 out of 8) indicators have improved since 2003/4.
- 7.1.3 100% (5 out of 5) indicators<sup>27</sup> have improved quartile position since 2003/4.

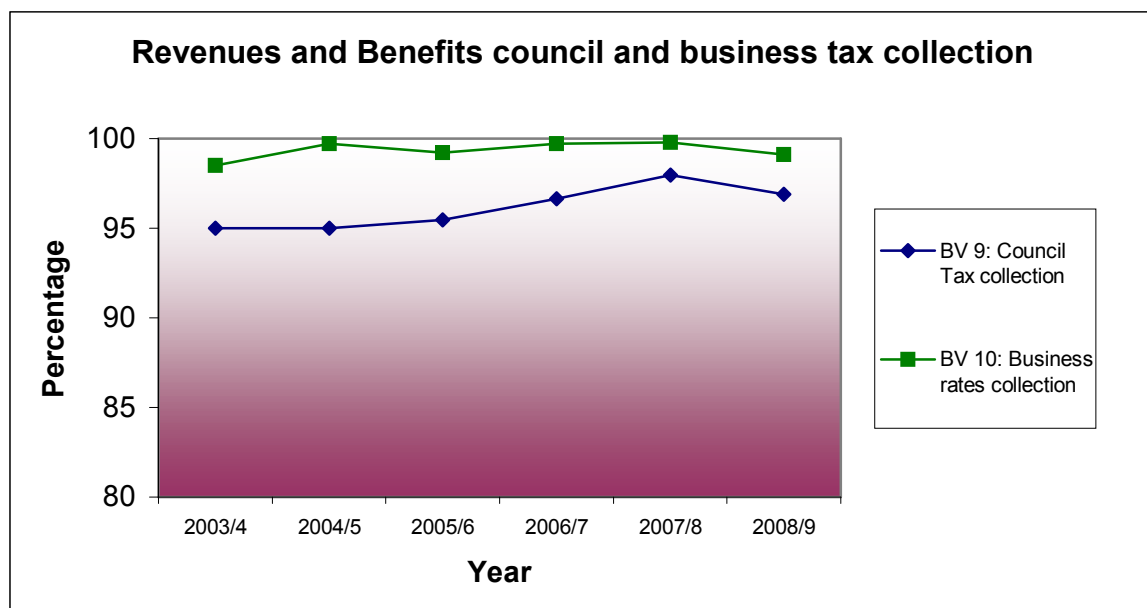
### Performance Improvement

#### 7.2 BV 9

- 7.2.1 The percentage of council tax received in 2008/9 increased to 96.94%, compared to 95% in 2003/4, despite the current economic climate having a detrimental effect on the collection rates in 2008/9. Performance for 2008/9 was slightly below the annual target and places the Council in the lower median quartile for this indicator<sup>28</sup>.

#### 7.3 BV 10

- 7.3.1 The percentage of non-domestic rates collected has increased to 99.12%, compared to 98.50% in 2003/4. This small improvement is despite the current economic climate having a detrimental effect on the collection rates in 2008/9, as well as new legislation regarding collection on vacant properties. Despite these difficulties, Upper Median quartile performance has been achieved<sup>28</sup>.



#### 7.4 BV 78a

- 7.4.1 The average time to process new claims for housing and council tax benefits has reduced to 16.1 days, compared 81.8 days in 2003/4. A year on year reduction has led to this 80% improvement, and has moved the Council from bottom quartile to Top quartile<sup>29</sup> within 5 years.

<sup>27</sup> Quartile data is not available for all indicators

<sup>28</sup> Based on latest AC quartile data 2007/8

<sup>29</sup> Based on TQ First 07/8 quartile information, prior to Audit Commission publication

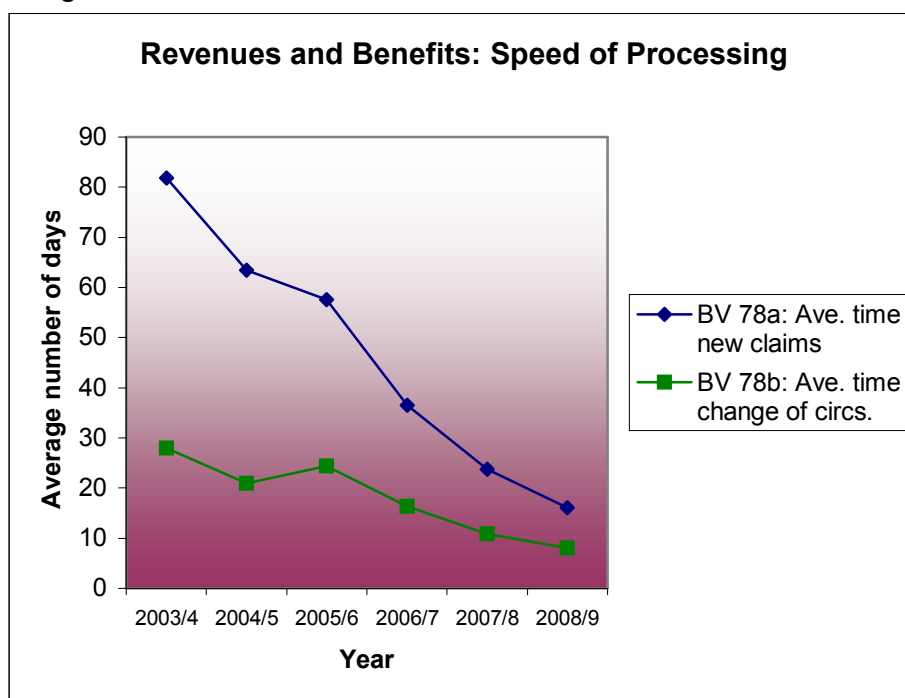
## 7.5 BV 78b

- 7.5.1 The average time to process change of circumstances has reduced to 8.0 days, compared to 28.0 days in 2008/9. Excluding a small deterioration between 2004/5 and 2005/6, performance has improved year on year leading to a 71% reduction since 2003/4. This significant improvement moved the Council from bottom quartile to upper median quartile<sup>30</sup> within 5 years.

This improvement in processing times and accuracy has been assisted by the work completed in partnership with Kendric Ash.

Working practices and procedures were completely reviewed and full training provided to staff. Procedure notes are now in place for all aspects of the business.

Following this improvement, Kendric Ash have since withdrawn from the Council and the processes and practices put in place are now being maintained locally by the new management team.



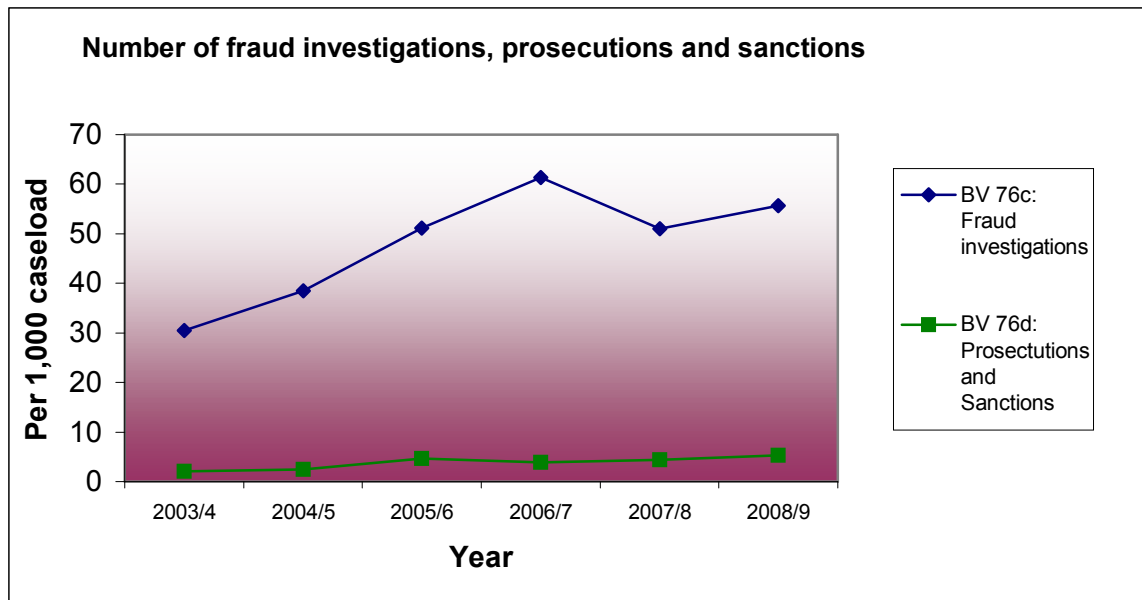
## 7.6 BV 76c

- 7.6.1 The number of fraud investigations improved to 55.69 per 1,000 caseload, compared to 30.50 in 2003/4. Performance improved year on year until 2007/8, where performance deteriorated by 10.35 investigations per 1,000 caseload. Since then performance has improved although it has not yet reached the levels achieved in 2006/7. This significant improvement moved the Council from bottom quartile to top quartile<sup>30</sup> within 5 years. This indicator will be measured as actual investigations, rather than per 1,000 caseload in 2009/10.

## 7.7 BV 76d

- 7.7.1 The number of prosecutions and sanctions improved to 5.34 per 1,000 caseload, compared to 2.11 in 2003/4. Following a slight deterioration in 2006/7, performance recovered and improved by 37% in the last 2 years. Lower median performance is currently being achieved<sup>30</sup>.

<sup>30</sup> Based on TQ First 07/8 quartile information, prior to Audit Commission publication



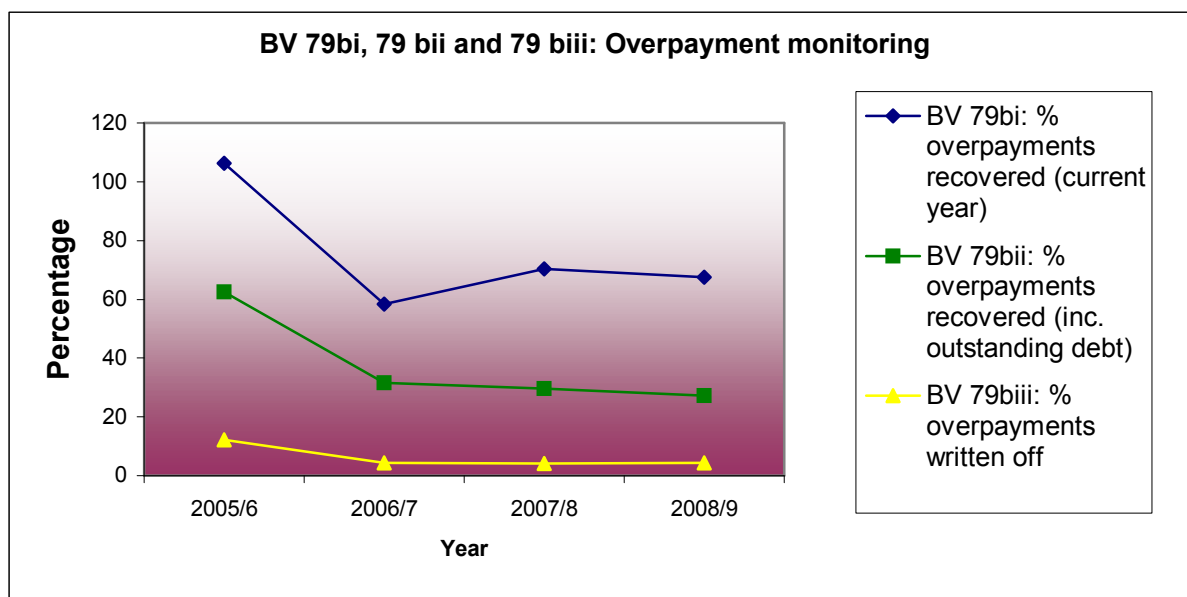
## Performance Deterioration

### 7.8 BV 79bi

- 7.8.1 The percentage of recoverable housing benefits actually recovered has deteriorated significantly since 2005/6<sup>31</sup>. Despite improvement between 2006/7 and 2007/8, the percentage recovered deteriorated again in 2008/9 to 67.54%. A restructure of resources has recently taken place to enable greater focus on recovering overpayments.

### 7.9 BV 79bii

- 7.9.1 The percentage of overpayments recovered, including debt from the previous year, has deteriorated by 32.92% since 2005/6. This deterioration has moved the Council from top quartile to lower median quartile in 3 years<sup>32</sup>. As per BV 79bi, a restructure of resources has taken place to enable greater focus on overpayment recovery.



<sup>31</sup> This indicator was not reported prior to 2005/6

<sup>32</sup> Based on latest AC quartile data 2007/8



## **8 Housing**

### **8.1 Summary**

- 8.1.1 The Housing Directorate is split into 3 service areas; Landlord Services, Housing Needs and Support and Housing Strategy, Investment & Performance

Housing Strategy, Investment & Performance does not currently have any performance measures. Measures are in place for 2009/10.

### **Landlord Services**

### **Performance Improvement**

#### **8.2 BV 66a**

- 8.2.1 The percentage of rent collected, including arrears, has remained relatively consistent since 2003/4, improving by 1.1%. The actual collection rate for 2008/9 alone is 100.34%. Taking into account previous year-end arrears, the performance for this indicator as a whole is 96.26%.

Despite the good collection rate for this year, the annual target has been narrowly missed and performance remains in the bottom quartile nationally<sup>33</sup>. A 2009/10 Arrears Action Plan has been developed to address the collection of rent arrears.

#### **8.3 BV 66b**

- 8.3.1 The percentage of tenants with more than 7 weeks (gross) rent arrears has consistently improved since 2005/6<sup>34</sup>. The target has been exceeded this year, although performance remains in the bottom quartile nationally<sup>32</sup>. The reduction since 2007/8 equates to 375 cases and is the result of targeted initiatives on high-level debt cases and by improving preventative action at an early stage of debt.

#### **8.4 BV 66c**

- 8.4.1 The percentage of tenants in arrears receiving Notices Seeking Possession has improved by almost 7% compared to 2005/6<sup>35</sup>. Excellent performance between 2005/6 and 2006/7 has outweighed the deterioration in the last 2 years. This deterioration is mainly due to serving earlier Notices, warning of the consequences of non-payment. Whilst this action has impacted on this indicator, a reduction in arrears levels has been achieved as a result.

#### **8.5 BV 66d**

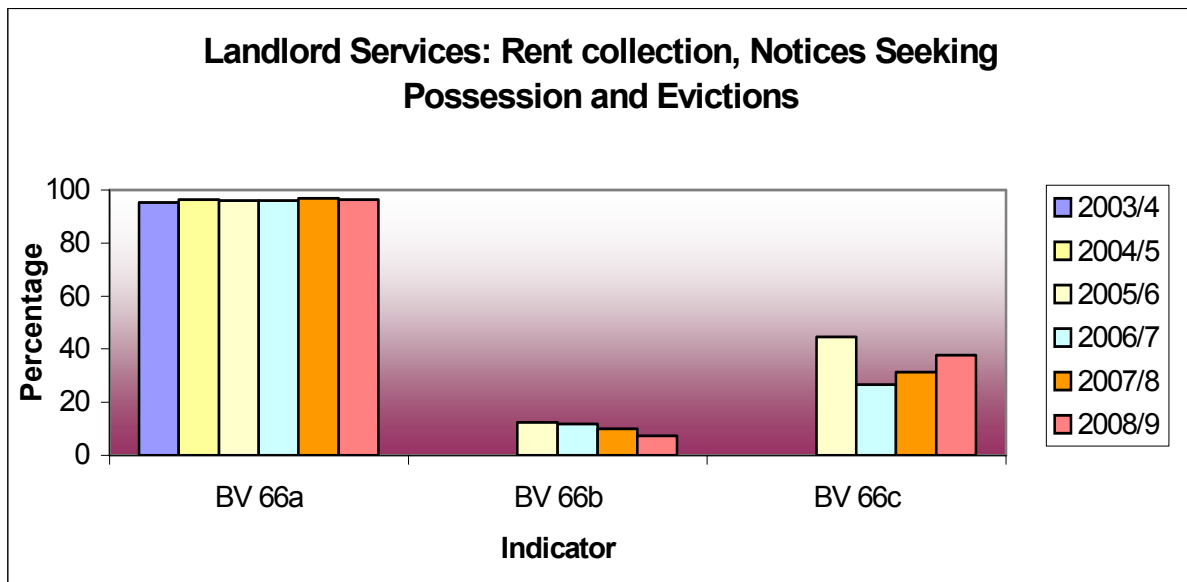
- 8.5.1 The percentage of tenants evicted as a result of rent arrears has improved since 2005/6. Reductions were evident between 2005/6 and 2007/8, although the percentage has deteriorated this year. As per BV 66c, the increased recovery rent arrears activity has impacted on this indicator. Applications for warrants are targeted against wilful non-payers, with sign posting activity in place for vulnerable tenants in financial difficulties.

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<sup>33</sup> Based on latest AC quartile data 2007/8

<sup>34</sup> This indicator was not reported prior to 2005/6

<sup>35</sup> This indicator was not reported prior to 2005/6



## Performance Deterioration

### 8.6 NI 160, BV 74b and BV 74c

- 8.6.1 67.4% of tenants are satisfied with services provided by their landlord<sup>36</sup>. This shows deterioration since 2003/4 (73%), but improvement since 2006/7 and 2007/8 (64%)<sup>37</sup>. 67% of tenants from ethnic minorities are satisfied with the overall service provided by their landlord, a slight deterioration on 2003/4, but improvement has been consistent since 2006/7.

## Housing Needs and Support

## Performance Improvement

### 8.7 BV 212

- 8.7.1 The average time taken to re-let local authority homes improved to 29 days, compared to 72 days in 2005/6<sup>38</sup>. The average number of days has reduced year on year with the most significant reduction between 2006/7 and 2007/8 (-37 days). This 60% improvement since 2005/6 has moved the Council from bottom quartile to upper median quartile in 3 years<sup>39</sup>.

### 8.8 LHPI 183a

- 8.8.1 The average length of stay in bed and breakfast accommodation, for households that are unintentionally homeless and in priority need, reduced by 9.38 weeks to 1.68 weeks in 2008/9 (11.06 weeks in 2003/4). Performance has steadily improved until 2008/9, where performance slightly deteriorated (+0.68 weeks).

DCLG highlighted that Northampton was ranked 3rd highest for 16/17 year olds living in temporary accommodation (outside London). This was due to inappropriate procedures placing people approaching the Council for Homeless

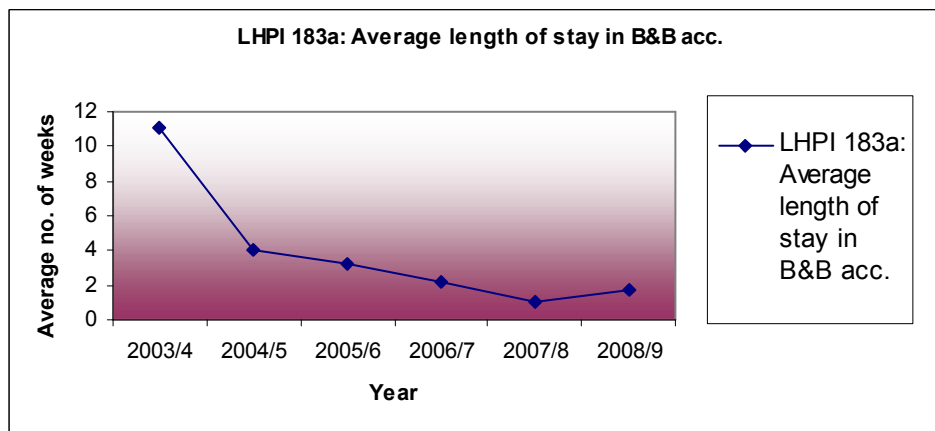
<sup>36</sup> Place survey

<sup>37</sup> No landlord services surveys were conducted in 2004/5 or 2005/6

<sup>38</sup> This indicator was not reported prior to 2005/6

<sup>39</sup> Based on latest AC quartile data 2007/8

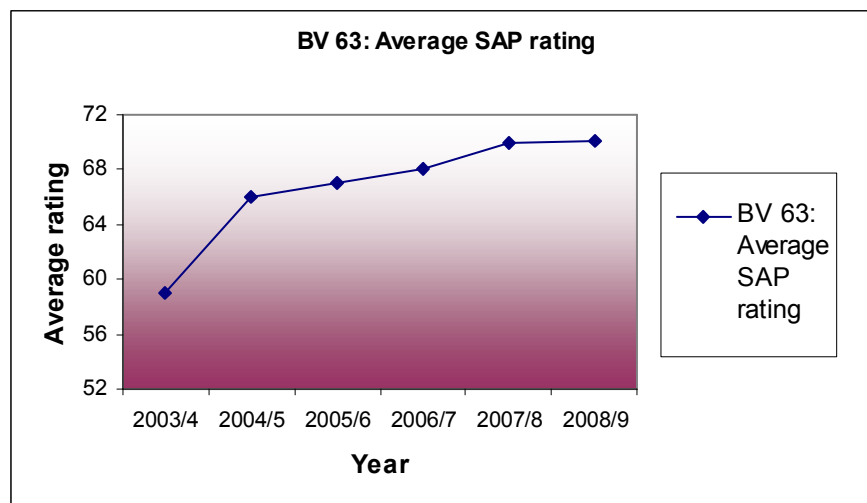
needs into Bed and Breakfast accommodation before investigating where they would be best placed. Internal procedures, and those with partnering organisations, have now been changed so that we now profile how we deal with customers at first contact with the Council, prior to the allocation into Bed and Breakfast accommodation. Pre-work is also being done with customers to place homelessness preventative measures in place before issues arise.



## 8.9 BV 63

8.9.1 The average SAP (Standard Assessment Procedure) rating for local authority owned dwellings has increased to 70.3%, compared to 59% in 2003/4. The performance of this indicator has steadily improved over the last 5 years and has moved the Council into the upper quartile nationally<sup>40</sup>.

8.9.2 A number of tenants are resisting central heating installation and roof insulation levels were already of an efficient standard. A four year decent homes programme has begun, which will increase thermal efficiency in homes, offering improved insulation and heating types.



## 8.10 BV 64

8.10.1 The number of private sector dwellings returned to occupation or demolished as a result of action by the Council, has increased to 225, compared to 67 in 2003/4.

8.10.2 Improvement was made until 2007/8 when a 66% deterioration occurred. Since then, performance has recovered due to a number of probate cases being resolved and Empty Homes Grants becoming available.

<sup>40</sup> Based on latest AC quartile data 2007/8

## 9 Culture and Leisure

### 9.1 Summary

- 9.1.1 8 comparable indicators have been measured consistently since 2003/4. No comparable measures have improved performance or quartile position since 2003/4.

#### Performance Deterioration

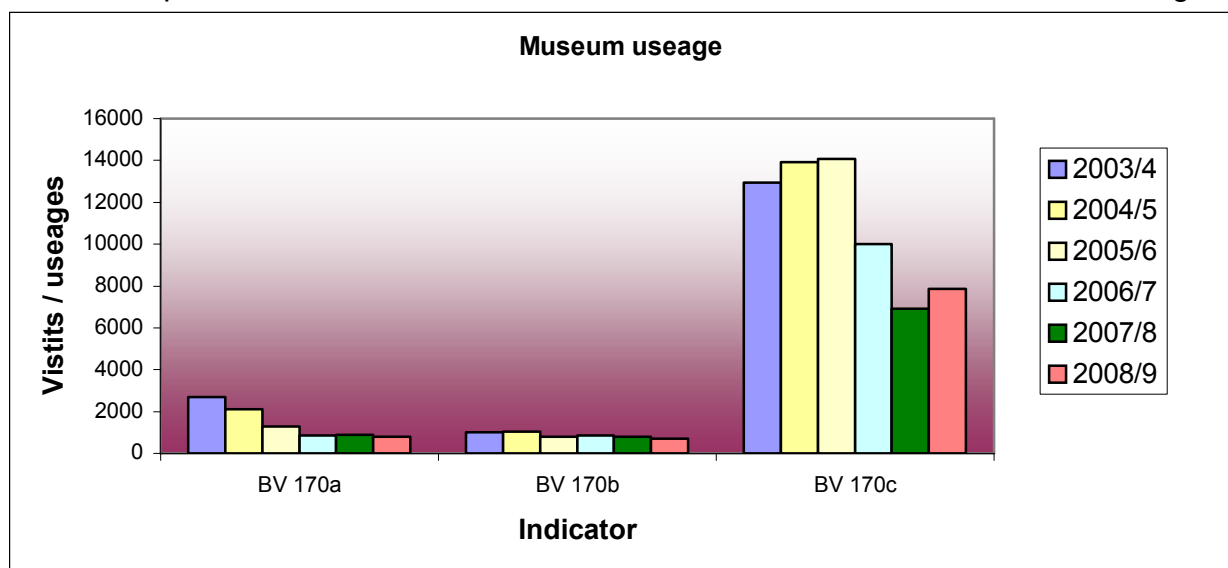
### 9.2 BV 170a, BV 170b and BV 170c

- 9.2.1 The number of visits to, or usages of, local authority funded (or part funded) museums deteriorated to 804 per 1,000 population, compared to 2684 in 2003/4. Despite this deterioration, the Council is performing in the upper median nationally<sup>41</sup>.

The number of visits that were in person has also deteriorated since 2003/4 (-29%), although the Council is still performing in the top quartile nationally<sup>40</sup>. As part of delivering 'National Status', greater effort is being put into the marketing of upcoming events and exhibitions in order to increase footfall.

The number of pupils visiting museums and galleries in organised school groups has increased by 14% this year, despite two years of deterioration since 2005/6.

Work is continuing on improving and developing the sessions offered to pupils, as well as developing new ways of engaging with schools. The museum has also developed resources to deliver to this audience outside of the museum building.



### 9.3 BV 119a, BV 119b, BV 119c, BV119d and BV 119e

- 9.3.1 A General User Satisfaction Survey, which was a tri-annual statutory requirement, was held in 2003/4 and 2006/7. The Council repeated the survey in 2007/8. A statutory Place Survey replaced this survey in 2008/9 and the results will be published shortly. The same questions relating to the indicators above were asked in all four surveys.

<sup>41</sup> Based on latest AC quartile data 2007/8

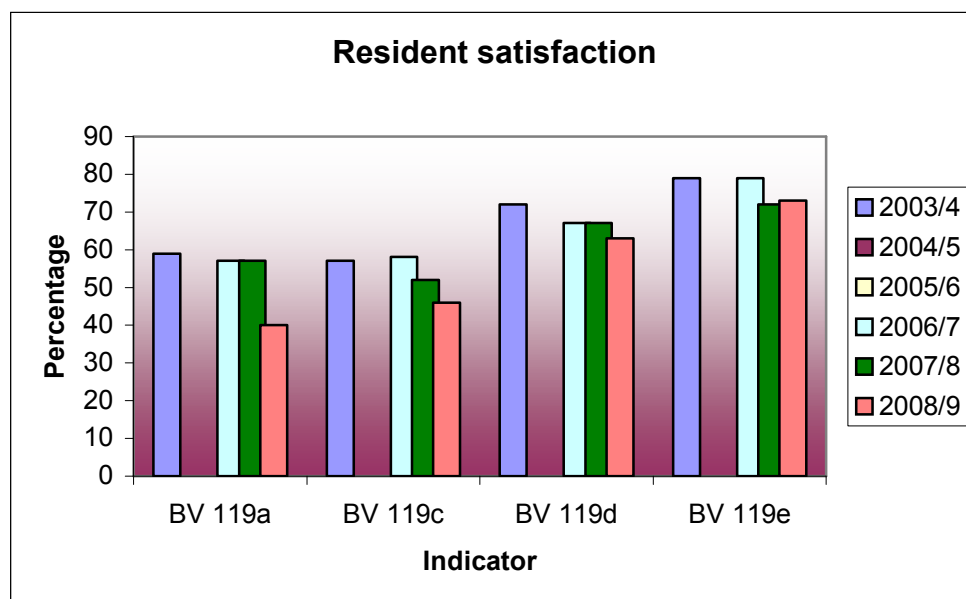
All Council's have conducted the same surveys and there is a national trend that satisfaction with local services has declined.

The percentage of residents satisfied with sports and leisure facilities (BV119a) was 57% in 2006/7 and 2007/8 compared to 59% in 2003/4.

52% of residents are satisfied with museums (BV119c) in 2007/8, indicating a 5% deterioration since 2003.

The percentage of residents satisfied with arts activities and venues (BV119d) decreased from 72% in 2003/4 to 67% in 2006/7 and 2007/8.

72% of residents were satisfied with parks and open spaces (BV229e) in 2007/8, However, satisfaction has deteriorated by 7% compared to 2003/4.



## 10 Policy and Community Engagement

### 10.1 Summary

10.1.1 2 comparable indicators have been measured consistently since 2003/4.

10.1.2 100% (2 out of 2) comparable measures improved in this time

10.1.3 50% (1 out of 2) indicators have improved their quartile position in this time

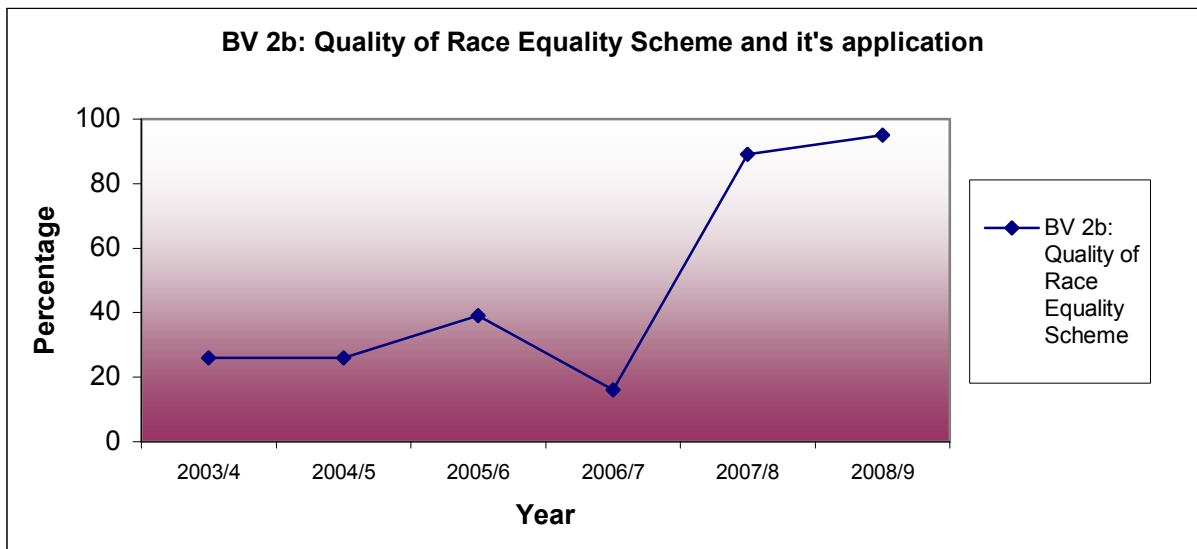
### Performance Improvement

#### 10.2 BV 2a

10.2.1 In 2007/8 the Council has achieved Level 2 of the Equality Standard. This was achieved in 4 years between 2003/4 and 2007/8. During 2008/9, the Council has progressed further and is now 83% towards achieving full compliance with Level 3. The Council is being assessed against Level 3 in September 2009.

#### 10.3 BV 2b

10.3.1 The quality of the Council's Race Equality Scheme and the resulting improvements resulting from its application, increased to 95%, compared to 26% in 2003/4. This is significantly above the annual target of 53% and places the Council in the top quartile nationally<sup>42</sup>.



### Performance Deterioration

#### 10.4 BV 3

10.4.1 A General User Satisfaction Survey, which was a tri-annual statutory requirement, was held in 2003/4 and 2006/7. The Council repeated the survey in 2007/8. A statutory Place Survey replaced this survey in 2008/9. The same questions relating to the indicator above was asked in all three surveys.

In the 2007/8 survey the percentage of citizens satisfied with the overall service provided by the Council deteriorated to 29%, compared to 38% in 2003/4.

<sup>42</sup> Based on AC quartile data 2007/8

All Council's have conducted the same surveys and there is a national trend that satisfaction with local services has declined.

