

# **Best Value Performance Plan**

**2008 / 2009**

# **Best Value Performance Indicators**

**2007 / 2008**

## **PERFORMANCE INDICATORS**

### **Introduction to Best Value Performance Indicators**

The Best Value Performance Plan sets out our performance against a range of Best Value Performance Indicators (BVPIs).

BVPIs are specified by the Department for Communities & Local Government (DCLG) with support from the Audit Commission. They provide an indication of how well the authority is performing overall. They are designed to allow comparisons to be made with other authorities and to monitor improvements over time.

This is the last year that BVPIs will be reported. A new National Indicator data set has been introduced for 2008/09.

See below for guide to performance indicator tables.

**Key to Performance Tables**

Best Value Performance Indicator reference number

Polarity or indication of good performance

This is what we planned to achieve in 2007/08

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 2007/08)	Comments
BV 43a	Statements of Special Educational Needs: excluding 'exceptions' issued on time	High	100%	100%	Target achieved

Best Value Performance Indicator description

Actual performance for the financial year starting 1<sup>st</sup> April 2007 and ending 31<sup>st</sup> March 2008

Any relevant commentary provided by directorates

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 126	No Of domestic burglaries per 1,000 households	Low	23.41	19.3	We have not achieved our target, but overall performance for the year shows a 9% reduction compared to 2006/2007.
BV 127a)	Violent crimes (per 1,000 population)	Low	19.6	21.8 Cumulative	Whilst Q4 showed a slight rise compared to Q3 the overall figures show a downward trend. We have achieved our target for the year with a 17% reduction compared to 2006/2007.
BV 127b)	Violent robberies (per 1,000 population )	Low	2.31	2.3 Cumulative	W achieved out target for the year, representing a 12% reduction in robberies compared to 2006/2007.
BV 128	No. Of vehicle crimes (per 1,000 population)	Low	15.24	18	We have achieved our 2007/2008 target with an overall 17% reduction in vehicle crime compared to 2006/2007.
BV 175	%Of racial incidents that resulted in further action	High	100%	100%	Follow up remains at 100%.
BV 164 (Annual Indicator)	Is the Commission for Racial Equality's code of practice in rented housing followed	High	Yes	n/a	Both Housing 21 and FCHO have advised YES.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV2a	Level of equality standard reached	High	3	3	On track for the deadline of March 2009
BV2b	Quality of the Authority's race equality scheme	High	84.2%	84.2%	On Target The target was changed to 84.2% from 89% at the beginning of the year. This was due to a reassessment of the Council's performance and due to a lack of clarity in the guidance on how the targets are measured (whether it is based upon 18 or 19 criteria). After seeking advice from the auditors it was clarified that the target is based upon 19 indicators.
BV 11a	Top 5% earners that are women	High	55.76%	51.52%	The year-end figures for 2007-08 exceed the target set and continue the upward trend for the number of women employed in senior positions at Oldham.
BV 11b	Top 5% earners from black and ethnic minority communities	High	6.46%	6.77%	The year-end target was not achieved, however the figures demonstrate a continuing upward trend in the number of people from ethnic minority communities employed in senior positions at Oldham.
BV11c	Top 5% earners with a disability	High	3.95%	2%	The year-end figures for 2007-08 exceed the target set and continue the upward trend for the number of people with disabilities employed in senior positions at Oldham.
BV 16a	%Of employees with a disability	High	3.29%	2.94%	The target for 2007-08 has been met but data quality and completeness are still significant factors hindering accurate assessment of performance in this area.
BV17a	%Of employees from the black and ethnic minority community	High	7.73%	8%	This target has been missed, but the Council continues its efforts to increase the number of its employees who are from black and ethnic minority communities.
BV174	No. of racial incidents recorded (per 100,000 population)	High (set locally)	42.3	190	Overall total 9% below target mainly because number of incidents reported by schools fewer than in previous year, but reporting improved in a number of directorates. Development of electronic system in progress.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 225	Number of domestic violence refuge places	High	9	10	OMBC is still striving to achieve the requirements of this PI. An educational pack has been funded and is currently being finalised.
BV 16b (Annual Indicator)	%Of economically active disabled community population	n/a	18.26% See comments	18.26%	This indicator is taken directly from the 2001 census.
BV 17b (Annual Indicator)	%Of the minority ethnic population that are economically active	n/a	11.9% See comments	11.9%	This indicator is taken directly from the 2001 census.
BV 226a (Annual Indicator)	Spend by Local Authority on advice and guidance services provided by external organisations	n/a	£416,600	£410,000	
BV 226b (Annual Indicator)	%Of monies spent on advice and guidance services provision	High	98.2%	100%	Interim support provided for community based advice project in Coppice while awaiting outcome of bid to National Lottery. This was not quality marked, so reducing the performance indicator to just below 100%
BV 226c (Annual Indicator)	Amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters	n/a	£588,082	n/a	
BV 166b (Annual Indicator)	Score against best practice for trading standards	High	100%	n/a	Target achieved

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 200a (Annual Indicator)	Submission of the Local Development Scheme (LDS) by 28 <sup>th</sup> March 2005 and maintaining a 3-year rolling programme?	n/a	See comments	n/a	A revised LDS, which sets out a 3 year rolling programme, was published March 2007. Progress against the 3 year rolling programme is monitored.
BV 200b (Annual Indicator)	Has the local planning authority met the milestones, which the LDS sets out?	n/a	See comments	n/a	Not all milestones in the LDS for the period July to Sept have been met. Adoption of the Urban Design SPD, scheduled for Sept 2007, did not take place until 1 <sup>st</sup> October 2007. Consultation for the Open Space, Sport and Recreation SPD has been moved back from September 2007 to January 2008. Production has not commenced on the Travel Plan and Transport Assessment SPD, as the LDF Panel agreed in August 2007 not to proceed with the SPD as there is updated national guidance available/imminent that would cover this topic area.
BV 200c (Annual Indicator)	Is the LDS annual report submitted by 31 <sup>st</sup> December each year?	n/a	See comments	n/a	The 2005/06 AMR was published by 31 <sup>st</sup> December 2006. The 2006/07 AMR is currently being prepared and will be published in December 2007.
BV 43a	Statements of Special Educational Needs: excluding 'exceptions' issued on time	High	100%	100%	Target achieved
BV 43b	Statements of Special Educational Needs: including 'exceptions' issued on time	High	99.2%	100%	Over the year, 120 of 121 statements were issued on time. The one late statement was due to appointments being missed by the parents.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 49	%Of children looked after by the authority with three or more placements during the year	Low	8.01%	11%	The monitoring of this PI continues in order to be proactive in addressing children's placement needs; the increase in the number of placements available in-house enables more choice and better matching reducing the number of moves
BV 161	% Of young people who were looked after who were engaged in education, training or employment to the % of all young people who were engaged in education, training or employment at the age of 19.	High	0.55	0.75	The Employability Officer continues to work with young people, their social workers and local employers to secure young people employment or training opportunities.
BV 162	%Of child protection cases which were reviewed regularly	High	98%	100%	Performance has declined slightly due to 3 children not receiving a review within timescale. Systems have been put into place to ensure that a regular check is made of all planned review dates.
BV 163	%Of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order	High	10.8%	8%	Target achieved. There are currently no risks identified. This target is monitored regularly and work is being done to ensure progress continues.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 221a	%Of 13 to19 year olds gaining a recorded outcome compared to the %of young people participating in youth work	High	60%	60%	Target achieved
BV 221b	%Of 13 to19 year olds gaining an accredited outcome compared to the %of young people in the borough	High	31%	30%	Target achieved
BV 38 (Annual Indicator)	%Of 15 year olds achieving 5 or more GCSE Performance: A*-C grades	High	59.5%	59%	Target met.
BV 39 (Annual Indicator)	%Of 15 year olds achieving 5 GCSE Performance: A*-G grades, incl. Maths & English	High	88.8%	88%	
BV 40 (Annual Indicator)	%Of pupils achieving level 4 in KS2 Mathematics Performance	High	79%	76%	National standards at level 4+ have increased by 1% in Mathematics (77%). Oldham's performance has improved by 3% (79%). Thus Oldham has exceeded the national figure by 2%.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 41 (Annual Indicator)	%Of pupils achieving level 4 in KS2 English Performance	High	80%	78%	KS2 English increased to 80% and is now at the National figure. Primary Strategy team to support 18 schools with KS2 pupils. 12 of these schools will continue to be part of the Intensifying Support Programme.
BV 45 (Annual Indicator)	%Of half days missed in Secondary schools	Low	7.61%	7.7%	Figures are taken from the statistical first release provided by the DCSF. Both the Primary and Secondary targets have been met. This is in the main due to targeted work in priority schools, use of data to focus interventions and the development of Attendance Leaders in Secondary Schools indicators).
BV 46 (Annual Indicator)	%Of half days missed in Primary schools	Low	5.13%	5.3%	Figures are taken from the statistical fist release provided by the DCSF.
BV 50 (Annual Indicator)	%Of children leaving care aged 16 or over with at least 1 GCSE at grade of A* - G or GNVQ.	High	50%	64.5%	To address performance the following interventions have been put into place:- Virtual school has been set up to support LAC's schooling.- Year 11 young people are being prioritised and offered 1:1 support with learning mentors.- Work with Year 10 pupils (Cool 2 Succeed Project) is focussing earlier to try and make a difference to outcomes.- Input from an outside provider called the Learning Game programme.
BV 181a (Annual Indicator)	%Of 14-year olds achieving level 5 or above in the Key Stage 3 test in: English	High	69%	72%	Scrutiny of teacher estimates showed that although the overall aggregated figure was accurate, variation still exists between schools with 5 schools more than 5% away from actual performance.
BV 181b (Annual Indicator)	Mathematics	High	71%	73%	Performance dipped from 05/06 by 1.6%. This is similar to the national decline. Target of 73% was missed by 2%. Attainment was 5% below national performance. Trend from 2004/05 is similar to the national trend with an improvement of approximately 2%.Boys performed better than girls by approx 1%. This is in contrast to the national performance, where girls out-performed boys by 1%.
BV 181c (Annual Indicator)	Science	High	67%	69%	Performance increased from 05/06 by approximately 2%. This is slightly better than the national increase. Target of 69% was missed by 2%. Attainment was 5% below national performance. Trend from 2004/05 is similar to the national trend with an improvement of approximately 2%.4 schools were below the 50% floor target.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 181d (Annual Indicator)	ICT assessment	High	70.3%	71%	
BV 194a (Annual Indicator)	%Of pupils level 5 or above in Key Stage 2 in English	High	30%	25%	Oldham's performance increased by 3% which was much better than the national increase of 1%. Schools have been focusing on writing for a few years now and the impact of these strategies is becoming evident in the end of key stage 2 results. There
BV 194b (Annual Indicator)	%Of pupils achieving level 5 or above in Key Stage 2 in Maths	High	30%	26%	Final results showed that Oldham's performance remained static whilst the National figure decreased.
BV 197 (Annual Indicator)	% Change in the number of conceptions to females aged under 18, compared with 1998.	High	-32.8%	-32.5%	The 2006 data has now been published and shows a 32.8% reduction in conception rates in the Borough since 1998. This places Oldham 7th nationally in reduction rates. Oldham continues with a RAG rating of GREEN.
BV 170 a)	No. Of visits to / use of museums per 1,000 population	High	1025	800	Above target due to high level of visits in person and visits to web site.
BV 170 b)	No. Of those visits in person per 1,000 of the population	High	534	350	Above average due to increased number of school visits and sustained high level of visits following the opening of the new library – plus a large number of visits for the Millscares, lottery funded exhibition. The gallery is continuing to develop its range of interactive exhibitions (e.g. Museum of the Future and Millscares) to stimulate a high number of repeat visits. Gallery Oldham is also leading on several regional collaborations, which attract external funding.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 170 c)	No. Of pupils visiting museums and galleries in organised school group	High	8626	6250	The annualised figure is above target. This is largely due to the education service's success in attracting external funds for school education projects and to improved marketing to schools.
BV 220	Compliance against the Public Library Service Standards (PLSS):	High	3	4	We have scored less than 2006/7 because part of the calculation for this BVPI is based on the increase in performance compared to the previous year. At the end of 2005/6 we had met 4 PLSS, at the end of 2006/7 we had met 8 PLSS giving us an increased score due to the increased performance. At the end of Q1 2007/8 we have still met 8 PLSS so we do not gain the additional points, as we have not increased compared to March 06/07.
BV 222a	% Of Early Years and Childcare Leaders – % of leaders that have a qualification at level 4 or above	High	65%	35%	There is a national target for 100% of leaders of daycare settings to be graduates with Early Years professional status by 2015. The transformation fund has previously been used to target support to providers to encourage take up of level 4 qualification. We have experienced continuous increase over the last 7 quarters.
BV 222b	% input from post graduates to early years & child care leadership	High	100%	100%	100% of settings have access to a qualified teacher through the implementation of the challenge and support strategy. 6 children centre teachers, and 5 foundation stage consultants continue to support all of our settings. We are currently recruiting a further 4 Child Care teachers.
BV 63	The average Standard Assessment Procedure (SAP) energy efficiency rating of the Council's housing stock	High	77.6%	77	

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 64	The number of private sector dwellings that are returned into occupation or demolished during the year		217	140	Performance exceeded annual target due to increased demolition in HMR areas, recording of properties brought back into use by Oldham Bond Scheme, & continued proactive work of officers. Targets for 08/09 and 08/10 reset. This is due to now having a better idea of demolition programme in HMR areas, increased enforcement activity which is expected (e.g. via EDMOs) and the recording of properties brought back into use via the Bond Scheme.
BVPI74a	Satisfaction of tenants of council housing with the overall service provided by their landlord	High	73	80	The next scheduled survey is due to take place in 2009/10, performance will not change until then.
BVPI74b	Satisfaction of tenants - black and minority ethnic tenants	High	67	80	The next scheduled survey is due to take place in 2009/10, performance will not change until then.
BVPI74c	Satisfaction of tenants - non - black and minority ethnic tenants.	High	74	80	The next scheduled survey is due to take place in 2009/10, performance will not change until then.
BVPI75a	Satisfaction of all tenants of council housing	High	62	62	The next scheduled survey is due to take place in 2009/10, performance will not change until then.
BVPI75b	Satisfaction of all tenants of council housing : with results further broken down	High	58	62	The next scheduled survey is due to take place in 2009/10, performance will not change until then.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BVPI75c	Satisfaction of all tenants of council housing with results further broken down black and minority ethnic,c) non-black and minority ethnic tenants	High	62	62	The next survey will not take place until 2009/10. performance will remain unchanged until then.
BV 82ai	%Of household waste recycled	High	See comments	18	Validated information from the National Waste Dataflow Model can only be provided 3 months after the end of the required quarter.
BV 82aii	The total tonnage of household waste sent for recycling	High	See comments	13786	Validated information from the National Waste Dataflow Model can only be provided 3 months after the end of the required quarter.
BV 82bi	%Of household waste composted	High	See comments	6	Validated information from the National Waste Dataflow Model can only be provided 3 months after the end of the required quarter.
BV 82bii	Tonnage of household waste composted	High	See comments	5000	Validated information from the National Waste Dataflow Model can only be provided 3 months after the end of the required quarter.
BV 84a	Kilograms of local household waste collected	Low	See comments	418	Validated information from the National Waste Dataflow Model can only be provided 3 months after the end of the required quarter.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 100	No. of days when temporary traffic controls or road closures are in place	Low	3.14	3.75	Target achieved.
BV 106	% Of new homes built on previously developed land	High	93%	80%	Well ahead of target for this period, and annually (annual average also 93%).
BV 109a	%Of major planning applications determined within 13 weeks.	High	69.35%	60%	Government targets being exceeded, the change in performance is due to normal service fluctuations throughout the year. YTD 69.35%
BV 109b	% Of minor planning applications in 8 weeks.	High	80.41%	65%	Government targets being exceeded, the change in performance is due to normal service fluctuations throughout the year. YTD - 80.41%, which is the same as in quarter 3.
BV 109c	%Of other planning apps determined in 8 weeks	High	92.43%	80%	Government targets being exceeded, the change in performance is due to normal service fluctuations throughout the year. YTD - 92.43%
BV 166a	Score against best practice for environmental health	High	100%	100%	Target achieved
BV 204	%Of appeals against the decision to refuse planning applications	Low	22.4%	30%	100% dismissed in quarter 4. YTD 22.4% - Target Achieved
BV 205	Score against a checklist on quality of planning services	High	100%	100%	Target achieved

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 86 (Annual Indicator)	Cost of waste collection per household	Low	£46.37	£45	The week 47 forecast year-end outturn gave a BVPI cost of waste collection at £46.37 measured against the original budget <u>estimates</u> .
BV 91a (Annual Indicator)	%Of households served by a kerbside collection of recyclables	High	96%	96%	Target achieved
BV 91b (Annual Indicator)	%Of households served by a kerbside collection of at least two recyclables.	High	96%	96%	Target achieved
BV 187 (Annual Indicator)	% Of footways where structural maintenance should be considered.	Low	35%	34%	Although a good improvement has been archived this year budget restraints resulted in not achieving 34% target although
BV 199a (Surveys)	%Of land and highways with unacceptable amounts of litter	Low	17%	17%	Target achieved
BV 199b (Surveys)	%Of land and highways where graffiti is visible.	Low	4%	4.5%	Target achieved
BV 199c (Surveys)	%Of land and highways where fly-posting is visible	Low	0%	1%	Target achieved

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 199d (Surveys)	%Of land and highways where fly-tipping occurred	Low	See comments	2%	Data not available until July
BV 224b (Annual Indicator)	%Of unclassified roads where maintenance should be considered.	Low	16.5%	15%	
BV 215a	Average number of days taken to repair a street lighting fault - local authority.	Low	4.56	3.4	Although the Directorate target was not achieved receiving weekly monitoring reports on progress has helped to achieve a significant improvements since 2006/07 outturn.
BV 215b	Average number of days taken to repair a street lighting fault, where response time is under the control of a DNO	Low	26.22	25	Vast improvement has been achieved since 2006/07 with the annual target only marginally being missed.
BV 219b	%Of conservation areas in the local authority area with an up to date character appraisal.	High	0%	14%	Target not achieved due to the absence of the conservation officer.
BV 84b (Annual Indicator)	Change in the %of household waste collected from the previous year	Low	See comments	0.5%	Annual indicator. Validated information from the National Waste Dataflow Model can only be provided 3 months after the end of the required quarter.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 216a (Annual Indicator)	Number of sites of potential concern in relation to contamination.	n/a	1205	954	There is no polarity on this indicator. The figure has changed due to :- Further survey work has been undertaken. • Identification through planning application. Both of which highlighted further sites. Actions being taken to address performance: Old historical maps are being digitised and the information will be added once complete.
BV 216b (Annual Indicator)	Number of sites for which information is available to decide whether remediation of contamination is necessary (as a percentage)	High	14	14%	Despite an increase in the total number of sites, over the year we have managed to increase the % of sites for which there is sufficient detailed information, from 13% to 14%, mainly through responding to Development Control Planning applications.
BV 217 (Annual Indicator)	%Of pollution control improvements to existing installations completed on time.	High	100%	95%	Target achieved.
BV 218a (Annual Indicator)	%Of new reports of abandoned vehicles	High	100%	100%	All investigated within 2 to 3 hours
BV 218b (Annual Indicator)	%Of abandoned vehicles removed within 24 hours	High	100%	100%	All removed within the 24 hour timescale
BV 223 (Annual Indicator)	%Of principal roads where structural maintenance should be considered.	Low	10.8%	30%	
BV 224a (Annual Indicator)	%Of non-principal roads where maintenance should be considered.	Low	12%	(8%)	This indicator has not been the priority of the service therefore target not achieved.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 56	%Of items of equipment & adaptations delivered within 7 working days.	High	90%	92%	Currently just below target. Based on the 6,016 deliveries made up to 31st March 2008, we would have needed an additional 118 delivered within 7 working days in order to meet the target (92%). We would have needed an additional 178 delivered within 7 working days in order to move into the Top Quartile (PI value of 93%).
BV 165	%Of pedestrian crossings with facilities for disabled people	High	21.7%	35%	In the light of observations at recent site visits crossing in last year s programme will be removed from complying list and a management system of inspection and certification will be introduced. This figure will improve, works have started on site.
BV 183 a)	Average No. of weeks homeless people accommodated in B& B accommodation	Low	1.17 weeks.	1.1	Time in BB has reduced owing to additional families spending less time than the average. At the end of Q4, 49 qualifying families had accumulated 402 nights in BB. Average time has reduced quarter on quarter but impact of performance at the start of the year has had a detrimental impact. In particular, one applicant had spent 70 nights in BB as hostel accommodation was deemed unsuitable. This was addressed by a subsequent policy to avoid further occurrences.
BV 183 b)	Average No. of weeks homeless people accommodated in hostel accommodation	Low	1.29	4	The 1.29 relates to one specific household who was placed during 2006/07 but for whom the duty wasn't discharged until June 2007
BV 184 a)	%Of Non-decent Local Authority dwellings between the start and the end of the financial year	Low	22.35%	19.5%	Comments on Performance: FCHO - (13%) - This is monitored annually at the start of the year Housing 21 -(84%) 7 properties were brought up to Std in Qtr 4 2006/07; 62 properties were brought up to Std in Qtr 1 2007/08; another 62 properties were brought up to Std in Qtr 2 07/08; 57 properties were brought up to standard in Qtr 3 and 60 properties were brought up to standard in Qtr 4, bringing a total of 248 properties up to Std since the start of the contract in January 2007. This figure will continue to improve as the refurbishment program proceeds.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 184 b)	%Change in the proportion of non-decent LA homes since	High	59.68%	65.2%	FCHO - (65.2%) - Work is being undertaken to verify 07-08 figures including revised properties lapsing into non decency figures. Performance here has been estimated using an increased worst case scenario figure of 500 properties lapsing and is subject to change. It is expected that final performance will be in excess of the 65.2% reported here. Housing 21 (15.25%) An additional 60 properties have been fully refurbished this quarter and are currently at Decent Homes Standard. Work is slightly behind schedule on the schemes, delayed by non-performance of statutory suppliers and the presence of poor ground conditions. However the schemes referred to have now been substantially completed and we expect full certification before the end of April 2008.
BV 195	% people having needs assessed within 48 hours	High	83.2%	87%	Our current rate of 83.2% is based on 82.8% of assessments started within 2 days and 83.6% completed within 28 days. To move into a Good band an increase to 85% is required. To move into the Second Quartile an increase to 84% is required
BV 196	% Of people who waited less than four weeks for the completion of their care package	High	93.4%	92%	Currently meeting target and in the Top Banding & Top Quartile. Based on all new clients who have received services in the period April 07 to March 08.
BV 203	%Change in the number of families in temporary accommodation	Low	15.38%	10%	Compared to 2005/06 Q3 and Q4 have seen higher number of families in temporary accommodation. This has largely been due to the demand of family units and the shortage of adequate supply, in particular for 'legacy' and refugee cases. At the end of March 08 58% of the 26 applicants in TA were 'legacy' or refugee applicants.
BV 213	No. Of homeless households who had their situation resolved	High	8.91	7	Figure for Q4 is - 296 cases (871 Cumulative) expressed as a % of Households within Oldham 8.91% - An audit of information used in the calculation of this indicator has taken place, checking and confirming information that is used, as a result some of the figures been amended. The target for the year has still been exceeded
BV 53 (Annual Indicator)	No. of adults aged 65 and over in receipt of intensive home care per 1,000 pop. Over 65	High	21.2	19	The 2007/2008 PI values are based on home care activity that took place within 1 week in September 2007. Numbers have remained similar to last years and performance has remained in the top banding.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 54	No. of adults aged 65 or over helped to live at home per 1,000 pop. Over 65	High	79.5	85	A number of provisions have been closed during March 08, this has meant that we have lost 68 clients from this indicator
BV 99ai	No. of people killed or seriously injured in road accidents in the Borough	Low	77	89	Significant reductions are shown, both on the previous year and on the base years, for All KSI. The All KSI figure is below the target for 2007/08 of 89. The outturn all casualty (KSI + slights) figure for BVPI 99 year 2008/09 (i.e. calendar year 2007) is 882, compared with 1052 the previous year and 1371 in the base years. This represents significant reductions of 16.2% and 35.7% respectively. The Unity Partnership has a well-developed, data-led and targeted casualty reduction strategy, which we operate in conjunction with our many partners, and which has attracted significant additional funding.
BV 99bi	Children (aged under 16 years) killed and seriously injured in road accidents in the Borough	Low	19	19	Significant reductions are shown, both on the previous year and on the base years, for Child KSI. The Child KSI figure equals the target.
BV 99ci	No. of people slightly injured in road accidents in the Borough	Low	975	963	Significant reductions are shown against the base years for Slights. The Slight figure (975 cumulative for the year) is slightly worse than the target of 963.
BV 99aii	% change in people killed or seriously injured in road accidents in the Borough from the previous year	Low	-21.43	-8.8%	

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 99aiii	% change in people killed or seriously injured In road accidents in the Borough from 1994 / 1998	Low	-29.36	-18%	
BV 99bii	% Change in children (aged under 16 years) killed and seriously injured in road accidents in the Borough over previous year	Low	-9.52	-7.6%	
BV 99biii	%Change in children (aged under 16 years) killed and seriously injured in road accidents in the Borough from 1994 – 1998	Low	-34.48	-33.1%	Significant reductions are shown on the base years for Child KSI.
BV 99cii	% Change in number of people slightly injured in road accidents in the Borough over previous year	Low	-0.81	-2%	Missed target in the context of an overall reduction in casualties.
BV 99ciii	%Change in number of people slightly injured in road accidents in the Borough from 1994 –	Low	-22.74	-23.7%	Missed target in the context of an overall reduction in casualties.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
	1998				
BV 201	No. Of adults receiving direct payments at 31 <sup>st</sup> March	High	75.1	78	Current value based on 123 Adults recorded on SWIFT as receiving Direct Payments. There are currently 1040 clients receiving In Control, these are not included as part of this indicator.
BV 212	Average no. of calendar days taken to re-let authority housing	Low	34.5	30	To support performance improvement, a local milestone target of 38 days has been negotiated with partner providers.
BVPI 178 (Survey)	%Of Footpaths and rights of way easy to use	High	37.2%	65%	Due to the collection of data being randomly selected from sample surveys. The larger than average disparities will result year on year, with this in mind the setting of targets has been done in such a way as to attempt to even out these inevitable highs and lows. 2007 was also the wettest on record, which adversely affected a significant number of paths, problems with up growth and outgrowth.
BV 202 (Survey)	No. Of Rough Sleepers	Low	2	10	There is no rough sleeper count planned for 07/08, the next one is planned to be carried out in May 08.
BV 8	%Of invoices paid within 30 days	High	89.39%	95%	This was the result of the number of invoices awaiting process during the Christmas/New Year period. The figure dipped with the January payments and picked up to over 91% in the following two months.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 9	%Of Council Tax collected (cumulative)	High	95.9%	96.01%	Performance slightly below target, collections less than expected in the last quarter, which we consider to be due to the general economic climate.
BV 10	%Of non-domestic rates collected (cumulative)	High	98.6%	97.8%	Performance above target by 0.8%.
BV 12	Average number of working days/shifts lost to sickness absence per FTE employee.	Low	11.46	10.47	The Council has struggled to meet its challenging sickness targets this year.
BV 66a	Rent collected as a proportion of rents owed on HRA dwellings	High	97.45%	97.6%	
BV 66d	% Of tenants evicted as a result of rent arrears.	Low	1.04%	0.82%	FCHO The final figure of 1.16% shows that we only evict a very small percentage of our tenants and this is generally only when we have exhausted all other avenues to save the tenancy. Housing 21 - (0.09%) To date, there has been one eviction carried out. The grounds for this eviction were rent arrears and ASB. We work closely with our own front line staff, voluntary agencies and OMBC to minimise the risk of arrears cases reaching this stage
BV 78 a	No. days taken to process new Housing Benefit and Council Tax Benefit claims	Low	32.02	34	Overachieved the Quarter 4 target (33 days) by 5.25 days. The target for the year has been overachieved by 1.98 days i.e. 32.02 days against the annual target of 34 days.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 78 b	No. days taken to process changes of circumstances to Housing Benefit and Council Tax Benefit claims	Low	12.52	12 -14	Overachieved the Quarter 4 target (11days ) by 1.85 days. The performance for the year is 12.52 days, which is well within the target band of 12-14 days). The annual performance would have been even better but for the delays caused by the postal strikes in October 2007.
BV 79a	% Of Housing Benefit and Council Tax Benefit claims process accurately	High	97.8%	98.4%	Cumulative performance for the year is 97.8%, which is 0.6% below target.
BV 79bi	%Of Housing Benefit overpayments recovered	High	64.15%	75%	Quarter 4 performance is 1% below the annual target. The cumulative performance for the year is 64.15%. This is reasonable particularly considering the impact of the implementation of the Agresso system on resources. Recovery is dealt with by three different sources, credit control team, first choice homes oldham and housing 21.
BV 79bii	% Of Housing Benefits overpayments recovered	High	25.73%	37%	Collected 7.74% in quarter 4, Cumulative collection rate for 2007/8= 25.73% which is below target but reasonable considering the impact of implementation of the Agresso system. Recovery is dealt with by three different teams, FCHO Credit Control and Housing 21.
BV 14	%Of early retirements	Low	1.04%	0.69%	The Council has missed its target for 2007-08.
BV 15	%Of ill health retirements	Low	0.31%	0.24%	The Council has missed its target for 2007-08.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 66b	% Of tenants with more than seven weeks of rent arrears	Low	4.41%	7.51%	FCHO (4.86%) -We have met our target for this year which are due to the procedures we introduced to improve our arrears and rent collection performance. Housing 21 (0.78%) - Positive action is being taken to gradually reduce the number of cases within this category, with NOSP's being served, payment agreements being set up and deductions from Pension Credits in place. We still have issues around one tenant who, has a debt in excess of £1000 and we have been advised not to pursue. Six tenants are still affected by the HB interface issues.
BV 66c	% Of LA tenants in arrears who have had notices seeking possession served	Low	33.48%	26.84%	FCHO (35.03%) - We acknowledged that to reduce rent arrears and improve collection performance it is sometimes necessary to serve a NSP. We aim in time to reduce the number of NSP's we need to issue but this again will depend on our level of arrears. We are taking steps to target the causes of arrears in other ways that may result in the number of NSP's we serve reducing although this is an ongoing and longer term goal. Housing 21 (2.10%) - Current arrears cases have reduced from 207 cases at week 39 to 179 cases at week 53 with a total of 5 NOSP's being served over the year
BV 76b	No. of benefit fraud investigators employed, per 1,000 caseload,	High	0.17	0.17	Target achieved
BV 76c	No. number of benefit fraud investigations, per 1,000 caseload,	High	32.25	27.28	Target achieved
BV 76d	No. number of benefit fraud prosecutions and sanctions, per 1,000 caseload	High	3.62	3.6	Target achieved
BV 79biii	% Of Housing Benefits overpayments written off	n/a	3.98%	2%	Cumulative performance for the year is 3.988%, which is above target.

BVPI Ref. No.	Description (For full description see Audit Commission guidance)	Good Is	Performance at year end 2007 / 08	Annual Target 07/08	Comments
BV 156	% Of buildings accessible to people with a disability	High	69.33%	72%	The current figure of 69.33% has been arrived at through continuous refinement of the list of premises against which we measure.
BVPI156X	Year of document M used to measure BV156	N/a		N/a	

**The following are Non-BVPIs on which we are audited**

	<b>Current Target</b>	<b>Current Performance</b>	<b>Performance Commentary</b>
C13 Cost per library visit (IPF)	2.40	£2.48	This report is calculated on an annual basis due to the finance figures for this report. Although currently Audit have asked for further clarification of the 2006/07 visitor figures to Oldham Library and Lifelong learning centre which may result in a change to this indicator. The final 2007/08 will be subject to change in due course.
C14a Assessment of users 16 and over of their library service (PLSS7)	94%	95.3%	The results of the satisfaction survey carried out in September 2006 were 95.3% thus achieving over the target.
H18 Percentage of total private sector homes vacant for more than six months (HIP HSSA)	3.00%	3.23%	

## **STATEMENT ON CONTRACTS**

All contracts that Oldham Council has awarded within the last year, which have involved a transfer of staff comply, where applicable; with the requirements in the Code of practice on Workforce Matters in Local Authority service Contracts.