

PERFORMANCE REPORT 2007/08

**Performance Outturns for 2007/08
And Contracts Compliance Statement**



**DARLINGTON
BOROUGH COUNCIL**

Introduction

This document sets out Darlington Borough Council's performance against Best Value Performance Indicators (BVPIs) during 2007/08. In previous years this data has been published as part of the Best Value Performance Plan (BVPP). Legislative changes have removed the requirement for authorities to publish BVPPs for 2007/08, but the requirement to publish performance outturns by 30th June 2008 has been retained.

This performance summary has been produced to provide residents and other stakeholders with information about the council's performance, and to satisfy the statutory requirement to publish performance outturns. Whilst not part of the statutory requirement, performance outturns for the council's own local performance indicators are also included in this document.

The council was also required to publish in its BVPP a statement that it complied with the Code of Practice on Workforce Matters in Local Authority Service Contracts in the letting of contracts involving the transfer of staff. This requirement has also been retained, and the relevant statement is published on page 30 of this document.

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Performance Indicator Reference & Description	2007/08 Performance Plus target achieved status (★ means above target tolerance, ● means within target tolerance, ▲ means below target tolerance)	Performance Trend 2006/07 to 2007/08 (↑ Better ↓ Worse → No change)	2006/07 Actual	2007/08 Target	2007/08 Actual	Quartile performance in 2007/08 compared to 2006/07 all English Local Authorities WQ ■■■ BQ WQ=Worst Quartile (25%) BQ=Best Quartile (25%) (2005/06 base unless stated)
IMPROVING THE LOCAL ECONOMY						
DE4 Number of people using Information Darlington tourist information service.	★	↓	282,276	184,000	262,263	Not applicable
DE11a Number of jobs created through Council-funded assistance to companies.	●	↓	328	140	136	Not applicable
DE11b The cost per job created through Council funded assistance.	★	↓	£218.88	£850.00	£701.33	Not applicable
DE13 Darlington's share of the external funding awarded to Tees Valley Boroughs.	★	↓	19%	7%	15%	Not applicable
DE14 Percentage of the population who think that the Council is very or fairly successful at improving the local economy.	★	↑	48%	47%	52%	Not applicable
DE15 Average unemployment rate of five wards with the highest rates compared to the five wards with the lowest rates - gap between highest and lowest rates.	▲	↓	4.80%	4.05%	6.00%	Not applicable
DE65 Unemployment: the gap in percentage points between the unemployment rates for Darlington and for Great Britain.	▲	↑	0.60%	0.36%	0.50%	Not applicable
DE76 Proportion of the working age population claiming Job Seekers Allowance. (Measured by percentage points of GB rate).	▲	↑	3.2%	0.5%	3.0%	Not applicable
DE77 Proportion of unemployed people out of work for more than one year.	★	↑	13.0%	13.0%	10.1%	Not applicable
DE78 Percentage change in VAT registrations.	★	↑	0.02%	0.20%	1.52%	Not applicable

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PROMOTING INCLUSIVE COMMUNITIES						
BV2a The level (if any) of the Equality Standard for Local Government to which the authority conforms.	●	→	3	3	3	Not applicable
BV2b The duty to promote race equality.	●	→	74%	79%	74%	■ ■ ■ ■
BV63 Energy Efficiency - the average SAP rating of local authority owned dwellings.	●	↑	79	79	80	■ ■ ■ ■
BV74a Satisfaction of tenants of council housing with the overall service provided by their landlord.	●	↑	85.00%	85.00%	87.28%	■ ■ ■ ■
BV74b Satisfaction of black and minority ethnic tenants with the overall service provided by their landlord.	★	→	100.00%	80.00%	100.00%	■ ■ ■ ■
BV74c Satisfaction of non-black and minority ethnic tenants with the overall service provided by their landlord.	●	↑	85.00%	85.00%	86.91%	■ ■ ■ ■
BV75a Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	▲	↓	75.00%	75.00%	64.44%	■ ■ ■ ■
BV75b Black and minority ethnic tenants.	▲	↓	100.00%	71.00%	54.55%	■ ■ ■ ■
BV75c Non-black and minority ethnic tenants.	▲	↓	75.00%	75.00%	64.40%	■ ■ ■ ■
BV76b Housing Benefit Security - The number of fraud investigators employed, per 1,000 caseload.	●	↓	0.33	0.30	0.32	Not applicable

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BV76c Housing Benefit Security - The number of fraud investigations, per 1,000 caseload.	●	↓	55.20	49.00	45.39	Not applicable
BV76d Housing Benefit Security - The number of prosecutions and sanctions, per 1,000 caseload.	★	↑	5.30	3.30	6.21	Not applicable
BV78a Speed of processing - Average time for processing new claims in days.	★	↑	27.2	27.0	21.0	■ ■ ■ ■
BV78b Speed of processing - Average time for processing notifications of change of circumstances in days.	★	↑	8.5	9.0	6.9	■ ■ ■ ■
BV79a The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct.	●	↑	99.00%	99.00%	99.60%	■ ■ ■ ■
BV79b(i) Percentage of Housing Benefit overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	●	↓	67.79%	68.00%	67.32%	■ ■ ■ ■
BV79b(ii) HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	▲	↓	35.16%	40.00%	33.43%	■ ■ ■ ■
BV79b(iii) HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.	★	↑	7.12%	8.00%	5.44%	Not applicable

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BV80a Contact and access facilities at the benefit office - All.	★	↑	77%	77%	86%	■ ■ ■ ■
BV80b Service in benefit office - All.	●	↑	79%	82%	86%	■ ■ ■ ■
BV80c Telephone service - All.	●	↑	65%	70%	70%	■ ■ ■ ■
BV80d Staff in benefit office - All.	●	↑	82%	84%	87%	■ ■ ■ ■
BV80e Clarity etc. of forms and leaflets - All.	●	↑	59%	62%	61%	■ ■ ■ ■
BV80f Time taken for a decision - All.	●	↑	72%	76%	77%	■ ■ ■ ■
BV80g Overall satisfaction - All	★	↑	80%	80%	85%	■ ■ ■ ■
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	●	↑	87.27%	96.00%	91.23%	Not applicable
BV165 The percentage of pedestrian crossings with facilities for disabled people.	▲	→	7.8%	48.0%	7.8%	■ ■ ■ ■
BV174 The number of racial incidents recorded by the authority per 100,000 population.	★	↑	94.78	100.00	77.51	Not applicable
BV175 The percentage of racial incidents that resulted in further action.	●	→	100.00%	100.00%	100.00%	■ ■ ■ ■
BV183b The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks).	●	→	0	0	0	■ ■ ■ ■

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BV184a The proportion of LA homes which were non-decent at the start of the year.	●	→	0%	0%	0%	■ ■ ■ ■
BV184b The percentage change in proportion of non-decent LA homes during the year. (This indicator is good performance as the Council have no non-decent homes)	●	→	0.0%	0.0%	0.0%	■ ■ ■ ■
BV212 (Ex CS08 and Ex BV68) Average relet times for local authority dwellings let in the financial year (days).	●	↓	27	29	29	■ ■ ■ ■
BV213 Number of households who considered themselves homeless, who approached the local authority's advice service, and for whom housing advice casework intervention resolved their situation.	★	↑	4	5	7	■ ■ ■ ■
BV226a Total amount spent by the authority on Advice and Guidance services provided by external organisations.	●	→	£405,417	£405,000	£405,417	Not applicable
BV226b Percentage of monies spent on advice and guidance services provision given to organisations holding the CLS Quality Mark at 'General Help' level and above.	●	→	90.53%	91.00%	90.53%	Not applicable
BV226c Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	●	↑	£1,540,500	£1,500,000	£1,542,496	Not applicable
CR5 (Ex BV6 & QoL4) Percentage turnout for Local Elections.	★	↓	52%	30%	41%	Not applicable
CS10 (Ex BV72) Percentage of urgent repairs completed within Government time limits.	●	↓	95%	97%	93%	Not applicable

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CS11 (Ex BV73) Average time taken to complete non-urgent responsive repairs (days).	▲	↓	5	5	6	Not applicable
CS20 (Ex BV77) Average cost of handling a Housing Benefit or Council Tax Benefit claim, taking into account differences in the types of claim received.	●	↓	£70.06	£71.27	£72.54	Not applicable
CS30 Number of individuals involved in the local community partnerships.	●	↑	100	120	116	Not applicable
CS40 Amount of external funding into priority wards.	●	↓	£713,620	£450,000	£415,915	Not applicable
CS55b Amount of welfare benefit take up.	●	↓	£777,824	£700,000	£717,705	Not applicable
CS119 Percentage of benefit cases decided within 14 days of receiving all information.	●	↑	92%	91%	97%	Not applicable
CS123 Percentage of rent allowance claims where the first payment is made on time or within 7 days.	●	↑	96%	91%	96%	Not applicable
CS145 Percentage of new claims outstanding over 50 days.	★	↓	0%	8%	0%	Not applicable
CS146 Percentage of data matches resolved within two months.	●	→	100%	91%	100%	Not applicable
CS147 Percentage of applications for reconsideration revision actioned and notified within 4 weeks.	★	↓	83%	65%	78%	Not applicable
CS148 Percentage of appeals submitted to Appeals Service in 4 weeks.	★	↑	92%	65%	100%	Not applicable
CS149 Percentage of appeals submitted to Appeals Service in 3 months.	●	→	100%	95%	100%	Not applicable

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CS162a Percentage of people clear about aims of Community Partnership.	●	↓	85%	88%	82%	Not applicable
CS162b Percentage of people who agree that Community Partnerships address local issues.	●	↓	89%	85%	86%	Not applicable
CS162c Percentage of people who feel they can influence Community Partnership decisions.	★	↑	62%	65%	84%	Not applicable
CS193a Tenants satisfaction with repair work.	●	→	84%	82%	84%	Not applicable
CS224a Service users moved from temporary living arrangements. (KPI 2)	★	↑	74%	65%	77%	Not applicable
CS224b Service users who are supported to establish and maintain independent living.	●	↓	New	95%	99%	Not applicable
ED27 Number of racial incidents recorded in schools.	●	↑	75	70	65	Not applicable
ED28 Percentage of racial incidents recorded in schools that resulted in further action.	●	→	100%	100%	100%	Not applicable
RAISING EDUCATIONAL ACHIEVEMENT						
BV38 (QoL21) Percentage of pupils in local authority schools achieving 5 or more A*-C grade GCSEs or equivalent.	●	↑	57.9%	63.0%	60.1%	■ ■ ■ ■
BV39 Percentage of pupils in schools maintained by the authority achieving one or more GCSEs at grade A*-G or equivalent.	●	↑	86.3%	89.0%	86.4%	■ ■ ■ ■
BV40 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 Mathematics.	●	↓	80.2%	80.0%	79.8%	■ ■ ■ ■

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BV41 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 English.	●	↓	80.7%	83.0%	79.4%	■ ■ ■ ■
BV43a Percentage of statements prepared within 18 weeks (excluding those involving other agencies).	●	→	100.0%	100.0%	100.0%	■ ■ ■ ■
BV43b Percentage of statements prepared within 18 weeks involving other agencies.	★	→	100.0%	97.2%	100.0%	■ ■ ■ ■
BV45 (QoL18b) Percentage of half days missed due to all absence in secondary schools maintained by the authority.	●	↑	9.89%	8.50%	8.38%	■ ■ ■ ■
BV46 (QoL18a) Percentage of half days missed due to all absence in primary schools maintained by the authority.	●	↑	6.26%	5.40%	5.17%	■ ■ ■ ■
BV50 (PAF A2) Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or GNVQ.	●	↑	50%	60%	60%	■ ■ ■ ■
BV161 (PAF A4) Employment, education and training for care leavers.	●	↓	0.82	0.75	0.76	■ ■ ■ ■
BV181 Percentage of 14 year-old pupils in schools maintained by the authority achieving Level 5 or above in Key Stage 3 test in:-						
BV181a English.	▲	↑	66.72%	79.00%	73.84%	■ ■ ■ ■
BV181b Maths.	●	↓	76.76%	79.00%	76.70%	■ ■ ■ ■
BV181c Science.	●	↑	71.06%	76.00%	73.59%	■ ■ ■ ■

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BV181 Percentage of 14 year-old pupils in schools maintained by the authority achieving Level 5 or above in Key Stage 3 test in:-						
BV181d ICT Assessment.	▲	↑	73.64%	78.00%	73.76%	■ ■ ■ ■
BV194a The percentage of pupils achieving Level 5 or above in Key Stage 2 English.	★	↑	32%	34%	37%	■ ■ ■ ■
BV194b The percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics.	▲	↓	37%	36%	34%	■ ■ ■ ■
BV221a Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area.	▲	↓	61%	60%	50%	■ ■ ■ ■
BV221b Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area.	▲	↓	30%	30%	21%	■ ■ ■ ■
BV222a Percentage of leaders of integrated early education/childcare settings (part) funded by the authority with a qualification at Level 4 or above.	★	↑	38%	41%	52%	■ ■ ■ ■
BV222b Percentage of leaders of integrated early education/childcare settings (part) funded by the authority which have input from staff with (post) graduate training in teaching/child development.	●	→	100%	100%	100%	■ ■ ■ ■
CS205 Percentage of youth population within safe 30 mins journey to youth work.	●	→	85%	85%	85%	Not applicable

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CS206 Percentage of youth provision accessible for minimum of 4 hrs per week.	●	→	100%	100%	100%	Not applicable
CS207 Percentage of contacts that report satisfaction with Youth Services.	●	↓	90%	90%	87%	Not applicable
ED18a (Old BV45) Percentage of half days missed due to unauthorised absence in secondary schools maintained by the authority.	▲	↑	2.20%	1.00%	2.00%	Not applicable
ED18b (Old BV46) Percentage of half days missed due to unauthorised absence in primary schools maintained by the authority.	▲	↓	0.39%	0.30%	0.40%	Not applicable
ED121 Percentage of pupils leaving school without achieving any GCSE's A* - G or equivalent qualifications.	★	↑	4.4%	4.7%	3.6%	Not applicable
ED130 Number of days lost due to fixed term exclusions imposed at all schools maintained by the authority.	●	↑	6,864	5,817	5,870	Not applicable
STIMULATING LEISURE ACTIVITIES						
BV118a User satisfaction with libraries - who found the book required.	★	→	95%	75%	95%	■ ■ ■ ■ ■
BV118b User satisfaction with libraries - who found the information required.	★	→	79%	75%	79%	■ ■ ■ ■ ■
BV118c User satisfaction with libraries - overall.	●	→	95%	95%	95%	■ ■ ■ ■ ■
BV119a Satisfaction with sports/leisure facilities - All.	▲	→	61%	65%	61%	■ ■ ■ ■ ■
BV119b Satisfaction with Libraries - All.	●	→	73%	72%	73%	■ ■ ■ ■ ■

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BV119c Satisfaction with Museums / Galleries - All.	●	↑	40%	46%	44%	■ ■ ■ ■
BV119d Satisfaction with Theatres / Concert Halls - All.	●	↑	69%	70%	71%	■ ■ ■ ■
BV119e Satisfaction with Parks / Open spaces - All.	▲	↓	77%	77%	72%	■ ■ ■ ■
BV170a The number of visits to/usage's of museums per 1,000 population.	★	↓	963	520	805	■ ■ ■ ■
BV170b The number of those visits that were in person per 1,000 population.	★	↓	231	0	62	■ ■ ■ ■
BV170c Number of pupils visiting museums and galleries in organised school groups (previously BV113).	★	↓	2,338	0	587	■ ■ ■ ■
BV220 Overall compliance against the Public Library Service Standards (PLSS).	●	→	2	2	2	Not applicable
CS17ai Participation at Eastbourne Sports Complex - Adults.	★	↑	45,123	50,000	65,079	Not applicable
CS17aii Participation at Eastbourne Sports Complex - Children.	●	↓	81,796	82,000	76,105	Not applicable
CS17bi Participation at Stressholme - Golf rounds.	▲	↓	30,491	32,000	27,354	Not applicable
CS17bii Participation at Stressholme - Driving Range.	▲	↓	23,994	25,000	22,263	Not applicable
CS17ci Participation at Swimming - Adults.	★	↑	72,505	95,000	109,152	Not applicable
CS17cii Participation at Swimming - Juniors.	●	↑	58,917	90,000	96,430	Not applicable
CS17f Maintain the minimum of the national average participation at Civic Theatre.	●	↑	58%	59%	59%	Not applicable

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CS17g Participation at the Arts Centre.	●	↓	32,665	33,000	32,223	Not applicable
CS18a Percentage of residents by population profile satisfied with the local authority's leisure and arts venues.	▲	↑	50%	62%	51%	Not applicable
CS18b Percentage of residents by population profile satisfied with the local authority's festivals and events.	▲	↑	56%	65%	57%	Not applicable
CS26 Percentage of the population very or fairly satisfied with children's play areas.	▲	→	28%	50%	28%	Not applicable
CS77a Amount of external and sponsorship funding and the value of sponsorship contracts.	★	↑	£196,298	£198,000	£220,768	Not applicable
CS103 Number of personal and social development hours offered to young people aged 13-19.	★	↑	3,005	3,010	4,294	Not applicable
CS141 Satisfaction with Arts Centre.	▲	↓	56%	60%	53%	Not applicable
CS142 Satisfaction with the Dolphin Centre.	●	↑	62%	65%	70%	Not applicable
CS143 Satisfaction with Civic Theatre.	●	↓	74%	75%	71%	Not applicable
CS152 Number of large scale borough-wide events for young people.	★	↑	7	8	9	Not applicable
CS153 Number of young people's events in zones.	★	↑	11	12	14	Not applicable
CS155a – Number of young people attending Step into Sport conference.	●	↓	21	20	20	Not applicable

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CS155b Number of young people completing the Zone Active Sport programme.	★	↑	6	5	11	Not applicable
CS198 Number of sports development coaches engaged in CPD opportunities.	★	↑	15	16	20	Not applicable
CS199 Number of Zone Active participants.	★	↑	4,537	6,000	9,500	Not applicable
CS200 Percentage of adults participating in at least 30 mins of moderate intensity sport and active recreation on three or more days a week.	●	↑	21%	22%	21%	Not applicable
CS201 Percentage of school children with minimum of 2 hrs of PE and school sport activity.	●	↑	84%	85%	87%	Not applicable
CS202 Number of young people participating in sports development.	●	↑	7,142	7,200	7,500	Not applicable
CS203 Number of young people attending school festivals.	●	↑	5,860	5,900	6,200	Not applicable
PROMOTING COMMUNITY SAFETY						
BV126a (QoL6a) Domestic burglaries per 1,000 households.	★	↑	12.3	13.0	9.7	
BV127a (QoL6b) Violent crime per 1,000 population (Violence against the person, sexual offences and robbery).	▲	↑	20.5	12.1	18.00	
BV127b Robberies per 1,000 population.	★	↑	0.9	0.9	0.6	
BV128a (QoL6c) Vehicle crimes per 1,000 population.	★	↑	22.2	18.4	15.2	

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BV225 The overall provision and effectiveness of local authority services that help victims of domestic violence and prevent further domestic violence.	●	→	100.0%	100.0%	100.0%	Not applicable
CS156 Violent crime per 1,000 population (Common assault, wounding and robbery).	▲	↑	13.08	8.50	11.12	Not applicable
CS156a Violent crime per 1,000 population - common assault.	★	↑	2.63	4.40	2.04	Not applicable
CS156c Violent crime per 1,000 population - wounding.	▲	↑	9.51	3.20	8.52	Not applicable
CS157 Theft of pedal cycle per 1,000 population.	★	↑	3.28	2.70	2.06	Not applicable
CS158 Theft from a person per 1,000 population.	●	↑	1.53	1.10	1.04	Not applicable
CS171 (IH4a) Number of problem drug users in treatment programmes.	★	↑	556	469	680	Not applicable
CS172 Percentage of people discharged from treatment being retained for 12 weeks or more.	★	↑	75%	75%	87%	Not applicable
CS173 (CS2a) Total recorded crimes per 1,000 population.	●	↑	117.20	89.10	95.35	Not applicable
CS174 (CS4b) Criminal damage per 1,000 population.	▲	↑	31.49	19.70	24.20	Not applicable
CS175 (Part CS4a) Number of incidents of anti-social behaviour by young people per 1,000 population.	▲	↑	43.59	31.17	36.85	Not applicable
CS176 (CS4a) Number of incidents of anti-social behaviour by adults and young people.	▲	↑	12,424	8,567	10,962	Not applicable

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CS177 Percentage of repeat victims of domestic violence.	▲	↑	53%	32%	47%	Not applicable
CS192 Number of first time entrants into Youth Justice System.	★	↑	251	280	211	Not applicable
CS211a Percentage of total remand episodes.	▲	↑	43%	9%	11%	Not applicable
CS211b Percentage of custodial sentences of all court disposals.	●	↓	2%	5%	5%	Not applicable
CS221 Number of young people involved in Voice and Action group (Tier 3).	★	↓	93	30	36	Not applicable
CS222 Number of groups supported in Youth Participation Network (Tier 2).	★	↑	16	20	24	Not applicable
DE89a Taxi enforcement - number of late night enforcement exercises per year.	★	↑	10	9	11	Not applicable
DE89b Taxi enforcements - average number of infringements per exercise.	★	↑	4	8	3	Not applicable
DE90a Licensed premises enforcement - number of late night enforcement exercises per year.	★	↑	12	10	17	Not applicable
DE90b Licensed premises enforcement - average number of infringements per exercise.	●	↓	5	6	6	Not applicable
SS9 (QoL5b) Percentage of residents surveyed who said that they feel "fairly safe" or "very safe" after dark whilst outside in the local authority area.	▲	↑	47%	55%	49%	Not applicable
SS10 (QoL5a) Percentage of residents surveyed who said that they feel "fairly safe" or "very safe" during the day whilst outside in the local authority area.	●	↑	92%	95%	95%	Not applicable

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IMPROVING HEALTH AND WELL-BEING						
BV49 (PAF A1) Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31 March in any year with three or more placements during the year.	★	↑	14.18%	16.00%	11.11%	■ ■ ■ ■
BV53 (PAF C28) Intensive home care per 1,000 population aged 65 or over.	●	↑	13.56	16.30	15.99	■ ■ ■ ■
BV54 (PAF C32) Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 and over.	●	↑	81.63	80.00	83.60	■ ■ ■ ■
BV56 (PAF D54) Percentage of items of equipment delivered within 7 working days.	●	↑	90%	90%	94%	■ ■ ■ ■
BV162 (PAF C20) Reviews of child protection cases.	●	→	100%	100%	100%	■ ■ ■ ■
BV163 (PAF C23) Adoptions of children looked after.	★	↓	18.0%	10.0%	11.6%	■ ■ ■ ■
BV166a Score against a checklist of enforcement best practice for environmental health.	●	→	90.0%	90.0%	90.0%	■ ■ ■ ■
BV166b Score against a checklist of enforcement best practice for trading standards.	★	↑	90.0%	90.0%	100.0%	■ ■ ■ ■
BV195 (PAF D55) Acceptable waiting time for assessment.	●	↓	92.3%	93.0%	91.6%	■ ■ ■ ■
BV196 (PAF D56) Acceptable waiting time for care packages.	●	↑	86.3%	90.0%	90.3%	■ ■ ■ ■

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BV197 Change in the number of conceptions to females under 18 per 1,000 females aged 15-17, compared to 1998 baseline.	▲	↓	-24.5%	-30.0%	-20.0%	■■■ ■
BV201 (PAF C51) The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over.	★	↑	113	118	142	■■■ ■
BV202 The number of individuals sleeping rough on a single night within a local authority's boundaries.	●	→	0	0	0	■■■ ■
CR6 Percentage of the population very or fairly satisfied with their neighbourhood as a place to live.	●	↑	78%	78%	83%	Not applicable
CS22 (Ex BV65a) Average weekly cost per local authority dwelling of management.	●	↓	£9.53	£10.81	£10.84	Not applicable
CS45a Number of heat efficient and warm homes in the PRIVATE sector.	★	↓	1,172	500	660	Not applicable
CS45b Number of heat efficient and warm homes in the PUBLIC sector.	★	↑	320	350	751	Not applicable
CS50 Promote Warden Link service - number of Lifelines in operation.	●	↓	217	200	195	Not applicable
CS58 Housing Benefit - Number of in-claim visits.	●	↓	3,988	3,500	3,394	Not applicable
CS179 Percentage of total private sector homes vacant for more than 6 months.	★	↓	0.94%	1.20%	1.01%	Not applicable
DE8 Percentage of requests for Environmental Health, Licensing and Trading Standards service responded to within 1 working day.	●	↑	84%	88%	90%	Not applicable

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DE19a Customer satisfaction with Trading Standards service.	●	↓	96%	94%	94%	Not applicable
DE19b Business satisfaction with Trading Standards service.	★	↑	90%	85%	94%	Not applicable
DE87 Trading Standards - visits to high risk premises.	●	→	100%	100%	100%	Not applicable
DE88a Trading Standards - levels of compliance, high risk premises.	●	↑	95%	95%	100%	Not applicable
DE88b Trading Standards - levels of compliance, medium risk premises.	●	↑	90%	95%	99%	Not applicable
DE88c Trading Standards - levels of compliance, low risk premises.	●	↓	100%	95%	98%	Not applicable
SS6 (PAF C31) Number of adults with mental health problems helped to live at home per 1,000 population.	●	↓	6.00	6.35	5.90	Not applicable
SS14 Number of people with a physical disability or sensory impairment in receipt of Direct Payments.	●	↑	62	66	72	Not applicable
SS15 (PAF C29) Adults with physical disabilities helped to live at home.	●	↑	5.2	5.2	5.5	Not applicable
SS16 (PAF E82) (Ex E50) Assessments of adults and older people leading to a provision.	▲	↓	85%	86%	76%	Not applicable
SS18 (PAF D40, Ex BV55) Clients receiving a review as a percentage of adults receiving a service.	●	↑	84%	85%	86%	Not applicable
SS19a Percentage of Adult Services stage 1 complaints responded to within 10 days.	▲	↓	New	85%	65%	Not applicable

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SS19b Percentage of Adult Services stage 1 complaints acknowledged within 2 days.	●	↓	New	95%	89%	Not applicable
SS24a Number of people funded by the Council receiving intermediate care in residential setting, to prevent hospital admission.	▲	↓	79	65	27	Not applicable
SS24b Number of people funded by the Council receiving intermediate care in residential setting, to facilitate timely hospital discharge.	▲	↓	143	151	88	Not applicable
SS24c Number of people funded by the Council receiving intermediate care in a non-residential setting, to prevent hospital admission.	★	↑	339	365	528	Not applicable
SS24d Number of people funded by the Council receiving intermediate care in a non-residential setting, to facilitate timely hospital discharge.	★	↑	292	270	327	Not applicable
SS27 (PAF C62) The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	★	↑	10.64%	11.00%	13.52%	Not applicable
SS31 (PAF C30) Adults with learning disabilities helped to live at home, per 1,000 population aged 18-64.	●	↑	3.3	3.4	3.5	Not applicable
SS34 (PAF C72) Older people aged 65 or over admitted to residential / nursing care during the year per 10,000 population aged 65+.	●	↑	138	90	91	Not applicable
SS35 (PAF C73) Adults aged 18 to 64 or over admitted to residential / nursing care during the year, per 10,000 population aged 18-64.	▲	↑	2.2	0.7	1.8	Not applicable

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SS36 (PAF D41) Delayed transfers of care, per 100,000 population aged 65+.	▲	↓	2.15	2.45	2.95	Not applicable
SS42 (Ex BV58) (PAF D39) Percentage of people receiving a statement of their needs and how they will be met.	●	↑	93%	96%	95%	Not applicable
ENHANCING THE LOCAL ENVIRONMENT						
BV64 The number of private sector dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority.	●	↑	75	77	77	■ ■ ■ ■
BV66a Local authority rent collection and arrears: Proportion of rent collected.	●	↓	98.73%	98.50%	98.46%	■ ■ ■ ■
BV66b Number of LA tenants with more than 7 weeks of rent arrears as a percentage of the total number of tenants.	●	↓	3.42%	3.25%	3.56%	■ ■ ■ ■
BV66c Percentage of local authority tenants in arrears that have had Notices Seeking Possession served.	●	↑	50.77%	28.00%	28.52%	■ ■ ■ ■
BV66d Percentage of local authority tenants evicted as a result of rent arrears.	▲	↓	0.30%	0.21%	0.34%	■ ■ ■ ■
BV82ai (QoL29b) Percentage of household waste recycled.	★	↑	16.02%	16.00%	17.96%	■ ■ ■ ■
BV82aii (QoL 29b) Tonnage of household waste recycled.	●	↑	8,036.00	8,340.00	8,869.71	■ ■ ■ ■
BV82bi (QoL29c) Percentage of household waste composted.	●	↑	6.69%	6.70%	7.05%	■ ■ ■ ■

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BV82bii (QoL 29c) Tonnage of household waste composted.	●	↑	3,354.40	3,493.00	3,479.52	■ ■ ■ ■
BV82ci (QoL29d) Percentage of household waste used to recover heat, power and other energy sources.	●	→	0.00%	0.00%	0.00%	■ ■ ■ ■
BV82cii (QoL 29d) Tonnage of household waste used to recover heat, power and other energy sources.	●	→	0.00	0.00	0.00	■ ■ ■ ■
BV82di Percentage of household waste land filled.	●	↑	77.28%	77.30%	74.97%	■ ■ ■ ■
BV82dii Tonnage of household waste land filled.	●	↑	38,766.46	40,295.00	37,019.68	■ ■ ■ ■
BV84a (QoL 29a) Number of kilograms of household waste collected per head of population.	★	↑	505.7	526.0	497.1	■ ■ ■ ■
BV84b Percentage change from the previous year in the number of kilograms of household waste collected per head of population.	★	↓	-3.09%	1.70%	-1.71%	■ ■ ■ ■
BV86 Cost of waste collection per household.	●	↓	£40.70	£40.00	£40.87	■ ■ ■ ■
BV87 Cost of waste disposal per tonne for municipal waste.	★	↓	£40.55	£55.10	£42.45	■ ■ ■ ■
BV89 Percentage of people satisfied with cleanliness standards.	▲	↓	67%	75%	63%	■ ■ ■ ■
BV90a Percentage of people expressing satisfaction with - Household Waste Collection.	●	↓	83%	85%	82%	■ ■ ■ ■
BV90b Percentage of people expressing satisfaction with - Recycling Facilities.	●	↓	71%	70%	67%	■ ■ ■ ■

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BV90c Percentage of people expressing satisfaction with - Civic Amenity Sites (waste disposal).	●	→	86%	85%	86%	■ ■ ■ ■ ■
BV91a Percentage of households resident in the authority's area served by a kerbside collection of recyclables.	●	↑	97.6%	99.0%	99.0%	■ ■ ■ ■ ■
BV91b Percentage of households resident in the authority's area served by a kerbside collection of at least 2 recyclables.	●	↑	97.6%	99.0%	99.0%	■ ■ ■ ■ ■
BV106 Percentage of new homes built on previously developed land.	★	↑	65.67%	70.00%	85.54%	■ ■ ■ ■ ■
BV109 Percentage of planning applications determined in line with development control targets as follows:						
BV109a Major planning applications determined within 13 weeks.	▲	↓	55.56%	63.00%	55.00%	■ ■ ■ ■ ■
BV109b Minor planning applications determined within 8 weeks.	●	↑	65.98%	70.00%	67.77%	■ ■ ■ ■ ■
BV109c All other applications determined within 8 weeks.	●	↓	83.72%	83.00%	81.71%	■ ■ ■ ■ ■
BV111 Percentage of applicants and those commenting on planning applications satisfied with the service received - All.	●	→	87%	86%	87%	■ ■ ■ ■ ■
BV199a (QoL23) The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	▲	↓	10.8%	10.0%	11.0%	■ ■ ■ ■ ■

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BV199b The percentage of relevant land and highways from which unacceptable levels of graffiti are visible.	▲	↓	4%	4%	6%	■ ■ ■ ■
BV199c The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible.	●	→	0%	0%	0%	■ ■ ■ ■
BV199d The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	★	↑	2	2	1	■ ■ ■ ■
BV200a Did the local authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintains a 3-year rolling programme.	●	→	Yes	Yes	Yes	Not applicable
BV200b Has the local authority met the milestones which the current Local Development Scheme (LDS) sets out?	●	→	Yes	Yes	Yes	Not applicable
BV204 Percentage of appeals allowed against the authority's decision to refuse.	▲	↓	36.8%	30.0%	37.5%	■ ■ ■ ■
BV205 Quality of service checklist.	●	↑	88.9%	100.0%	94.4%	■ ■ ■ ■
BV215a Average number of days taken to repair a streetlight fault, which is under the control of the authority.	▲	↑	4.47	3.00	3.56	■ ■ ■ ■
BV215b Average number of days taken to repair a streetlight fault, where response time is under the control of a Distribution Network Operator (DNO).	★	↑	34.55	39.00	16.22	■ ■ ■ ■

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BV216a Number of sites of potential concern within the authority's area with respect to land contamination.	●	↑	1,521	1,521	1,492	Not applicable
BV216b Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	★	↑	0%	0%	2%	■ ■ ■ ■
BV217 Percentage of pollution control improvements to existing installations completed on time.	●	↓	89%	82%	79%	■ ■ ■ ■
BV218a Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	●	↑	90.32%	96.00%	95.51%	■ ■ ■ ■
BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle.	●	↑	72.61%	90.00%	96.83%	■ ■ ■ ■
BV219b Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	●	↑	31.25%	38.00%	37.50%	■ ■ ■ ■
CS12 (Ex BV88) Number of collections missed per 100,000 collections of household waste.	●	↑	16	14	15	Not applicable
CS19 (Ex BV85) Cost per square km for keeping relevant land and highways for which the authority is responsible clear of litter and refuse.	●	↑	£49,981.77	£49,035.00	£48,279.23	Not applicable
CS23 (Ex AC-J2) Time taken to collect fly tipping (days).	★	↑	0.99	1.00	0.85	Not applicable
CS27a Percentage of the population very or fairly satisfied with the cleanliness	●	↓	New	75%	81%	Not applicable

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of the town centre.						
CS151 Percentage of housing repair appointments made and kept.	Not available	Not available	95%	96%	No Data	Not applicable
DE3b Number of people taking part in countryside/nature conservation events and projects.	★	↑	5,408	5,000	7,158	Not applicable
DE3c Area (hectares) of publicly accessible quality countryside within easy reach of people's homes.	●	→	217	200	217	Not applicable
DE3d Area (hectares) of Council owned land under management for nature conservation as well as being accessible by the public.	★	→	83	70	83	Not applicable
DE10a Percentage of Full Plans applications checked, and response given within 21days.	★	↓	75.8%	65.0%	74.6%	Not applicable
DE10b Percentage of Full Plans applications checked, and response given within 35 days.	●	↓	88.1%	87.0%	84.6%	Not applicable
DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM						
BV99 Road Safety - Number of casualties: Killed/serious injury (All), Killed/serious injury (Children), Slight injury (All), percentage changes over previous year and 1994-1998 average.						
BV99ai Number of casualties - All Killed/Serious injury.	▲	↓	41	41	66	■ ■ ■ ■
BV99aii Percentage change over previous year - All KSI.	▲	↓	-2.4%	-4.7%	61.0%	■ ■ ■ ■

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BV99aiii Percentage change over 1994-1998 average - All KSI.	▲	↓	-28.1%	-28.1%	15.8%	■ ■ ■ ■
BV99bi Number of casualties - Children Killed/Serious injury.	▲	→	7	6	7	■ ■ ■ ■
BV99bii Percentage change over previous year - Children KSI.	▲	↑	40.0%	-14.3%	0.0%	■ ■ ■ ■
BV99biii Percentage change over 1994-1998 average - Children KSI.	●	→	-30.0%	-30.0%	-30.0%	■ ■ ■ ■
BV99ci Number of casualties - All slight injuries.	★	↓	413	466	420	■ ■ ■ ■
BV99cii Percentage change over previous year - All slight injuries.	▲	↓	-3.1%	0.0%	1.7%	■ ■ ■ ■
BV99ciii Percentage change over 1994-1998 average - All slight injuries.	★	↓	-8.4%	3.2%	-6.9%	■ ■ ■ ■
BV100 Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road.	▲	↓	0.2	2.0	3.6	■ ■ ■ ■
BV102 Local bus services (passenger journeys per year).	●	↓	8,831,401	8,740,000	8,614,125	■ ■ ■ ■
BV103 Percentage of users satisfied with local provision of public transport information - All.	▲	→	51%	65%	51%	■ ■ ■ ■
BV104 Percentage of users satisfied with local bus services - All.	▲	→	57%	63%	57%	■ ■ ■ ■
BV178 The percentage of the total length of footpaths and other rights of way that was easy to use by members of the public.	●	↓	85.2%	86.0%	83.4%	■ ■ ■ ■

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BV187 Condition of footways: categories 1, 1a and 2. (Footways survey based on 50% sample each year therefore they are split into set a and set b).	★	↑	10%	16%	8%	■ ■ ■ ■
BV223 (Ex BV96) Percentage of local authority principal road network where structural maintenance should be considered (TRACS).	★	→	6%	10%	6%	■ ■ ■ ■
BV224a (Ex BV97a) Percentage of the non-principal road network where maintenance should be considered. TTS used to collect data.	★	↑	35%	37%	16%	■ ■ ■ ■
BV224b (Ex BV97b) Percentage of the unclassified road network where structural maintenance should be considered. TTS used to collect data.	●	↑	10%	9.50%	9%	■ ■ ■ ■
DE5 (Ex BV105) Damage to roads and pavements - Percentage of incidents of dangerous damage to roads and pavements remedied within 24 hours.	●	↓	100%	99%	99%	Not applicable
DE7 Percentage of car parks achieving 'Secured Car Park' status.	★	→	65%	52%	65%	Not applicable
DE16a Percentage of the population very or fairly satisfied with roads (maintenance).	●	↑	37%	38%	38%	Not applicable
DE16b Percentage of the population very or fairly satisfied with pavements (maintenance).	●	↑	39%	38%	39%	Not applicable
DE50 Grade achieved for Local Transport Plan Delivery Report. (1 = Weak, 2 = Fair, 3 = Good, 4 = Excellent).	●	→	4	4	4	Not applicable

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DE61 Percentage of trips by Darlington residents made by walking.	★	→	29%	26%	29%	Not applicable
DE62 Percentage of trips made by Darlington residents made by cycle.	★	→	2.0%	1.8%	2.0%	Not applicable
DE63a Percentage of trips made by Darlington residents made by car.	●	→	37.0%	38.5%	37.0%	Not applicable
DE63b Mode share of journeys to school, percentage of journeys by car.	★	↓	19.2%	29.0%	24.2%	Not applicable
DE80 Changes in peak period traffic flows.	▲	↓	3,528	3,686	4,923	Not applicable
DE81 Bus punctuality - percentage of services departing within 1 minute early and 5 minutes late.	Not available	Not available	72.8%	72.5%	No Data	Not applicable
DE91 Number of children slightly injured in road traffic collisions.	★	↑	61	61	41	Not applicable
ALL THEMES						
BV3 The percentage of citizens satisfied with the overall service provided by the authority.	▲	↑	52.0%	70.0%	64.1%	■ ■ ■ ■
BV4 The percentage of those making a complaint satisfied with the handling of those complaints.	▲	↓	32.0%	52.0%	31.7%	■ ■ ■ ■
BV8 The percentage of invoices for commercial goods and services which were paid within 30 days of such invoices being received.	●	↓	94.95%	96.50%	94.74%	■ ■ ■ ■
BV9 Percentage of Council Tax collected.	●	↓	96.63%	97.10%	96.57%	■ ■ ■ ■

Performance Indicator Reference & Description	2007/08 Performance Plus target achieved status (★ means above target tolerance, ● means within target tolerance, ▲ means below target tolerance)	Performance Trend 2006/07 to 2007/08 (↑ Better ↓ Worse → No change)	2006/07 Actual	2007/08 Target	2007/08 Actual	Quartile performance in 2007/08 compared to 2006/07 all English Local Authorities WQ ■■■■ BQ ■■■■ WQ=Worst Quartile (25%) BQ=Best Quartile (25%) (2005/06 base unless stated)
BV10 The percentage of non-domestic rates which should have been received during the year that were received.	●	↓	99.18%	99.20%	98.98%	■ ■ ■ ■
BV11a The percentage of top 5% of earners that are women.	●	↓	52.91%	54.89%	51.16%	■ ■ ■ ■
BV11b The percentage of top 5% of earners from black and minority ethnic communities.	●	↑	1.00%	2.00%	1.23%	■ ■ ■ ■
BV11c The percentage of top 5% of earners who have a disability.	▲	↑	2.00%	2.99%	2.33%	■ ■ ■ ■
BV12 The number of working days/shifts lost due to sickness absence (days).	●	↑	10.75	9.69	9.77	■ ■ ■ ■
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	★	↑	0.46%	0.46%	0.13%	■ ■ ■ ■
BV15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	●	↑	0.16%	0.16%	0.15%	■ ■ ■ ■
BV16a Percentage of LA employees declaring that they meet the DDA 1995 disability definition.	★	↑	1.60%	1.65%	2.01%	■ ■ ■ ■
BV16b Percentage of economically active disabled people in the community.	Not applicable	→	16.41%	Not applicable	16.41%	Not applicable
BV16a/BV16b Percentage of economically active disabled people employed compared to the percentage in the community (100% would be the same proportion).	Not applicable	↓	9.75%	10.05%	12.25%	Not applicable
BV17a Percentage of LA employees from minority ethnic communities.	★	↑	1.1%	1.2%	1.7%	■ ■ ■ ■

Performance Indicator Reference & Description	2007/08 Performance Plus target achieved status (★ means above target tolerance, ● means within target tolerance, ▲ means below target tolerance)	Performance Trend 2006/07 to 2007/08 (↑ Better ↓ Worse → No change)	2006/07 Actual	2007/08 Target	2007/08 Actual	Quartile performance in 2007/08 compared to 2006/07 all English Local Authorities WQ ■■■■ BQ WQ=Worst Quartile (25%) BQ=Best Quartile (25%) (2005/06 base unless stated)
CR1 Percentage of normal office hours that prime corporate IT systems and communications network is available.	●	↑	99.80%	99.75%	99.88%	Not applicable
CR2 Percentage of telephone calls answered within 10 seconds.	●	↑	85.1%	88.0%	88.5%	Not applicable
CR3 Percentage of letters from the public that receive a final reply within 10 working days.	★	↑	91.5%	85.0%	94.0%	Not applicable
CR4a Percentage of all staff appraisals carried out - Single.	●	↑	76.8%	96.0%	88.7%	Not applicable
CR4b Percentage of all staff appraisals carried out - Group.	★	↑	73.8%	80.0%	98.3%	Not applicable
CR7 Employee satisfaction of the Council as a place to work.	●	→	68%	69%	68%	Not applicable
CR8 Overall percentage improvement in non-financial BVPIs.	●	↑	5.0%	6.5%	6.8%	Not applicable
CR32 Aggregation of demand. Percentage of spend through framework arrangements and corporate contracts.	★	↑	40.7%	41.0%	46.5%	Not applicable
CR34a Number of BVPI / National CPA indicators qualified.	●	→	0	0	0	Not applicable
CR34b Number of BVPI / National CPA indicators amended due to external audit.	★	↑	5	4	0	Not applicable
CR50 Percentage of complaints that go from stage 1 to stage 2.	▲	↓	4.8%	1.0%	6.6%	Not applicable
CR51 Percentage of complaints that go from stage 2 to stage 3.	★	↑	52.9%	50.0%	38.9%	Not applicable

Contracts Compliance Statement

ODPM Circular 05/2006 requires annual publication of a brief statement confirming that contracts awarded in the previous year, which involved the transfer of staff into or out of the authority, complied fully with the 'Code of Practice on Workforce Matters in Local Authority Service Contracts'. The following table sets out the information required to comply with this requirement. Only one contract was awarded involving the transfer of staff in 2007/08.

Nature of Contract	Connexions Service – 27 people
Date of Contract	01/04/2007
Brief Detail	<p>The Connexions Tees Valley Company was a company limited by guarantee which was wholly owned by the five Tees Valley Local Authorities. The decision to disband the company came from a national directive and funding was allocated through GONE to support the disaggregation. Of the staff originally employed by the Company the locality staff were transferred to the relevant authorities under TUPE Regulations. The staff were fully consulted throughout the process. The Connexions company were an admitted body to the Teesside LG Pension Fund. By transferring to Darlington they were moved into the Durham Fund but this was just a different provider of the same scheme.</p>