









BVPI's Performance Monitoring

Report Author: 1 Admin
Report Type: PI Report
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PI Status		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.		
	This PI is a data-only PI.		

Summary

When comparing performance for the end-of-year 2005/06 and end-of-year 2006/07, Copeland demonstrated:

- Improved performance in 54% of its BVPI's
- Static performance in 26% of its BVPI's
- Declining performance in 20% of its BVPI's












When comparing performance for the end-of-year 2006/07 against the national quartiles Copeland had 27% in the top quartile.

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV Category: Community Safety & Well Being							











PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV225 Actions Against Domestic Violence			27.3%	18.1%	36.3%		
BV226a Advice & Guidance Services - total			£50000	£47000	£47000		
BV226b Advice & Guidance Services - CLS Quality Mark			100%	100%	100%		
BV226c Advice & Guidance Services: direct provision			£18458	£28970	£0		
BV127a Violent Crime per 1,000 Population	1.5	2.4	20.6	19.0	2.1		
BV127b Robberies per 1,000 Population	5.5	9.4	.2	.1	8.1		
BV126 Domestic burglaries per 1,000 households	7.6	6.8	5.7	4.6	6.4		
BV128 Vehicle crimes per 1,000 population	7.2	6.0	5.2	4.2	5.7		
BV174 Racial Incidents Recorded	.00	.00	.00	1.00	.00		
BV175 Racial incidents resulting in further action	100%	100%	100%	100%	100%		

BV Category: **Corporate Health**













PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV10 Percentage of Non-domestic Rates Collected	99.10%	99.30%	98.60%	98.60%	99.00%		
BV17b Ethnic Minority representation in the workforce - local population	.7%	.7%	.7%	.7%			
BV2a Equality Standard for Local Government	0	0	1	1	2		
BV2b Duty to Promote Race Equality	37%	37%	66%	66%	90%		
BV3 Overall satisfaction with the authority	46%			40%	55%		
BV4 Satisfaction with complaint handling	23%			28%	30%		
BV8 % of invoices paid on time	93.90%	92.61%	94.50%	95.60%	100.00%		
BV9 % of Council Tax collected	98.20%	98.10%	97.80%	98.00%	98.00%		
BV11c Top 5% of Earners: with a disability			.00%	5.50%	5.00%		
BV11a Top 5% of Earners: Women	21.40%	29.40%	29.40%	33.33%	40.00%		
BV11b Top 5% of Earners: Ethnic Minorities	.00%	.00%	.00%	.00%	5.00%		
BV12 Working Days Lost Due to Sickness Absence	11.10	11.80	15.40	12.56	9.00		

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04	2004/05	2005/06	2006/07	Target		
	Value	Value	Value	Value			
BV14 Percentage of Early Retirements	.00%	.00%	.00%	.55%	.00%		
BV15 Percentage of Ill-health Retirements	.72%	.00%	.00%	.66%	.25%		
BV156 Buildings Accessible to People with a Disability	88.00%	83.00%	100.00%	89.00%	90.00%		
BV16a Percentage of Employees with a Disability	5.50%	6.30%	3.60%	4.41%	4.37%		
BV16b Percentage of Economically Active People who have a Disability	17.40%	17.40%	17.40%	17.40%			
BV17a Ethnic Minority representation in the workforce - employees	.2%	.3%	.6%	.8%	1.2%		















BV Category: **Cultural & Related Services**

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV119a % satisfied with sports/leisure facilities	50%			54%	55%		
BV119c % satisfied with museums and galleries	37%	43%		32%	50%		
BV119d % satisfied with theatres and concert halls	42%			29%	45%		
BV119e % satisfied with parks and open spaces	68%			68%	80%		
BV170a Visits to and Use of museums & galleries - All Visits	669	653	834	741	700		
BV170b Visits to and use of Museums & galleries - Visits in Person	641	636	771	622	625		
BV170c Visits to and Use of Museums - School Groups	544	903	1919	1956	700		





















BV Category: **Environment & Environmental Health**

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV166a Environmental Health Checklist	90.0%	58.8%	58.8%	75.0%	80.0%		
BV217 Pollution Control Improvements Completed On-time			95%	100%	0%		
BV216a Identifying Contaminated Land			1001	1060	1001		
BV218a Abandoned vehicles - % investigated within 24 hrs			69.10%	82.00%	80.00%		
BV218b Abandoned Vehicles - % removed within 24 hours of required time			96.67%	100.00%	98.00%		
BV216b Information on contaminated land			1%	1%	1%		








BV Category: **Housing**

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV183a Length of stay in temporary accommodation (B&B)	5	3	1	7	1		
BV183b Length of stay in temporary accommodation (Hostel)	.00	.00	.00	.00	.00		
BV202 Number of people sleeping rough		0	0	0	0		
BV203 Change in number of families in temporary accommodation		200.00%	50.00%	100.00%	-50.00%		
BV64 No of private sector vacant dwellings that are returned into occupation or demolished	46	0	0	0	0		
BV213 Preventing Homelessness - number of households where homelessness prevented			0	0	40		
BV214 Housing Advice Service - % of repeat homelessness within 2 years			.06%	3.45%	.06%		

BV Category: **Housing Benefit and Council Tax Benefit**


PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV76a Housing Benefits Security number of claimants visited, per 1,000 caseload	47.54	147.02	163.00	194.10	208.00		
BV76b Housing Benefits Security number of fraud investigators employed per 1,000 caseload	.50	.45	.45	.44	.44		
BV76c Housing Benefits Security number of fraud investigations per 1,000 caseload	22.59	26.46	48.97	44.44	41.20		
BV76d Housing Benefits Security number of prosecutions & sanctions per 1,000 caseload	2.66	2.86	3.73	3.07	4.00		
BV78a Speed of processing - new HB/CTB claims	60.3	66.8	96.7	44.2	35.0		
BV78b Speed of processing - changes of circumstances for HB/CTB claims	34.3	15.2	47.8	19.9	9.0		
BV79a Accuracy of processing - HB/CTB claims	91.70%	90.60%	91.40%	89.40%	98.00%		
BV79b(ii) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding			51.80%	40.75%	55.00%		
BV79b(i) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	85.31%	76.48%	77.90%	80.95%	85.00%		
BV79b(iii) Percentage of Recoverable Overpayments Recovered (HB)			4.46%	6.56%	4.00%		

BV Category: Housing Services Benefit and Council Tax Benefit



PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV80g Overall user satisfaction with benefits service	78%			71%	90%		
BV80a Contact/access facilities at benefit office - % agree all	80%			77%	90%		
BV80b Service in benefit office - % agree all	81%			75%	90%		
BV80c Telephone service - % agree all	68%			59%	95%		
BV80d Staff in benefit office - % agree all	81%			74%	95%		
BV80e Clarity etc, of forms & leaflets - % agree all	62%			59%	80%		
BV80f Time taken for a decision - % agree all	69%			64%	90%		

BV Category: **Planning**























PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV106 New homes built on previously developed land	18.20%	50.00%	45.00%	38.10%	70.00%		
BV200a Plan-making: Local Development Scheme submitted?	No	No	Yes	Yes	Yes		
BV200b Plan-making: Milestones Met?	Yes	Yes	Yes	No	Yes		
BV204 Planning appeals allowed		27.0%	27.0%	37.5%	24.0%		
BV205 Quality of Planning Service checklist		44.0%	55.5%	55.5%	60.0%		
BV219a Preserving the Special Character of Conservation Areas			9	9	9		
BV219b Preserving the Special Character of Conservation Areas: Character Appraisals			.0%	.0%	.0%		
BV219c Preserving the Special Character of Conservation Areas: Management Proposals			.00%	.00%	.00%		
BV200c Plan-making: Monitoring Report			Yes	Yes	Yes		
BV109a Major applications determined in 13 weeks	77.00%	58.00%	21.00%	57.00%	60.00%		
BV109b Minor applications determined in 8 weeks	64.00%	63.00%	60.00%	64.00%	65.00%		
BV109c Planning Applications: 'Other' applications	75.00%	85.00%	85.00%	87.00%	80.00%		

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04	2004/05	2005/06	2006/07	Target		
	Value	Value	Value	Value			
BV111 % of applicants satisfied with the Planning service received	85%			77%	85%		

BV Category: **Waste Management**

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV90a Satisfaction with household waste collection	72%			65%	87%		
BV90b Satisfaction with waste recycling	57%			56%	72%		

BV Category: **Waste Management & Cleanliness**

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04 Value	2004/05 Value	2005/06 Value	2006/07 Value	Target		
BV199a Local street and environmental cleanliness - Litter and Detritus	60.0%	36.0%	21.0%	5.0%	18.0%		
BV82a(i) % of Household Waste Recycled	8.16%	11.20%	14.53%	15.40%	15.00%		
BV82b(i) % of Household Waste Composted	4.43%	13.60%	13.60%	15.60%	15.50%		
BV84a Household waste collected per head, in kilos	437.0	460.7	458.4	435.7	456.0		
BV86 Cost of household waste collection	£36.51	£41.94	£47.57	£44.66	£46.90		
BV89 Satisfaction with cleanliness of streets	52%			57%	63%		
BV82a(ii) Tonnes of Household Waste Recycled			4703.00	4784.00	5375.00		
BV82b(ii) Tonnes of household waste composted			4400.00	4874.00	5000.00		
BV84b Household Waste Collection (% change in kilograms per head)				-4.30%	-.50%		
BV91a Kerbside Collection of Recyclables (one recyclable)	63.5%	67.9%	80.3%	80.9%	81.0%		
BV91b Kerbside collection of recyclables (two recyclables)			80.0%	80.9%	81.0%		
BV199b Local Street and Environmental Cleanliness - Graffiti			1%	1%	1%		

PI Code & Short Name	Date Range 1			Date Range 2		Traffic Light Icon	Short Term Trend Arrow
	2003/04	2004/05	2005/06	2006/07	Target		
	Value	Value	Value	Value			
BV199c Local Street and Environmental Cleanliness - Fly-posting levels				0%	0%	