

BEST VALUE AND LOCAL PERFORMANCE INDICATORS AT OUTTURN - MARCH 31st 2006

BVPI	DESCRIPTION	TARGET 2004/5	OUTTURN 2004/5	Unitary top Quartile	OUTTURN 2005/6	TARGET 2005/6
BVPI 8	% of invoices for goods and services that were paid within 30 days.	95%	94.30%	93.30%	93.08%	95%
BVPI 9	% of Council tax collected.	97.70%	95.10%	97.30%	96.10%	97.70%
BVPI 10	% of non-domestic rates received by the Authority	97.90%	96.74%	99.06%	96.87%	97.90%
BVPI 78a	Housing & Council Tax Benefit - speed of processing new claims.	30 days	73.23 days	33.8 days	40.22 days	36 days
BVPI 78b	Housing/CTB- speed of processing changed circumstances.	15 days	18.87 days	8.6 days	27.93 days	12 days
BVPI 79a	Housing/CTB - accuracy of processing new claims.	98%	94.6%	98.60%	97.00%	98.35%
BVPI 157	No. of interactions enabled for electronic delivery as % of those permissible.	55%	54.65%	85.62%	100.00%	100%
BVPI 156	% of buildings open to the public with access for disabled people.	50%	42%	51.63%	72.00%	75%
COLI 71	% of time that major IT systems infrastructure is available.	98.60%	99.80%	n/a	99.92%	99.20%

ANNUALLY MONITORED INDICATORS

BVPI	DESCRIPTION	TARGET 2004/5	OUTTURN 2004/5	Unitary top Quartile	OUTTURN 2005/6	TARGET 2005/6
BVPI 76	Housing/CTB -fraud strategy in place	yes	yes	yes	yes	yes
BVPI 76a	Housing/CTB - no. of claimants visited per 1000 caseload	411	392.76	262.8	454.27	411
BVPI 76b	Housing/CTB - no. of fraud investigators per 1000 caseload	0.34	0.44	n/a	0.51	0.34
BVPI 76c	Housing/CTB - no. of fraud investigations per 1000 caseload.	35	60.37	44.6	52.7	36
BVPI 76d	Housing/CTB - no. of prosecutions/sanctions per 1000 caseload.	3.6	2.13	4.4	5.53	3.7
BVPI 79b i	Housing/CTB overpayments recovered as % of amount identified for the period.	new	new	new	36.29%	new
BVPI 79b ii	Housing/CTB overpayments recovered as a % of overpayments outstanding at the end of the period.	new	new	new	17.23%	new
BVPI 79b iii	overpayments written off during the period as a % of the total outstanding at the end of the period.	new	new	new	6.19%	new
COLI 51	% target capital receipts received in year	100%	62%	n/a	57%	100%
COLI 52	% of council floorspace vacant for more than 12 months	1.25%	0.10%	n/a	1.60%	n/a
COLI 67	% of LA buildings needing urgent repairs	12.50%	10.81%	n/a	13.30%	10%
COLI 68	Value of outstanding urgent/essential repairs to council buildings.	not set	£16,057,285	n/a	£14,975,108	n/a