

Statutory Best Value Performance Indicators: Outturn 2007/ 08:

“BEST PERFORMANCE IN 5 YEARS”

- Overall year on year BVPI¹ improvement rate is **58%** and has **closed the gap**² (as planned) between Burnley and the District average improvement rate³ and;
- **Narrowed the gap** between Burnley and the top 25% of Districts
- **63%** of BVPIs have ended the year in Top or Upper Mid Quartiles (i.e. amongst the top 25% or 50% of Districts nationally)⁴
- **11** out of 12 Key Performance Indicators improved: *best ever*
- Only **1 in 5** BVPIs were deficient in 07/ 08 as opposed to almost 3 in 5 in 06/ 07

An overall majority of BVPIs have shown improvements in 2007/ 08 as a result of a sustained focus on improvement, led by the Management Team, and as a reflection of our legacy of improvement work - including CPI⁵ projects.

Summary of **notable** improvements:

- KPI - Staff sick absence reduced to **10.4** days per person: *best ever*
- KPI - **76%** Benefit overpayment recovered: *best ever*
- KPI - **30%** outstanding Benefit debt recovered: *best ever*
- KPI - Strong performance in determining **all** planning applications
- KPI - Average days to process Benefits claims **26**: *best ever*
- Council Tax collected **96.41%**: *best ever*
- Business rates collected **98.59%**: *best in 2 years*
- Invoices paid on time **96.32%**: *best ever*
- Unacceptable levels of street cleanliness **7.9%**: *best ever*
- Cost of waste collection per household **£37.15**: *best in 5 years*
- Kerbside recycling scheme has **100%** coverage: *best ever*
- Combined recycling rate is **32.85%**: *best ever*
- Burglaries & Violent Crime reduced: *best ever results*
- **98%** of new homes built on previously developed land: *best ever*
- Equality Standard raised to **Level 3**: *best ever*
- Score against duty to promote Race Equality raised to **80%**: *best ever*

Heads of Service have been sent a letter of congratulations, from the Leader and the Chief Executive, thanking teams for their efforts in this achievement. Results will be shared internally and externally through Council People, area newsletters and press release etc.

A detailed Executive briefing on new National Performance Indicators (NI), that replace BVPIs in 2008/ 09 will be produced shortly. It will provide information on definitions, methodology and targets. This will also cover NI contribution to the Local Area Agreement and Places Survey.

¹ Best Value Performance Indicator

² See graph over the page →

³ Our improvement rate in 2006/ 07 was 42%

⁴ Only 50% were in first and second quartiles in 06/ 07

⁵ Continual Process Improvement

Improvement Rate: BVPIs

