

## Amendments to Performance Indicators in the Best Value Performance Plan 2003/04

**As a result of the audit of performance indicators in October 2003, the following amendments need to be made to the information that appeared in the Best Value Performance Plan 2003/4:**

‘Qualified’ means that the auditor held reservations as to the accuracy of the information published in the Best Value Performance Plan, and as a result the information is to be withdrawn from the Plan.

‘Amended’ means that the auditor found the actual figure to be different to that published in the Plan. Although the definitions for the performance indicators were followed, the final figures were miscalculated, with the corrections shown below.

Performance Indicator	As read in BVPP	Amendment
<b>Corporate Services</b>		
BV 11a – The % senior management posts filled by women	21%	26.32%
BV 14 – The % employees retiring early (excluding ill-health retirements) as a % of the total workforce	0.16%	0.19%
BV 15 – The % employees retiring on grounds of ill-health as a % of the total workforce	0.62%	0.75%
BV127 a Violent offences by a stranger (per 1000 pop.)		
BV127 b Violent offences in a public place (per 1000 pop.)	0.57	<b>MEMO</b>
BV127 c Violent offences in connection with lic. premises (per 1000 pop.)	No split available	<b>RESERVATION</b>
BV127 d Violent offences committed under influence (per 1000 pop.)		
BV 157 – The % of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods	40.56%	40.44%
BV179 - % land charge searches carried out in 10 working days	53.10%	53.12%
BV 174 – The number of racial incidents involving the authority per 1000 population	1	0.85%
<b>Finance</b>		
BV 79a – Accuracy of processing: % of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision, for a sample of cases checked post-decision	96.43%	96.02%
<b>Planning and Environment</b>		
BV 64 – The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/3 as a direct result of action by the local authority	3	1
BV 82a - % of the total tonnage of household waste arisings which have been recycled	9.93%	10.00%
BV 82b - % of the total tonnage of household waste arisings which have been sent for composting	1.60%	1.53%
BV 84 – Number of kilograms of household waste collected per head	401.63kg	432.53kg
BV86 – Cost waste collection	£36.20	£36.76
BV 107 – Planning cost per head of population	£12.78 est	£14.05

<b>Housing</b>		
BV63 – Energy SAP rating	54 est	55
BV74a – Tenant satisfaction (All - very/fairly satisfied)	87.00%	88.57%
BV74a – Base number	1549	1549
BV74a – confidence interval +/-X%	2.50%	1.58%
BV74b– Tenant sat (Black and min. ethnic - very/fairly satisfied)	87.00%	86.11%
BV74b - Base number	31	36
BV74b - confidence interval +/-X%	0.00%	11.30
BV74c - Tenant sat (Non-black and min.ethnic - very/fairly satisfied)	88.00%	88.65%
BV74c Base number	1514	1506
BV74c confidence interval +/-X%	2.00%	1.60%
BV180 (I ) Actual/Typical energy consumption LA buildings – electricity	85.00%	<b>MEMO</b>
BV180 (ii) Actual/Typical energy consumption LA buildings – fossil fuels	76.00%	<b>RESERVATION</b>
BV183a – Ave length of stay in B&B	1.84 wks	3 wks
BV 184b – Change in proportion of non-decent homes.	5.00%	<b>QUALIFIED</b>
<b>Leisure and Community Development</b>		
BV 170a – The number of visits to/ usages of museums per 1000 population	444.47	390.79
BV 170b – The number of visits to museums that were in person per 1000 population	331.08	333.07