

INFRASTRUCTURE OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 19 June 2008
Title: CORPORATE PERFORMANCE MONITORING REPORT,
FOR YEAR 2007/2008
Report of: Head of Policy & Performance Services
Report reference: PPP 57/08

Summary:

The Local Government and Public Involvement in Health Act, 2007 removed the requirement for best value authorities to compile and publish an annual Best Value Performance Plan from 1 April 2008. Provision has been made for this year for reporting of out turn performance data for 2007/08 Best Value Performance Indicators and a statement confirming compliance with the Code of Practice on Workforce Matters. The report fulfils both of these requirements and contains the performance indicators relevant to this committee. It is at the discretion of the Local Authority how it publishes the information as long as it is available to relevant stakeholders. The report is the first one produced using the new performance software, Covalent.

Questions for / input required from Overview and Scrutiny:

1. Consider the end of year performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council designs and delivers more responsive local services
2. Consider how current performance levels may inform the forthcoming review of the Corporate Improvement Plan and the Councils' priorities
3. Comment on the presentation of the information in Covalent and any changes that may be required

Contact Officer: Carolyn Curr

Ext: 7017

1. BACKGROUND INFORMATION

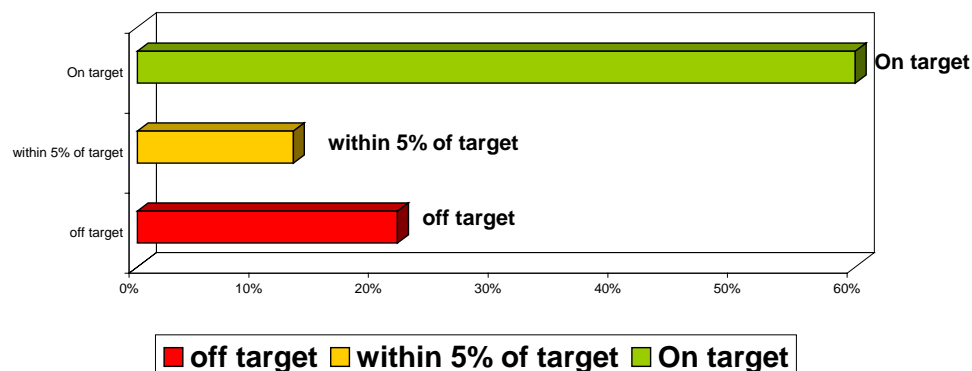
The report presents the out turn performance against the 2007/08 Best Value Performance Indicators (BVPs) and Local Performance Indicators. It also contains a statement confirming compliance with the Code of Practice on Workforce Matters. This is the final year that Best Value Performance Indicators will be measured and reported as local authorities manage the transition to the new performance framework and National Indicator Set.

2. OVERVIEW

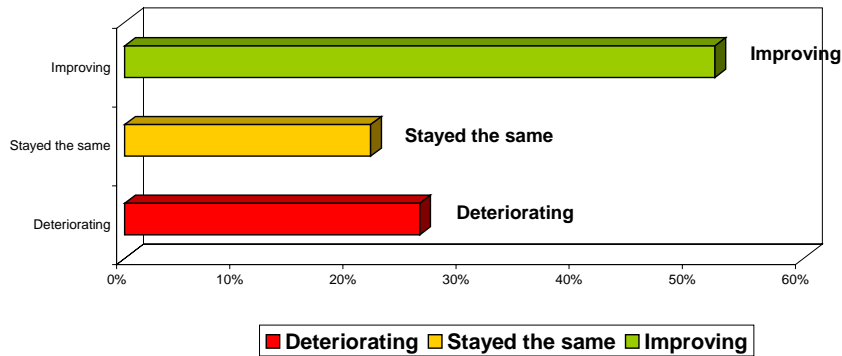
The graphs show how the Infrastructure Overview and Scrutiny Committee Best Value Performance Indicators performed under the following three criteria:

- Percentage of Best Value Performance Indicators on and off target
- Percentage of Best Value Performance Indicators improving, staying the same or deteriorating comparing 2006/7 with 2007/8.
- Percentage of Best Value Performance Indicators in the each of the four national quartiles (using 2006/7 national data).

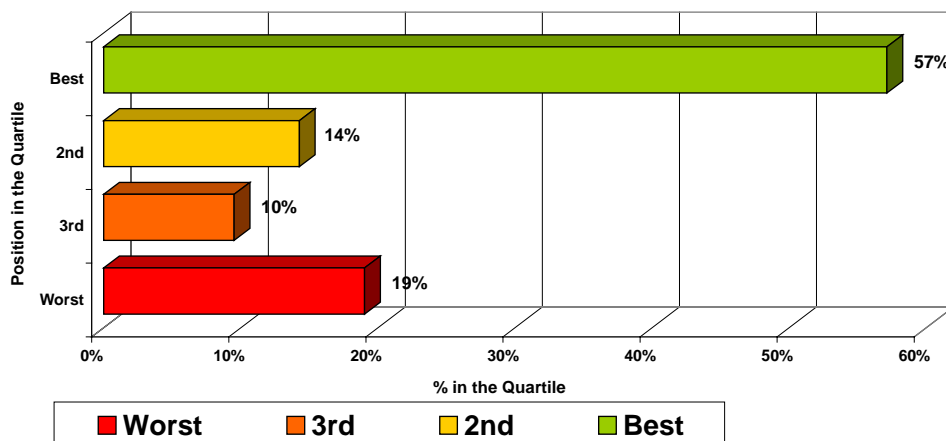
Infrastructure Resources Overview and Scrutiny Best Value Performance Indicators (of 23 applicable) On or Off target 2007/08



Trend of Infrastructure Overview and Scrutiny Committee Best Value Performance Indicators (of 23 applicable) 2007/08 compared to 2006/07



Infrastructure Resources O&S Best Value Performance Indicators 07/08 (of 21 applicable) compared to 06/07 positioning in the National Quartiles of the previous year.



Infrastructure Overview and Scrutiny Committee BVPIs in the lowest national quartile for 2007/8 are listed in table 1:

BV90a	Satisfaction with household waste collection
BV217	Pollution Control Improvements Completed On-time
BV91b	Kerbside collection of recyclables (two recyclables)
BV109c NI 157c	Processing of planning applications: Other applications (Target Set Nationally)

Table 1: BVPIs in lowest quartile, 2007/08

Infrastructure Overview and Scrutiny Committee BVPIs in the top or best national quartile for 2007/8 are listed in table 2:

BV119c	% satisfied with museums and galleries
BV3	Overall satisfaction with the authority
BV82a(i)	% of Household Waste Recycled
BV82a(ii)	Tonnes of Household Waste Recycled
BV82b(i)	% of Household Waste Composted
BV82b(ii)	Tonnes of household waste composted
BV204	Planning appeals allowed

Table 2: BVPIs in top quartile, 2007/08

3. PERFORMANCE AGAINST THE PRIORITIES

3.1 Cleaner, Greener, Safer

Many services that the Council has identified as priorities and that local people say are important to their local communities are improving. Although we have failed to meet the stretching national target for crime reduction, we have achieved significant reductions in many types of crime including criminal damage, domestic burglaries, robberies, vehicle crime, and a 19% reduction in anti-social behaviour on last year. Services to victims of domestic violence have improved significantly and this remains a priority within the Local Area Agreement for Cumbria. However, violent crime continues to increase, mainly associated with the night time economy and many initiatives are underway to address this, e.g. task group of the CDRP focused on the city centre; road closure order for Botchergate.

During 2007/08, the City Council implemented an alternate weekly waste collection service and extended plastic and cardboard recycling collection. These initiatives have produced a number of clear benefits; recycling rates have significantly exceeded target levels and the amount of waste going to landfill has reduced. The amount of household waste collected has fallen but remains comparatively high, although this measure includes waste recycled. The new National Indicator (NI191) will be a measure of residual household waste collected, a better reflection of an authority's success at recycling.

Levels of street cleanliness have fallen, coinciding with introduction of the new waste collection service and recycling schemes, although satisfaction has increased slightly (table 4). We achieved good levels of performance for removing graffiti and fly posting and for abandoned vehicles although just failed to meet our targets for abandoned vehicles.

The Council has committed itself to tackling environmental improvement and responding to climate change through the Nottingham Declaration and has reduced carbon emissions from its own buildings by 19% (Civic Centre, Bousteads Grassing, crematorium). These issues remain a priority for the Carlisle Partnership; the Community Plan contains targets for reducing CO2 emissions per capita, in support of the Cumbria Local Area Agreement. The

Council is working with the Carbon Trust, Energy Saving Trust and has produced a Green Travel Plan in support of this work. In 2007 we were shortlisted for a national award for the sustainable improvements, including use of renewable energies, made to Talkin Tarn.

The number of dwellings returned to occupation or demolished has decreased on 2006/07, although we remain in the top quartile nationally. All disabled facility grants were dealt with within the statutory timescale. The Accreditation Scheme for student accommodation will be revised to reflect the change in definition to House of Multiple Occupation.

The planning service achieved performance above the national standards for the processing of planning applications across all categories.

3.2 Learning City

The recent Direction of Travel Report (Audit Commission, 2007/08) said the Council had shown vision and community leadership in directly promoting knowledge and skills development to support community aims. It said we recognised the local education and skill gaps and were contributing well to the Vision for a learning city. We are developing our own role as a major employer and delivering a skills for life agenda. Learning targets have been set for all employees, with the aim that all will have achieved a level 2 qualification by 2010. This commitment to the learning and development of our own employees, and to skills levels within the city generally, have been recognised in the 'Go Award North West', the first such award to a council in the north west.

We are currently off target for a number of the local indicators that measure our progress against this priority including professional staff engaged in continuing professional development, employees with Level 1 qualifications, and those undertaking minimum 5 days learning and development activity.

Visits to Tullie House continue to exceed targets and are in the top quartile nationally. Museum Hub funding has been used to develop audiences and to provide free access for children. Tullie House was recently awarded the national accolade of Large Visitor Attraction of the year (Visit England).

The Multi Use Games areas at Melbourne Park, Dale End Road and Hammonds Pond have been very successful and the numbers of young people using these facilities continues to increase.

3.3 Corporate Health

Many of the measures that indicate corporate health are within the top quartile of performance nationally including:

- Sickness absence
- % invoices paid on time
- Racial incidents resulting in further action

- Speed of processing new housing benefit / council tax benefit claims
- Speed of processing changes in circumstances for housing benefit / council tax benefit claims
- Overpayments recovered

The housing and council tax benefits service has sustained a high level of performance over the last three years and was recently judged to be excellent through a process of self assessment. This is despite a reduction in Benefits Administration Grant and subsequent staff reduction. The team is currently managing the service for Copeland Borough Council.

3.4 Equality and Diversity

The Council achieved its target of Level 2 of the Equality Standard through a process of self assessment. More detailed information on this will be included in the Annual Equality and Diversity report.

We struggle to meet our targets in other areas such as top earners from ethnic minorities, top earners with a disability and percentage of employees with a disability. Equality impact assessments of our personnel policies and procedures are underway and will help us to address these issues.

4. SATISFACTION WITH COUNCIL SERVICES

During 2007, five of the local authorities in Cumbria conducted a tracker survey, following on from the Best Value User Satisfaction Survey, 2006. Comparisons of the results are shown in table 3.

PI Code	Question (Shortened)	Allerdale	Barrow	Carlisle	Copeland	Cumbria
BV3	Overall satisfaction with the authority	62%	58%	61%	53%	44%
BV4	Satisfaction with complaint handling	34%	40%	22%	25%	26%
BV89	Satisfaction with cleanliness of streets	68%	65%	68%	55%	N/AP
BV90a	Satisfaction with household waste collection	88%	91%	72%	64%	N/AP
BV90b	Satisfaction with waste recycling	67%	69%	74%	63%	N/AP
BV119a	% satisfied with sports/leisure facilities	47%	59%	60%	44%	56%
BV119c	% satisfied with museums and galleries	41%	53%	70%	34%	44%
BV119d	% satisfied with theatres and concert halls	37%	54%	37%	32%	40%
BV119e	% satisfied with parks and open spaces	63%	74%	75%	57%	72%

KEY: Best

Table 3: Tracker survey results compared to Cumbria Councils, 2007

Carlisle performs well for overall satisfaction and is the best in Cumbria (among those councils taking part) for satisfaction with recycling, sports and leisure facilities, museums and galleries and parks and open spaces.

However, we do less well for complaint handling. The survey followed introduction of the alternate weekly waste collection service which, in its early implementation stage, generated an unprecedented number of requests for service and complaints. The way in which we deal with complaints and other feedback has been reviewed and a new policy adopted by Council in order to improve performance in this area (4 March, 2008, PP 20/08).

Table 4 compares satisfaction levels with those of the 2006/07 Best Value User Satisfaction survey and gives the national quartile position. Overall satisfaction with the Council improved and is in the top quartile nationally. Satisfaction with waste collection deteriorated, coinciding with the introduction of an alternate weekly waste collection service. However, satisfaction with recycling facilities is high; participation in recycling schemes by local residents has been greater than anticipated and the Council now achieves top quartile performance in household waste recycled.

Satisfaction with sports and leisure facilities, theatres and halls and parks and open spaces has deteriorated but still compares well nationally and locally.

PI no	Description of PI	2006/7 Actual	2007/8 Actual	Quartile Position 2006/7 Data	Trend
BV 3	% citizens satisfied with the overall service provided by their authority	53%	61%	Best	Improving
BV 4	% of those making complaints satisfied with the handling of those complaints	31%	22%	3rd	Deteriorating
BV 89	% of people satisfied with cleanliness standards	66%	68%	2nd	Improving
BV 90a	% people satisfied with waste collection and civic amenity sites	84%	72%	4th	Deteriorating
BV 90b	% people satisfied with recycling facilities	73%	74%	2nd	Improving
BV 119a	Satisfaction with cultural and recreational activities - sports/leisure	67%	60%	2nd	Deteriorating
BV 119c	Satisfaction with cultural and recreational activities - museums/galleries	71%	70%	Best	Stayed the Same
BV 119d	Satisfaction with cultural and recreational activities - theatres/concert halls	42%	37%	2nd	Deteriorating
BV 119e	Satisfaction with cultural and recreational activities - parks and open space	82%	75%	2nd	Deteriorating

Table 4: Tracker survey results compared to 2006/7 and 2006/7 national quartile data

5. CODE OF PRACTICE ON WORKFORCE MATTERS

There were no individual contracts entered into in 2007/08 which involved a transfer of staff and that required compliance with the Code of Practice on Workforce Matters in Local Authority Service Contracts.

6. MPLICATIONS

- Staffing/Resources – developing the organisation’s performance management framework [in order to drive improvement in the way the Council develops and delivers local services] is a key area of focus for the Policy and Performance team and is prioritised within its existing resources. Implementation of the new software, Covalent is underway.
- Financial – performance information is being integrated more and more into the financial planning processes. Development of the Medium Term Financial Plan, Capital Strategy, Asset Management Plan and review of the Corporate Improvement Plan are now aligned, and will be informed by the year end performance. The Corporate Improvement Plan for 2007/10 incorporated financial information analysed according to the Council's priorities for both capital and revenue schemes and work is continuing to develop this analysis further to improve the performance and financial reporting of services against Council priorities.
- Legal – the Department for Communities and Local Government has made provision to retain the requirement for best value authorities to compile a Best Value Performance Plan for a further year, i.e. by June 2008, that is limited to the reporting of out turn performance data and a statement confirming compliance with the Code of Practice on Workforce Matters (letter to Chief Executives, 7 March 2008).
- Corporate – a robust performance management framework will drive improvements in the way the Council develops and delivers local services and enable us to deliver our priorities, as set out in the Corporate Improvement Plan. The forthcoming review of the Corporate Plan and associated strategies highlighted above (financial implications) will be informed by current levels of performance.
- Risk Management – the risk of the Council failing to deliver its key priorities, achieve continuous improvement and value for money, will be mitigated when a robust, performance management framework is in place.
- Equality and Disability – a number of indicators measure the Council’s performance in some areas of equality. The Council achieved its target of Level 2 of the Equality Standard for Local Government through a process of self assessment. More detailed information on this process will be reported in the annual Equality and Diversity report. Performance information is available and accessible in a variety of media and in different formats upon request.
- Environmental – a number of Best Value indicators measure performance in this area. Further, local measures are being developed to support Greener Carlisle as part of the commitment by the Council to consider the environmental implications of all its activities and to reduce its carbon footprint where this is feasible.

- Crime and Disorder – a number of indicators measure the Council's performance, in partnership, in this area and are closely monitored by the Crime and Disorder Reduction Partnership.
- Impact on Customers – a robust performance management framework, integrated with financial planning, will help to drive continuous improvement in front line services for the benefit of our local communities.

Infrastructure Overview and Scrutiny Committee End of Year 2007/08 Performance Indicators

Report Author: Gavin Capstick and Tommy Davies

Report Type: PI Report produced in Covalent

Generated on: 15 May 2008

Note: Please refer to the Key (Guidance) sheet on page 2 as a guide to this performance report



Foreword:

This is the end of year report for 2007/8 that contains all the indicators that the council currently monitors on an annual basis. The report monitors performance information for the period April 1st 2007 to March 31st 2008. It is the first report to be produced in Covalent, the new performance management system. Please refer to the Key/Guidance sheet on page 2 that will help explain some of the new style columns and icons.





This is the last time that we have a statutory requirement to present our Best Value (BV) performance indicators to the public. The Best Value (BV) indicators are being deleted by the Department for Communities and Local Government (DCLG) from April 2008 and we will have a statutory requirement to report our progress against a new national indicator set called "NI" indicators.

Key/Guidance for the report

This heading shows the corporate priority grouping for the following batch of Indicators

Targets

These columns show:

- 07/08 Targets we set ourselves at the start of the year in the Corporate Improvement Plan.
- On Target?: How we performed against the targets
 -  = above target
 -  = within 5% of Target
 -  = target not met
 -  = data/information only PI (no target set)

Learning City

PI No	Brief Description of Indicator	Value 2006/07	Value 2007/08	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV***					Best			Aim To Maximise	
BV***					2 nd			Aim To Minimise	
LP***					4 th			Aim To Maximise	

Actual Figures

This shows the last two years' actual performance (outturns).
NB the 2007/08 figures are unaudited.

PI No (PI Number)

BV = Best Value
Performance Indicator
LP = Local
Performance Indicator




National Comparison

This indicates how we compare with other District Councils in England (based on 2006/07 published statistics).
Quartile information does not apply to local performance indicators.



















Direction of Travel

This indicates if a larger or smaller figure is better for each indicator.


















Short-term trend arrows show the performance of the indicator in 2007/8 compared to 2006/7.









 = Improved
 = No change from previous year
 = Deteriorated

Best Value User Satisfaction Survey

PI No	Brief Description of Indicator	Value 2006/07	Value 2007/08	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV119a	% satisfied with sports/leisure facilities	67.00%	60.00%	68.33%	2 nd			Aim To Maximise	Below target, but Carlisle remains above the national average and satisfaction with facilities in Carlisle remains the highest in the county.
BV119c	% satisfied with museums and galleries	71.00%	70.00%	72.33%	Best			Aim To Maximise	Narrowly off target – but Carlisle is vastly exceeding the national average (41%).
BV119d	% satisfied with theatres and concert halls	42.00%	37.00%	42.67%	2 nd			Aim To Maximise	Factors outside the City Council's control influence this indicator. Publicity around the Lonsdale buildings may have influenced public perception.
BV119e	% satisfied with parks and open spaces	82.00%	75.00%	82.00%	2 nd			Aim To Maximise	The forthcoming Parks and Green Spaces Strategy will help address falling satisfaction. Carlisle remains above national average and based on tracker survey findings satisfaction is the highest in the county.
BV3	Overall satisfaction with the authority	53.00%	61.00%	54.00%	Best			Aim To Maximise	Significant improvement on historic performance and target – in line with other Cumbrian District Authorities. Carlisle is now well above the national average for resident overall satisfaction.
BV4	Satisfaction with complaint handling	31.00%	22.00%	31.33%	3 rd			Aim To Maximise	A significant drop in satisfaction. However perception indicators around complaints processes should be viewed with some caution as they are influenced by 'outcome' of a complaint (rather than simply measuring satisfaction with the process). Carlisle had a surge of complaints following the introduction of alternate weekly collections and a dip in satisfaction for this indicator probably reflects this. Carlisle's performance is in line with other district councils in the county who made significant changes to their waste collection services in 2007/08.
BV89	Satisfaction with cleanliness of streets	66.00%	68.00%	66.00%	2 nd			Aim To Maximise	Exceeded target and an improvement on historic performance that takes Carlisle above the national average for resident satisfaction with street cleanliness.
BV90a	Satisfaction with household waste collection	84.00%	72.00%	84.00%	4 th			Aim To Maximise	The initial surge in complaints after the switch to alternate weekly collections may have impacted on satisfaction with waste services.
BV90b	Satisfaction with waste recycling	73.00%	74.00%	73.00%	2 nd			Aim To Maximise	Above target and an improvement on historic performance. Carlisle remains above national average.

Cleaner, Greener, Safer

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV216a	Identifying Contaminated Land	1073	1089	1075	N/AV			Aim To Maximise	The percentage changes as sites are brought to our attention during the planning process and also because of use changes which may cause the site to be more of a concern. It is impossible to predict how many sites will come to light under Planning and/or through use changes.
BV216b	Information on contaminated land	3.72%	7.89%	3.75%	2nd			Aim To Maximise	We have had a large number of planning applications relating to these sites and therefore information has had to be supplied as part of the planning process. This large improvement is because we are dealing with such low figures, so a 4% improvement represents a very large difference.
BV217	Pollution Control Improvements Completed On-time	92.51%	92.00%	86.00%	4th			Aim To Maximise	Achieving or exceeding the target is always slightly unpredictable as it is impossible to accurately predict exactly the behaviour of others.
BV82a(i)	% of Household Waste Recycled	17.23%	28.09%	21.00%	Best			Aim To Maximise	Greater than anticipated increase in the amount of household waste recycled thanks to a high participation in recycling schemes.
BV82a(ii)	Tonnes of Household Waste Recycled	8130.27	12913.34	9500.00	Best			Aim To Maximise	Introduction of new collection arrangements (alternate weekly collection extension to kerbside recycling) and greater than anticipated participation in recycling schemes has significantly increased this figure.
BV82b(i)	% of Household Waste Composted	17.28%	20.69%	19.00%	Best			Aim To Maximise	Greater than anticipated participation in recycling schemes and a particularly wet summer both contributed to increased figure.
BV82b(ii)	Tonnes of household waste composted	8151.94	9513.35	8500.00	Best			Aim To Maximise	The introduction of the alternate weekly collection scheme has enabled an increase in the number of households benefiting from garden waste collections. Coupled with a wet summer this has had an impact on performance.
BV84a	Household waste collected per head, in kilos	448.40	444.20	420.00	3rd			Aim To Minimise	Garden waste collections were extended as a result of the introduction of the Alternate Week Collection scheme
BV84b	Household Waste Collection (% change in kilograms per head)	-0.05%	-0.94%	-6.33%	2nd			Aim To Minimise	Reduction in household waste was possibly limited by the extension of the kerbside recycling scheme. Whilst the target had accurately predicted a reduction in residual waste (i.e. refuse), 07/08 residual waste was 23% less than that recorded in 06/07, as the increase in recycled waste collected cancelled out that reduction.
BV86	Cost of household waste collection	£44.83	£50.10	£45.00	3 rd			Aim To Minimise	An increase on last year. The increased cost is attributable to the implementation costs of new Household Waste Collection service.

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV91a	Kerbside Collection of Recyclables (one recyclable)	92.80%	98.40%	95.00%	3rd			Aim To Maximise	Change to alternate weekly collections enabled a greater than anticipated expansion to our kerbside schemes. More specifically the provision of additional vehicles required to meet demand provided greater than expected capacity to extend the service.
BV91b	Kerbside collection of recyclables (two recyclables)	87.20%	95.00%	95.00%	4th			Aim To Maximise	See BV91a.
LP112	Cost of Street Cleaning per Household.	£20.67	£18.30	£22.15	N/AP			Aim To Minimise	The improved performance is a result of the inter-grated service that has spread the overhead costs.
LP180	Monitoring CO2 emissions of our buildings (gas and electricity consumption at Civic Centre, Bousteads Grassing; Crematorium)	1,311	1,008	1,248	N/AP			Aim To Minimise	At Boustead Grassing, significant cuts in gas consumption combined with a switch to renewable electricity (zero emissions) on 11th January 2008, enabled a substantial cut in carbon dioxide emissions of more than 20%. At the crematorium, more efficient cremators were installed in June 2007 and have produced a dramatic cut in gas consumption and associated emissions. Combined with a reduction in emissions from the Civic Centre, this has helped achieve an overall reduction of 19%.

Corporate Health

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
LP28	Burial & Cremation Income as % of Expenditure	83.00%	90.00%	90.00%	N/AP			Aim To Maximise	The good performance is due to an increase in fees and charges.

Economic Regeneration

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
LP27	Revenue generated into Carlisle Conference Group (CCG) venues via the CCG Desk.	£111,569	£125,032	£120,000	N/AP			Aim To Maximise	This year, CCG has had several high value events including the Indian (Bollywood) Film, the Cathedral & Church Shops Association and Infection Control (NHS): These 3 events alone generated over £35,000.
LP81	Visitors to Tourist Information Centres	153,637	141,894	N/AP	N/AP			Aim To Maximise	Variance due to a number of factors including: Strong pound; Domestic Tourists taking advantage of budget flights; Use of internet for research and information; Increase in online enquiries.











Environmental Health









PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV166a	Environmental Health Checklist	82.00%	92.00%	85.00%	3rd			Aim To Maximise	It has improved because built some of the recommendations into our service plans and we can use them to monitor improvement. This enabled us to answer yes to two questions on the checklist that in the past we had to answer no to.

Equality and Diversity

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV156	Buildings Accessible to People with a Disability	82.35%	82.30%	83.00%	N/AV			Aim To Maximise	There is no change in the indicator for this year because there has been no funding for access improvements. The number of buildings being considered has not changed.

Planning, Housing and Homelessness

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV106	New homes built on previously developed land	81.92%	70.73%	60.00%	3rd			Aim To Maximise	A major green-field site in the urban area is now being developed. It was identified last year that the brown-field completion rate was high due to a reduction in green-field sites but was anticipated that green-field sites would come on stream again (sites that were "called in" by the secretary of state are still awaiting release). Target is being exceeded even though reduced from last year and taking the longer-term view 60% is a realistic target.
BV109a NI 157a	Processing of planning applications: Major applications (Target Set Nationally)	69.44%	63.16%	60.00%	3rd			Aim To Maximise	On target but concerns exist over staff levels and resources
BV109b NI 157b	Processing of planning applications: Minor applications (Target Set Nationally)	74.33%	74.36%	65.00%	3rd			Aim To Maximise	See BV109a NI157a.
BV109c NI 157c	Processing of planning applications: Other applications (Target Set Nationally)	84.17%	82.82%	87.00%	4th			Aim To Maximise	Almost on target but concerns exist over staff levels and resources
BV200a	Plan-making: Local Development Scheme submitted?	Yes	Yes	Yes	N/AV			Aim To Maximise	Performance continues to be on target.

PI No	Brief Description of Indicator	2006/07 Value	2007/08 Value	Target 2007/8	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV200b	Plan-making: Milestones Met?	No	No	Yes	N/AV			Aim To Maximise	Resources focussed on the Local Plan Public Local Inquiry. During the year a draft Statement of Community Involvement was produced, however it requires redrafting prior to submission, which has meant that this milestone has not been met. The Local Development System also lists a number of Supplementary Planning Documents and work within the section has been undertaken which supports the Local Plan work.
BV204	Planning appeals allowed	38.50%	33.30%	20.00%	Best			Aim To Maximise	Unable to accurately set target as the number of appeals depends on the number of refusals of applications. The PI is being deleted.
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	5.00%	10.00%	10.00%	3rd			Aim To Maximise	Performance now meets target which is an improvement from 06/07
LP64	Disabled facilities grants dealt with within statutory timescale	100%	100%	100%	N/AP			Aim To Maximise	There is no change to the target/performance – 100% achieved.