

**2003/04 BVPIS WITH 15% (10% FOR FINANCIAL) OR MORE VARIANCE BETWEEN
2002/03 ACTUAL AND 2003/04 TARGET**

PI Reference and Short Description	2002/03 Actual (* Indicates changed value from that reported in 2003/04 BVPP)	2003/04 Target	2003/04 Actual	Variance Actual (# Indicates to/from 0 so given a variance of 100%)	Variance Target (# Indicates to/from 0 so given a variance of 100%)	Reason(s)
<i>Promoting inclusive communities Improving the local economy</i>						
BV2a The level of the Equality Standard for Local Government to which the authority conforms.	Level 1	Level 2	Level 2	100.0% BETTER	—	
BV74b Satisfaction of black and minority ethnic tenants with the overall service provided by their landlord.	80% (2001/02)	80%	100%	25.0% BETTER	25.0% BETTER	
BV75b Satisfaction of black and minority ethnic tenants of council	NEW	60%	75%	—	25.0% BETTER	

housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.						
BV76a Housing Benefit Security – the number of claimants visited per 1,000 caseloads.	NEW	242	286	—	18.18% BETTER	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV76b Housing Benefit Security – the number of fraud investigators employed per 1,000 caseload.	NEW	25	72	—	188.0% BETTER	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV76d Housing Benefit Security – the number of prosecutions and sanctions per 1,000 caseload.	NEW	1.2	0.9	—	25.0% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV78a Speed of processing – average time for processing new claims in days.	44.09	33	35	20.62% BETTER	—	
BV80c Satisfaction with contact and access facilities in the benefits office – Telephone.	64.5% (2000/01)	80%	59.6%	—	25.5% WORSE	The introduction of a new I.T. system and staff training for it.

BV80f Satisfaction with contact and access facilities in the benefits office – Time taken to make decision.	55.7% (2000/01)	76%	70.2%	26.0% BETTER	—	The introduction of a new I.T. system and staff training for it.
BV156 Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	31.1%	50%	49%	57.6% BETTER	—	Disability access compliance work ongoing, due to the small number of buildings involved large variations are produced.
BV157 The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	59%	75%	92%	55.9% BETTER	22.7% BETTER	
BV174 The number of racial incidents recorded by the authority per 100,000 population.	49	60	72.5	48.0% WORSE	20.8% WORSE	Awareness-raising work (particularly in schools) has led to an increase in the number of reported incidents. This trend is expected to continue in the short to medium term.
BV177 Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the	73.4%	88%	69.1%	—	21.5% WORSE	

Community Legal Service Partnership strategic Plan.						
BV184a The proportion of LA homes which were non-decent at the start of the year.	8.9%	6.9%	5.4%	39.3% BETTER	21.7% BETTER	
BV184b The percentage change in proportion of non-decent LA homes during the year.	39.15%	35.82%	33.04%	15.6% BETTER	14.2% BETTER	A revision of information held on non-decency of LA homes has taken place after a specific survey. This survey eliminated a number of dwellings that were thought to have been non-decent which increased the % change. A new survey is on going to confirm the current non-decent housing assessment.
<i>Raising educational achievement</i>						
BV34a Percentage of primary schools with 25%+ (and at least 30) of their places unfilled.	8.6%	8.8%	17.6%	104.7% WORSE	100% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact. Increase due to falling pupil rolls in primary schools. Plans are in place to review and revise capacities as well as close schools and build new schools over the next couple of years.
BV44 Number of pupils permanently excluded in maintained schools per 1,000.	0.42	0.61	0.55	31.0% BETTER	—	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV159a Percentage of permanently excluded pupils attending 5 hours	2.7%	0%	5.7%	111.1% WORSE	100.0% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact.

or less per week alternative tuition.						
BV159b Percentage of permanently excluded pupils attending 6 to 12 hours per week alternative tuition.	2.7%	0%	5.7%	111.1% WORSE	100.0% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV159c Percentage of permanently excluded pupils attending 13 to 19 hours per week alternative tuition.	0%	0%	5.7%	100.0% WORSE	100.0% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV159d Percentage of permanently excluded pupils attending 20 hours or more per week alternative tuition.	94.6%	100%	82.9%	—	17.0% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact.
BV192a Quality for teaching early years and childcare services. – Average number of days access to relevant training and development per practitioner delivering Foundation Stage education.	NEW	1.3	4.4	—	238.5% BETTER	2003/04 target was based on inadequate information and was reassessed after the production of the last years BVPP and set at 4.
BV194a Percentage of pupils achieving Level 5 or above in Key Stage 2	NEW	35%	25%	—	28.6% WORSE	Darlington reflects the national dip in this area. The target set was very aspirational. Value Added data indicates underachievement in

English.						thirteen schools.
<i>Stimulating leisure activities</i>						
BV117 Number of physical visits per 1,000 population to public libraries.	4403	4890	4027.5	—	17.6% WORSE	Complying with e-government agendas has meant that more people are requesting and renewing books on-line and therefore don't visit the library as often.
BV118a User satisfaction with libraries – who found the book required.	87%	60%	87%	—	45% BETTER	
BV118b User satisfaction with libraries – who found the information required.	75.7%	89%	70%	—	20.5% WORSE	The public seeking information who use the internet and don't find it but don't ask the staff for help may be indicating on the survey that they never found the information. Due to work pressures staff may not have been able to provide as much help as in the past, re-structuring should alleviate these problems and allow the holding of some pro-active events.
BV119c Percentage of residents satisfied with – Museums.	44.6%	56%	45.3%	—	19.1% WORSE	
BV170a The number of visits to/usage's of museums per 1,000 population.	619.27	551.6	502.6	18.8% WORSE	—	Decrease in the number of visits to the new museum website.
BV170c The number of pupils visiting museums and galleries in organized school groups.	5,038	3,500	6,131	21.7% BETTER	75.2% BETTER	
<i>Promoting community</i>						

<i>safety</i>						
BV126a Domestic burglaries per 1,000 households.	17.1	20	13.6	20.5% BETTER	32.0% BETTER	Continuing effort from Durham Constabulary and robust sentencing at courts to reflect the impact of this crime.
BV127 Violent crime per 1,000 population.	14.5	15.9	11.9	17.9% BETTER	25.2% BETTER	There is a leveling-off in the reports of violent crime.
BV128a Vehicle crimes per 1,000 population.	18	15	22.8	26.7% WORSE	52.0% WORSE	Durham Constabulary have developed a Darlington-specific strategy to address car crime in the coming year. The Council has invested Public Service Agreement resources in this area.
<i>Improving health and well-being</i>						
BV52 Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and elderly people.	£340	£367	£321	—	12.5% BETTER	
BV53 Intensive home care per 1,000 population aged 65 or over.	9.2	12	11.65	26.63% BETTER	—	
BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	4.59%	5.25%	6.25%	42.1% BETTER	24.2% BETTER	The revised Private Sector Renewal Policy has helped target grant work to areas of poorer dwelling conditions. Additional officer appointed.
BV163 Adoptions of	5.7%	6.5%	3.03%	46.8%	53.4%	Target figure based on 8 adoptions. Four

children looked after.				WORSE	WORSE	children (2 sibling groups of 2) were delayed by court processes. Whilst all are in their adoptive placements, adoption orders have not been made.
BV185 Percentage of responsive repairs during the year , for which the authority both made and kept an appointment.	25%	30%	29.6%	18.4% BETTER	—	Tenants not requiring specific appointment dates although efforts are made to set appointments.
BV197 Change in the number of conceptions to females under 18 per 1,000 females aged 15-17, compared to 1998 baseline.	NEW	15% reduction	23.3% reduction	—	55.3% BETTER	Success of whole system approach to reducing teenage pregnancy.
BV198 The number of problem drug users in treatment per 1,000 head of population aged 15-44.	NEW	1.2	9.9	—	725.0% WORSE	The target has been re-benchmarked to reflect the changes in National Policy in relation to substance misuse. Darlington has joined the Tees Valley MADD system to improve data quality.
<i>Enhancing the local environment</i>						
BV64 The private sector dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority.	76	85	120	57.9% BETTER	41.2% BETTER	Improved links to information held within other departments about owners of empty houses. New officer appointment and the introduction of an Empty Property guide.

BV82b Total tonnage of household waste arisings – percentage composted.	0.7%	2%	3.24%	362.8% BETTER	62.0% BETTER	
BV89 Percentage of people satisfied with cleanliness standards.	49.9%	60%	57.9%	16.0% BETTER	—	Introduction of a credit card facility and extra collections for bulky household waste. The introduction of the Litter Initiative. The provision of two Environmental Response teams and a Street Care Team.
BV106 Percentage of new homes built on previously developed land.	81%	70%	96%	18.5% BETTER	37.1% BETTER	Developments on West Park, the largest Greenfields site, completed. (CHECK)
BV107 Planning cost per head of population.	£9.52	£11.89	£11.13	16.9% WORSE	—	
BV109a Major planning applications determined within 13 weeks.	70%	60%	54%	22.9% WORSE	—	An increase of 233 in minor and other applications. There has been an investment in new staff to accommodate the extra workload. Major applications can be delayed due to legal negotiations.
BV109b Minor planning applications determined within 8 weeks.	63%	65%	54%	—	16.9% WORSE	An increase of 233 in minor and other applications. There has been an investment in new staff to accommodate the extra workload. Minor applications can be delayed due to circumstances outside of the control of officers due to the type of applications they are.
BV180ai The energy consumption/m2 of local authority operational property compared with compareable buildings in	117%	Not required	93%	20.5% BETTER	—	

the UK as a whole – Electricity.						
BV180aii The energy consumption/m2 of local authority operational property compared with comparable buildings in the UK as a whole – Fossil Fuels	54%	Not required	42%	22.2% BETTER	—	
<i>Developing and effective transport system</i>						
BV96 Condition of principal roads.	8.95%	7.92%	1.93%	78.4% BETTER	75.6% BETTER	2003/04 target calculated from 2002 survey result on basis of impact of programmed work. Actual result for 2003/04 are drawn from 2003 survey and reflects work carried out as well as the margin of error acknowledged to be inherent to CVI surveys. Both surveys were carried out by an independent contractor and covered all principal roads.
BV97a Condition of non-principal roads.	17.55%	16.8%	9.62%	45.2% BETTER	42.7% BETTER	Small changes in absolute numbers – likely to be accounted for by Coarse Visual Survey Method. Department for Transport replacing this method with machine surveys in the future.
BV99i Road safety (per 1,000 population) Total - killed / serious injury.	40.87	50.06	38.82	—	22.5% BETTER	Road safety work implemented.
BV99ai Road safety (per 1,000 population)– Pedestrians killed / seriously injured.	10.2	15.32	9.19	—	40.0% BETTER	Road safety work implemented.

BV99bi Road safety (per 1,000 population)– Pedal cyclists killed / seriously injured.	2.04	5.11	1.02	50.0% BETTER	80.0% BETTER	Road safety work implemented.
BV99bii Road safety (per 1,000 population)– Pedal cyclists slight injury.	30.65	32.69	24.52	20.0% BETTER	25.0% BETTER	Road safety work implemented.
BV99ci Road safety (per 1,000 population)– Motor cyclists – killed / seriously injured.	2.04	6.13	4.09	100.5% WORSE	33.3% WORSE	
BV99cii Road safety (per 1,000 population)– Motor cyclists – killed / seriously injured.	26.56	16.35	24.52	—	50.0% BETTER	Road safety work implemented.

BV99ei Road safety (per 1,000 population) – Other vehicle users – killed / seriously injured.	4.09	3.06	3.07	24.9% BETTER	—	Road safety work implemented.
BV99eii Road safety (per 1,000 population) – Other vehicle users – slight injury.	43.93	53.13	53.12	20.9% BETTER	—	Road safety work implemented.
BV100b Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by utilities road works per km of traffic sensitive road.	0	0.1	0.1	100.0% WORSE	—	
BV103 Percentage of users satisfied with local provision of public transport information.	48.6%	60.0%	56.5%	16.3% BETTER	—	
BV186a Percentage of principal road network not needing major repair by cost per km.	98.35	99.33	78.4	20.3% WORSE	21.1% WORSE	Considerable improvement in the condition of the principal roads has been achieved by the increase in expenditure.
BV186b Percentage of non-principal road network not needing major repair by cost per km.	201.51	206.1	296.7	47.2% BETTER	43.96% BETTER	Improved condition of the non-principal roads with a reduction in average expenditure.
<i>ALL THEMES</i>						
BV1a Does the authority	No	Yes	Yes	100.0%	—	Strategy produced and presented to the

have a Community Strategy developed in collaboration with the local strategic partnership for improving the economic, social and environmental well-being in a way that is sustainable?				BETTER		community.
BV4 Percentage of those making a complaint satisfied with the handling of those complaints.	42.1%	52%	35.7%	15.2% WORSE	31.4% WORSE	Difficulty in knowing the reason for decline, although it may have something to do with a very small number of high profile complaints and perhaps greater awareness of the Council's complaints processes.
BV11b Percentage of top 5% of earners from black and minority ethnic communities.	2.5%	2.1%	1.5%	39.6% WORSE	28.1% WORSE	Numbers are small so that one or two individuals can have relatively large percentage impact. One senior manager left.
BV14 Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	0.2%	0.4%	1.04%	420.0% WORSE	160.0% WORSE	More early retirements than anticipated due to Care Homes Closure.
BV15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.62%	0.5%	0.99%	59.7% WORSE	98.0% WORSE	Sickness absence management and the progressing of a number of long term sickness cases.
BV16a Percentage of LA	0.52%	0.7%	1.21%	132.7%	72.9%	Positive action plan and improved recording

employees declaring that they meet the DDA 1995 disability definition compared with the % of economically active disabled people in the authority area.				BETTER	BETTER	system.
BV16a/BV16b Percentage of economically active disabled people employed compared to the percentage in the community.	3.17%	4.27%	7.37%	132.5% BETTER	72.6% BETTER	Positive action plan and improved recording system.
BV17a Percentage of LA employees from minority ethnic communities compared with the % of economically active minority ethnic community population in the authority area.	0.82%	0.9%	1.0%	22.0% BETTER	—	Positive action plan and improved recording system.
BV17a/BV17b Percentage of economically active BME people employed compared to percentage in the community.	40.59%	44.55%	49.5%	21.95% BETTER	—	Positive action plan and improved recording system.