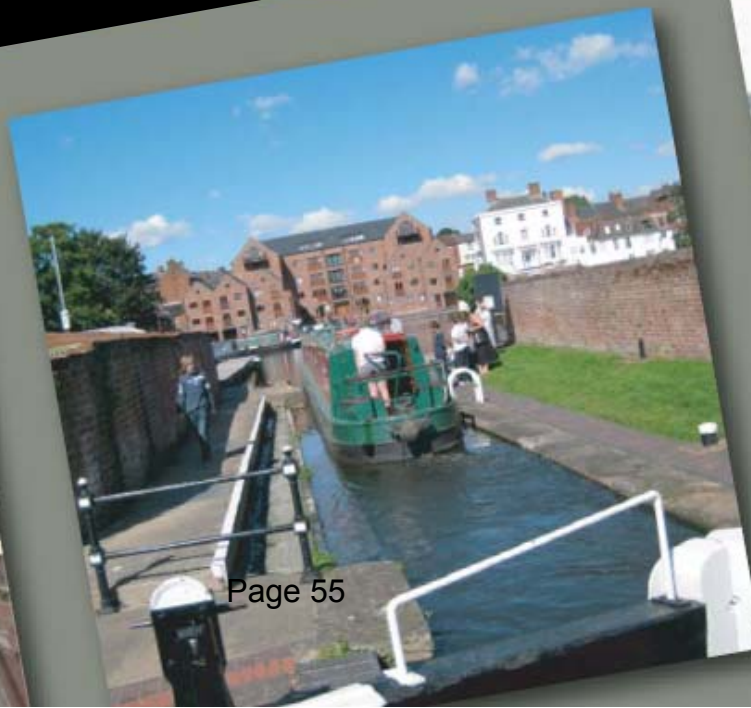




# Best Value Performance Plan 2008



# Wyre Forest District Council BVPP

This information can be made available in large print or on an audio cassette. Call Customer Services on **01562 732928**

এই দলিলটি বুঝতে আপনার সাহায্যের দরকার হলে দয়া করে এই নম্বরে ফোন করুন: 01905 25121

اگر آپ کو اس دستاویز سے متعلق مدد درکار ہو تو براہ مہربانی 01905 25121 پر فون کریں۔

如果你在明白這份文件方面需要幫助的話，請致電 01905 25121。

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਬਾਰੇ ਕਿਸੇ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫ਼ੋਨ ਨੰਬਰ 01905 25121 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Se con questo documento avete bisogno di aiuto pregasi telefonare a 01905 25121

Jeżeli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń pod nr tel.: 01905 25121

e-mail: [strategy@wyreforestdc.gov.uk](mailto:strategy@wyreforestdc.gov.uk)

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# 1 FOREWORD

This is Wyre Forest District Council's Best Value Performance Plan for 2008, which summarises our achievements measured by nationally set Best Value Performance Indicators.

Following the Local Government and Public Involvement in Health Act in October 2007, this is the final year that Best Value Performance Indicators will be collected and Best Value Performance Plans are required. However, a new set of National Indicators are now being collected and these, along with all of the Councils performance information will be reported at the end of each year as an Annual Performance Report.

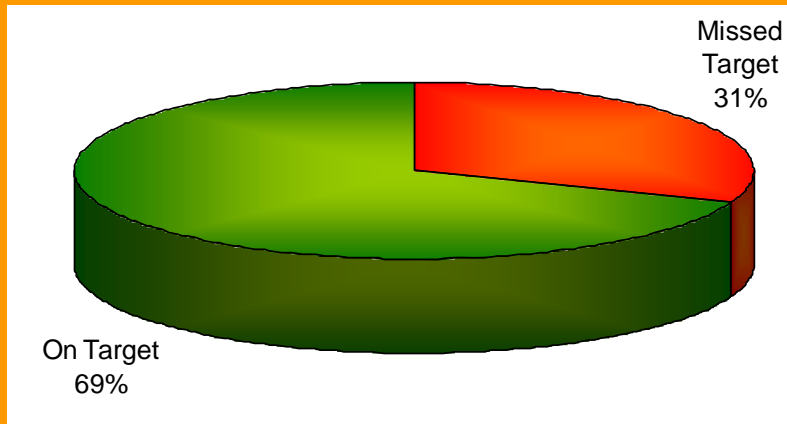
More information about Council services is also available on our website [www.wyreforestdc.gov.uk](http://www.wyreforestdc.gov.uk)

June 2008

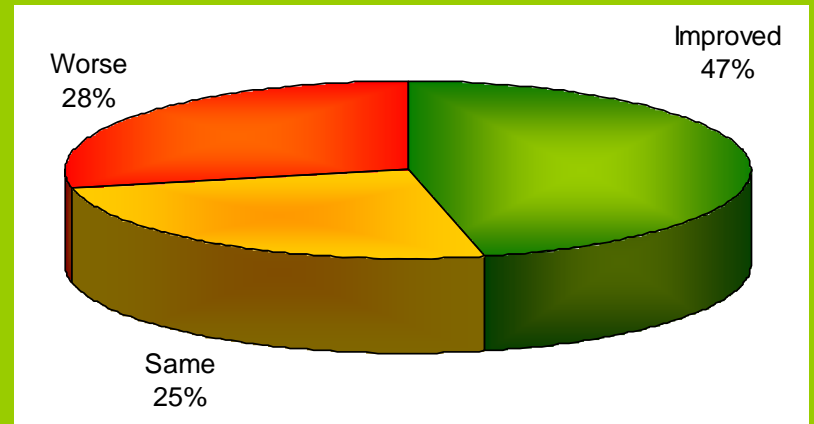
## 2 PERFORMANCE INDICATOR SUMMARY

**BEST VALUE PERFORMANCE INDICATORS (BVPI): Set by Central Government - See Appendix for further details**

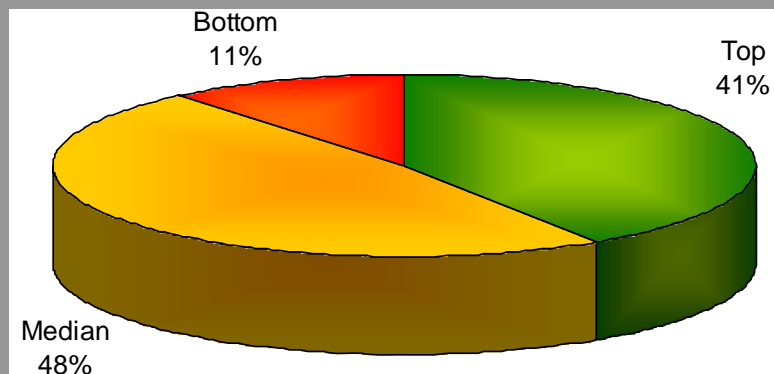
2007/08 BVPI Performance  
Compared to Target



2007/08 BVPI Performance  
Compared to 2006/07 Performance



2007/08 BVPI Performance Compared to 2006/07  
National Quartile Data



### 3 STATEMENT ON CONTRACTS

The Council is required to certify that any contracts awarded during the past year involving a transfer of employees comply, where applicable, with the requirements of the Code of Practice of Workforce Matters in Local Authority Service Contracts.

The Council certifies that no contracts have been awarded during the year in question (2007/08), which involve a transfer of employees.








### 4 CONTACT DETAILS

If you have any comments or questions regarding this year's Best Value Performance Plan, please write to us at the below address or e-mail [strategy@wyreforestdc.gov.uk](mailto:strategy@wyreforestdc.gov.uk).

For further information about Wyre Forest District Council please visit our web site at [www.wyreforestdc.gov.uk](http://www.wyreforestdc.gov.uk).



**Chief Executive's Office  
Wyre Forest District Council  
Civic Centre  
Stourport on Severn  
Worcestershire  
DY13 8UJ**



## Best Value Performance Indicators 2007/08 End-of-Year Report

PI Status		Long Term Trends	
	This PI is significantly below target.		The value of this PI has improved since this time last year
	This PI is slightly below target.		The value of this PI has worsened since this time last year
	This PI is on target.		The value of this PI has not changed since this time last year
	This PI is a data-only PI.		

### Community & Partnerships Division





Traffic Light: Red 0, Amber 3, Green 5, Data Only 0, N/A 0  
Trend: Improved 6, Same 0, Worsened 2, Data Only 0, N/A 0

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV126	Domestic burglaries per 1,000 households	6.8	8.1	<b>9.0</b>	Median	Aim To Minimise			2007/08 witnessed a very poor final quarter. A number of spates / series by drug dependent offenders took place taking activity way above typical Wyre Forest levels. These offenders have now been identified and captured and with the 2008/09 Safe as Houses campaign we are confident we are back on track.
BV127a	Violent Crime per 1,000 Population	15.5	15.1	<b>15.4</b>	Median	Aim To Minimise			
BV127b	Robberies per 1,000 Population	0.54	0.40	<b>0.33</b>	Median	Aim To Minimise			
BV128	Vehicle crimes per 1,000 population	10.7	9.6	<b>8.3</b>	Top	Aim To Minimise			
BV170a	Visits to and Use of museums & galleries - All Visits	764	900	<b>968</b>	Top	Aim To Maximise			
BV170b	Visits to and use of Museums & galleries - Visits in Person	773	909	<b>969</b>	Top	Aim To Maximise			A number of school visits are run in conjunction with Severn Valley Railway trips which were cancelled due to flooding.
BV170c	Visits to and Use of Museums - School Groups	2326	2466	<b>2079</b>	Median	Aim To Maximise			

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV225	Actions Against Domestic Violence	45.5%	63.6%	<b>63.6%</b>	N/A	Aim To Maximise			










**Chief Executive's Office**

Traffic Light: Red 0, Amber 1, Green 1, Data Only 0, N/A 0  
Trend: Improved 0, Same 2, Worsened 0, Data Only 0, N/A 0




PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV2a	Equality Standard for Local Government	2	2	<b>2</b>	N/A	Aim To Maximise			
BV2b	Duty to Promote Race Equality	53%	55%	<b>53%</b>	Bottom	Aim To Maximise			

**Financial Services**

Traffic Light: Red 1, Amber 4, Green 7, Data Only 0, N/A 0  
Trend: Improved 7, Same 0, Worsened 4, Data Only 0, N/A 1

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV8	% of invoices paid on time	98.73%	100.00%	<b>98.69%</b>	Top	Aim To Maximise			
BV9	% of Council Tax collected	98.40%	98.50%	<b>98.50%</b>	Median	Aim To Maximise			
BV10	Percentage of Non-domestic Rates Collected	99.30%	99.40%	<b>98.90%</b>	Median	Aim To Maximise			
BV76b	Housing Benefits Security number of fraud investigators employed	0.32	0.34	<b>0.34</b>	N/A	Aim To Maximise			
BV76c	Housing Benefits Security number of fraud investigations	32.00	35.00	<b>31.36</b>	N/A	Either		N/A	The number of referrals and cases to investigate has been reduced due to the Department of Work & Pensions not supplying data matching information due to security issues.



PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV76d	Housing Benefits Security number of prosecutions & sanctions	5.02	7.00	<b>5.57</b>	N/A	Aim To Maximise			The number of referrals and cases to investigate has been reduced due to the Department of Work & Pensions not supplying data matching information due to their security issues.
BV78a	Speed of processing - new HB/CTB claims	25.8	26.0	<b>23.6</b>	Top	Aim To Minimise			
BV78b	Speed of processing - changes of circumstances for HB/CTB claims	7.9	9.0	<b>8.9</b>	Median	Aim To Minimise			
BV79a	Accuracy of processing - HB/CTB claims	98.60%	99.00%	<b>98.80%</b>	Median	Aim To Maximise			In each quarter 125 cases are required to be checked. Checking procedures are in place and any issues arising from these are being reviewed to identify training needs.
BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	77.00%	80.00%	<b>87.27%</b>	Top	Aim To Maximise			
BV79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	34.00%	20.00%	<b>38.27%</b>	Median	Aim To Maximise			
BV79b(iii)	Percentage of Recoverable Over payments Recovered (HB)	0.82%	5.00%	<b>3.70%</b>	N/A	Aim To Minimise			

## Human Resources

Traffic Light: Red 5, Amber 0, Green 5, Data Only 1, N/A 0  
Trend: Improved 3, Same 2, Worsened 5, Data Only 1, N/A 0

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV11a	Top 5% of Earners: Women	33.31%	25.00%	<b>39.43%</b>	Top	Aim To Maximise			All appointments are made on merit. All policies, procedures and training to ensure equality in recruitment and retention are in place and maintained.
BV11b	Top 5% of Earners: Ethnic Minorities	0.00%	3.90%	<b>0.00%</b>	Bottom	Aim To Maximise			
BV11c	Top 5% of Earners: with a disability	3.92%	3.90%	<b>3.90%</b>	Median	Aim To Maximise			Pro-active sickness management led to a reduction in sickness in the latter part of the year, however, the issue is continuing to be monitored on a daily basis by line managers.
BV12	Working Days Lost Due to Sickness Absence	9.23	9.00	<b>11.10</b>	Bottom	Aim To Minimise			
BV14	Percentage of Early Retirements	0.00%	0.60%	<b>0.00%</b>	Top	Aim To Minimise			
BV15	Percentage of Ill-health Retirements	0.53%	0.60%	<b>0.25%</b>	Median	Aim To Minimise			All appointments are made on merit. All policies, procedures and training to ensure equality in recruitment and retention are in place and maintained.
BV16a	Percentage of Employees with a Disability	1.42%	3.00%	<b>1.52%</b>	Bottom	Aim To Maximise			
BV16b	Percentage of Economically Active People who have a Disability	13.70%	N/A	<b>13.70%</b>	N/A	Data Only			
BV17a	Ethnic Minority representation in the workforce - employees	1.4%	1.6%	<b>1.1%</b>	Median	Aim To Maximise			All appointments are made on merit. All policies, procedures and training to ensure equality in recruitment and retention are in place and maintained.
BV174	Racial Incidents Recorded	0.00	0.00	<b>1.02</b>	N/A	Aim To Minimise			1 incident reported and recorded.
BV175	Racial incidents resulting in further action	0.00%	0.00%	<b>100.00%</b>	Top	Aim To Maximise			

## Legal &amp; Democratic Services












Traffic Light: Red 0, Amber 0, Green 3, Data Only 0, N/A 0  
Trend: Improved 0, Same 3, Worsened 0, Data Only 0, N/A 0

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV226a	Advice & Guidance Services - total	£0	£0	£0	N/A	Either			
BV226b	Advice & Guidance Services - CLS Quality Mark	100.00%	100.00%	100.00%	N/A	Aim To Maximise			
BV226c	Advice & Guidance Services: direct provision	£0	£0	£0	N/A	Aim To Maximise			

## Planning, Health &amp; Environment

Traffic Light: Red 1, Amber 3, Green 13, Data Only 0, N/A 0  
Trend: Improved 7, Same 5, Worsened 5, Data Only 0, N/A 0







PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV64	No of private sector vacant dwellings that are returned into occupation or demolished	21	10	<b>71</b>	Top	Aim To Maximise			
BV106	New homes built on previously developed land	89.57%	80.00%	<b>93.13%</b>	Top	Aim To Maximise			
BV109a NI 157a	Processing of planning applications: Major applications	88.89%	65.00%	<b>77.42%</b>	Median	Aim To Maximise			
BV109b NI 157b	Processing of planning applications: Minor applications	85.58%	80.00%	<b>81.53%</b>	Median	Aim To Maximise			
BV109c NI 157c	Processing of planning applications: Other applications	92.85%	90.00%	<b>86.81%</b>	Median	Aim To Maximise			National Government target of 80% exceeded.
BV166a	Environmental Health Checklist	100.0%	100.0%	<b>100.0%</b>	Top	Aim To Maximise			
BV183b	Length of stay in temporary accommodation (Hostel)	0.00	0.00	<b>0.00</b>	Top	Aim To Minimise			
BV200a	Plan-making: Local Development Scheme submitted?	Yes	Yes	<b>Yes</b>	N/A	Aim To Maximise			Revised Local Development Scheme came into effect November 2006.

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV200b	Plan-making: Milestones Met?	Yes	Yes	No	N/A	Aim To Maximise			Core Strategy Preferred Option consultation delayed due to need for a revised issues and options consultation, time to completed evidence base and need to have regard to the Regional Spatial Strategy revisions.
BV202	Number of people sleeping rough	0	0	0	Top	Aim To Minimise			
BV204	Planning appeals allowed	36.8%	30.0%	29.2%	Median	Aim To Minimise			
BV205	Quality of Planning Service checklist	94.4%	94.4%	94.4%	Median	Aim To Maximise			
BV213	Preventing Homelessness - number of households where homelessness prevented	1	1	2	Median	Aim To Maximise			
BV216a	Identifying Contaminated Land	830	830	838	N/A	Aim To Minimise			Churchill Conservation Area Character Appraisal due to go for final approval to Cabinet March 2008 – meeting cancelled
BV216b	Information on contaminated land	7%	8%	8%	Median	Aim To Maximise			
BV217	Pollution Control Improvements Completed On-time	94%	95%	100%	Top	Aim To Maximise			
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	18.75%	43.75%	37.50%	Top	Aim To Maximise			

## Property &amp; Operational Services

Traffic Light: Red 0, Amber 3, Green 13, Data Only 0, N/A 0  
Trend: Improved 8, Same 5, Worsened 3, Data Only 0, N/A 0

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV82a(i)	% of Household Waste Recycled	27.89%	28.03%	<b>28.45%</b>	Top	Aim To Maximise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV82a(ii)	Tonnes of Household Waste Recycled	9873.87	9967.00	<b>10041.50</b>	Median	Aim To Maximise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV82b(i)	% of Household Waste Composted	0.00%	0.00%	<b>0.00%</b>	Bottom	Aim To Maximise			
BV82b(ii)	Tonnes of household waste composted	0.00	0.00	<b>0.00</b>	Bottom	Aim To Maximise			
BV84a	Household waste collected per head, in kilos	353.6	361.0	<b>360.2</b>	Top	Aim To Minimise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV84b	Household Waste Collection (% change in kilograms per head)	0.95%	3.00%	<b>1.02%</b>	Median	Aim To Minimise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV86	Cost of household waste collection	£42.12	£43.20	<b>£44.42</b>	Median	Aim To Minimise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV91a	Kerbside Collection of Recyclables (one recyclable)	97.8%	91.0%	<b>99.2%</b>	Median	Aim To Maximise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV91b	Kerbside collection of recyclables (two recyclables)	97.8%	91.0%	<b>99.2%</b>	Median	Aim To Maximise			Data is provisional. Awaiting confirmation from Worcestershire County Council.
BV156	Buildings Accessible to People with a Disability	81.82%	90.00%	<b>85.00%</b>	N/A	Aim To Maximise			
BV199a	Local street and environmental cleanliness - Litter and Detritus	12.0%	20.0%	<b>9.0%</b>	Median	Aim To Minimise			
BV199b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	3%	8%	<b>2%</b>	Median	Aim To Minimise			
BV199c	Improved street and environmental cleanliness (levels of litter, detritus,	0%	2%	<b>0%</b>	Top	Aim To Minimise			

PI Code	Short Name	2006/07 Value	2007/08 Target	2007/08 Value	All DCs - Quartile 2006/07	Aim	Status	Trend	Notes
BV199d NI 196	graffiti and fly posting): Fly-posting Improved street and environmental cleanliness – fly tipping	3	3	1	Top	Aim To Minimise			
BV218a	Abandoned vehicles - % investigated within 24 hrs	100.00%	100.00%	100.00%	Top	Aim To Maximise			
BV218b	Abandoned Vehicles - % removed within 24 hours of required time	100.00%	100.00%	100.00%	Top	Aim To Maximise			

Traffic Light: Red 7, Amber 14, Green 47, Data Only 1, N/A 0

Trend: Improved 13, Same 17, Worsened 19, Data Only 1, N/A 1