

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
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	<b>CORPORATE HEALTH</b>													
2a	Equality Standard for Local Government Level	0 - 5	3	2	3	Level	0.0%	50.0%	Target for 2006/07 was set when new diversity strands were expected to be included. These do not now take effect until 2007/08.	Level 3	Level 3	Level 3	Assessment by an external consultant in early Spring 2006 confirmed that we were at level 3 of the Standard.	high
2b	The duty to promote race checklist score	%	94.74%	94.74%	94.74%		0.0%	0.0%	The percentage reflects achievement of 18 of 19 criteria. The question we do not feel that we can currently comply with is the requirement to reduce the number of complaints from service users of all ethnic groups (question 'n'). Complaints/Compliments/Comments process provides us with a valuable source of information on the quality and effectiveness of both the services we are providing and the services we are purchasing in terms of diversity.	94.74%	94.74%	94.74%	Targets have been amended from 100% in light of the expectation that we can't satisfy the criteria as stated in the near future. We are unlikely to want to reduce this number until we are clear that there is no further scope for any form of discrimination.	high
8	Invoices paid on time	%	89.74%	97.00%	91.28%		1.7%	-5.9%	Although this result is disappointing it does represent an increase on the previous year.	98.00%	98.00%	98.00%	The national target of 100% is felt to be unrealistic. Performance of the majority of authorities reflects this.	high
11a	% of top 5% earners that are women	%	50.34%	50.50%	49.17%		-2.3%	-2.6%	There has been a slight decrease in the number of women in the top 5% of earners.	51.00%	51.50%	51.50%		high
11b	% of top 5% earners that are from ethnic minorities	%	4.68%	5.00%	5.16%		10.3%	3.2%	The data validation exercise has shown improvements in the outturn. Outturn is affected by small numbers.	5.50%	6.00%	6.00%		high
11c	% of top 5% earners that have a disability	%	5.11%	5.20%	5.94%		16.2%	14.2%	The data validation exercise has shown improvements in the outturn. Outturn is affected by small numbers.	5.70%	5.90%	6.10%	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools). Future targets revised in light of 2006/07 outturn	high
12	Days sick per member of staff	Days/full time equiv. employee	8.37	7.50	7.53	days	10.0%	-0.4%	More monitoring on BVPI 12 at a departmental level has taken place and work has been taking place to target hot spot areas to reduce absence levels.	7.40	7.20	7.00	Future targets revised in light of 2006/07 outturn	low

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14	Early retirements / staff	%	0.83%	0.78%	1.11%		-33.7%	-42.3%	We have seen an increase in this measure. This is due to organisational change within non schools departments and also several school closures which have had a big impact on the outturn this year.	0.78%	0.77%	0.76%	Future targets revised in light of 2006/07 outturn	low
15	Ill health retirements / staff	%	0.13%	0.10%	0.09%		30.8%	10.0%	There has been a decrease in the number of ill health retirements. Outturn is affected by small numbers.	0.09%	0.09%	0.09%		low
16a	Staff with disabilities	%	3.72%	3.90%	3.58%		-3.8%	-8.2%	As last year the data validation exercise has increased the numbers of overall respondees. However this has meant a small drop in the % of disabled employees against those declaring that they do not have a disability. Monitoring of this data is ongoing.	4.00%	4.10%	4.20%		high
16b	Working age (18-65) people with disabilities	%	10.10%	Not required (10.10%)	Not required (10.10%)		not applicable	not applicable		Not required (10.10%)	Not required (10.10%)	Not required (10.10%)		n/a
17a	Staff from ethnic minorities	%	5.30%	5.50%	5.52%		4.2%	0.4%	As last year the data validation exercise has increased the numbers of overall respondees and this has increased the outturn. Monitoring of this data is ongoing.	5.75%	6.00%	6.20%		high
156	Buildings with facilities for people with disabilities	%	68.80%	71.00%	67.83%		-1.4%	-4.5%	78 out of 115 buildings compliant. We have vacated 11 of the buildings on the previous year's list (9 pass, 2 fails) and taken on 1 new building (Apsley2)	74.00%	77.00%	80.00%		high
<b>EDUCATION</b>														
38	Pupils 5 or more GCSE's, A*-C	%	61.40%	65.0%	64.30%		4.7%	-1.1%		66.00%	66.50%	67.00%		high
39	Pupils 5+ GCSEs, A*-G	%	90.40%	96.00%	91.40%		1.1%	-4.8%		96.50%	97.00%	97.00%		high
40	Pupils level 4+ KS2 Maths	%	80.00%	89.00%	81.00%		1.3%	-9.0%	The targets remain challenging but the LA improved its performance in line with national improvements.	90.00%	90.00%	90.00%		high

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41	Pupils level 4+ KS2 English	%	84.00%	91.00%	84.00%		0.0%	-7.7%	The targets remain challenging.	92.00%	92.00%	92.00%		high
43a	SENs in 18 weeks without exceptions	%	94.94%	98.00%	95.92%		1.0%	-2.1%	This constitutes 141 out of 147 statements	98.00%	98.00%	98.00%		high
43b	SENs in 18 weeks with exceptions	%	63.33%	65.00%	79.47%		25.5%	22.3%	Much closer monitoring and feedback. The monthly report is produced promptly and consistently and now embedded into the system. There is a greater emphasis on highlighting cases that are coming up to the deadline to prompt people to take action to complete in time. The report is now highlighted with senior managers so the teams are aware that the performance is scrutinised at a high level. An explanation is sought for any case that is over the timescale which again ensures accountability for performance is highlighted.	80.00%	80.00%	80.00%	Future targets increased to reflect 2006/07 outturn.	high
45	All absences secondary schools	%	7.28%	7.25%	7.34%		-0.8%	-1.2%		7.25%	7.10%	7.10%		low
46	All absences primary schools	%	5.13%	4.94%	5.48%		-6.8%	-10.9%	There was a lot of sickness of flu and viral infections last year particularly in primary schools. This was a national situation and as a result the absence figures rose. This was accepted by DFES and DOH.	4.83%	4.83%	4.83%		low
181a	Level 5 or above in KS3: English	%	81.00%	83.00%	80.00%		-1.2%	-3.6%		85.00%	85.50%	85.50%		high
181b	Level 5 or above in KS3: Mathematics	%	80.00%	83.00%	82.00%		2.5%	-1.2%		85.00%	85.50%	86.00%		high
181c	Level 5 or above in KS3: Science	%	77.00%	79.00%	80.00%		3.9%	1.3%		82.00%	82.50%	83.00%		high
181d	Level 5 or above in KS3: ICT assessment	%	79.00%	81.00%	77.90%		-1.4%	-3.8%		84.00%	84.50%	85.00%		high

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194a	Level 5 or above in KS2: English	%	32.00%	40.00%	40.00%		25.0%	0.0%	The improvement is due to increased targeting of pupils by schools supported by our programme of training, the emphasis placed on pupil tracking and expectations in the JAR visits and the focus of the Primary Strategy programmes. However, it should be viewed with caution since it follows several years of limited improvement at level 5	41.00%	41.00%	45.00%		high
194b	Level 5 or above in KS2: Maths	%	36.00%	39.00%	40.00%		11.1%	2.6%	The improvement is due to increased targeting of pupils by schools supported by our programme of training, the emphasis placed on pupil tracking and expectations in the JAR visits and the focus of the Primary Strategy programmes. However, it should be viewed with caution since it follows several years of limited improvement at level 5	40.00%	40.00%	45.00%		high
221a	Participation in and outcomes from Youth work: recorded outcomes	%	27.44%	60.00%	21.74%		-20.8%	-63.8%	The youth service underwent a restructure during 2006/07 during which full time workers and managers changed posts and responsibilities, this had a disruptive effect on the recording of "recorded outcomes" as staff established new relationships with their teams and young people. The youth service receives approximately £52 per head of the 13-19 Hertfordshire population, the expected targets relate to a spend of £100 per head.	60.00%	60.00%	60.00%	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area. Replaces BVPI 033 from 2005/06. Figures provided last year were based upon an unreliable monitoring system. This years figures are more accurate and will improve with a new database in operation.	high

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221b	Participation in and outcomes from Youth work: Accredited outcomes	%	11.80%	30.00%	13.95%		18.2%	-53.5%	The youth service underwent a restructure during 2006/07 during which full time workers and managers changed posts and responsibilities, this had a disruptive effect on the recording of "recorded outcomes" as staff established new relationships with their teams and young people. The youth service receives approximately £52 per head of the 13-19 Hertfordshire population, the expected targets relate to a spend of £100 per head.	30.00%	30.00%	30.00%	Percentage of young people aged 13-19 gaining an Accredited outcome compared to the percentage of young people in the local authority area. Improvement of accredited outcomes has been an ongoing process that began to have impact last year as staff began to develop programmes of work that enabled young people to complete accredited activity such as that within holiday programmes. The lead worker for this also developed a better understanding of how to match available schemes to the youth work curriculum and how the activity could be recorded.	high
222a	Quality of Early Years & Childcare Leadership - Settings	%	20.77%	30.00%	36.00%		73.3%	20.0%	Additional funding meant that a lot more providers could achieve this PI by training the Leader up to at least Level 4 and therefore pass the target figure.	35.00%	45.00%	55.00%	Percentage of integrated early education and childcare settings funded or part-funded by the local authority with a qualification at level 4 or above. Replaces BVPI 192 from 2005/06. 2006/07 target adjusted after June 2006. Future targets adjusted to reflect the 2006/07 outturn.	high
222b	Quality of Early Years & Childcare Leadership - Postgraduate Input	%	0.00%	34.00%	34.00%		Over 100%	Over 100%	Information from providers previously unavailable has now been provided.	34.00%	35.00%	36.00%	Percentage of integrated early education and childcare settings funded or part-funded by the local authority which have input from staff with graduate or post graduate training in teaching or child development. Future targets adjusted to reflect the 2006/07 outturn.	high

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	<b>HEALTH and SOCIAL CARE - Children</b>													
49	Children with 3+ placements (2004 defn) - PAF A1	%	9.20%	8.00%	12.10%		31.5%	51.3%		10.00%	10.00%	10.00%	Future targets adjusted to reflect 2006/07 outturn, but targetting to be within the DoH good performance band (5-10%).	banded between 5-10%
50	Children leaving care - 1 or more A*-G GCSE's - PAF A2	%	59.22%	65.00%	61.25%		3.4%	-5.8%	Support measures take a while until impact is seen, there is some improvement on last year. Targets are challenging.	70.00%	75.00%	75.00%		high
161	Care leavers in education/training/employment - PAF A4 (2004 defn)	Ratio	0.87	1.00	0.68		-21.8%	-32.0%	There has been a rise in this group who are young mothers and hence not able to enter employment or training. There is an increase number of young people suffering form severe mental health conditions, and there is a small group in prison or subject to secure training orders.	1.00	1.00	1.00	This measures the ratio of children who have left care and at their 19th birthday are in employment etc.	high
162	Reviews of CPR cases - PAF C20	%	100%	100%	100%		0.0%	0.0%		100%	100%	100%		high
163	Adoptions of looked after children - PAF C23	%	7.14%	7.60%	8.77%		22.8%	15.4%	Special guardianship orders were included in the calculations this year. There has been significant improvement in the process of adoption which is reflected in the figures. With this indicator you would expect there to be some fluctuations between years.	8.00%	8.00%	8.00%	Future targets adjusted to reflect 2006/07 outturn.	high
197	Change in rate of conceptions to females aged under 18	%	-14.50%	-25.00%	-22.60%		55.9%	-9.6%	Strong partnership working with involvement of key partners, targeted interventions in areas with high rates and with vulnerable groups.	-27.1%	-31.6%	-36.1%	Future targets adjusted to reflect 2006/07 outturn.	low rate

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	<b>HEALTH and SOCIAL CARE - Adults</b>													
53	Intensive home care - PAF C28	No. per 1,000 pop 65+	9.90	10.20	10.06		1.6%	-1.4%		10.40	10.70	10.70	Target for 2007/08 adjusted to reflect 2006/07 outturn.	high
54	Older people helped to live at home - PAF C32	No. per 1,000 pop 65+	54.78	59.40	71.60		30.7%	20.5%	The previous year was only based upon commissioned packages of care, partly on SSIS and partly on IRIS. 2006-2007 is the first full year that all ACS teams have used IRIS - this has enabled the more accurate inclusion of non-commissioned services, such as involvements of rehabilitation workers and welfare benefits workers with clients. It has also been possible to obtain data for the first time from the Herts Equipment Service system, which has several thousand items of major equipment with an ongoing financial commitment, countable in this indicator.	75.00	80.00	80.00	Future targets increased to reflect 2006/07 outturn.	high
56	Equipment delivered within 7 working days - PAF D54	%	91.30%	85.00%	85.73%		-6.1%	0.9%	Exceptional sickness in the first half of the year worsened delivery times overall. It should also be noted that in 2006/07 46,022 items were delivered within 7 working days out of 53,685 requisitioned - this compared to 33,938 items delivered out of the 37,188 requisitioned the previous year. Thus, 35.6% more items were delivered within 7 working days.	88.00%	88.00%	88.00%	Key threshold for this PI is 50%.. Future targets increased to reflect 2006/07 outturn.	high
195	Acceptable waiting time for assessment PAF D55	%	80.24%	85.00%	85.10%		6.1%	0.1%		85.00%	86.00%	86.00%	Future targets increased to reflect 2006/07 outturn.	high
196	Clients receiving all services in care packages in 4 weeks of comp. of assessment PAF D56	%	90.73%	90.00%	95.53%		5.3%	6.1%	The target for 2006/07 has been adjusted up as this was the requirement from 2005-2006 to achieve the top band.	96.00%	96.00%	96.00%	The target for 2006/07 should have shown 90% as this was the requirement from 2005-2006 to achieve the top band. Future targets adjusted. The 2007-2008 target in the SAS submitted 31st May has a target of 96%.	high

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201	The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over	no. per 100,000 pop 18+	53.84	75.00	59.93		11.3%	-20.1%	The original target was "stretched" to 75 for 2006-2007. This has proven difficult to achieve for last year, but is being addressed for 2007-2008.	90.00	120.00	150.00	Future targets have been adjusted to reflect the 2006/07 results, although they are still at very challenging levels.	high
	<b>ENVIRONMENT - WASTE and CLEANLINESS</b>													
82a(i)	Percentage of the total of household waste which has been recycled	% household waste	18.60%	19.00%	19.66%		5.7%	3.5%	Recycling services offered by District Councils and HCC have expanded, thus increasing recycling as a percentage of household waste.	22.00%	25.00%	27.50%	Household Waste Management (recycling) - Percentage of household waste arisings which have been sent by the Authority for recycling. This was formerly BVPI 082a. Targets amended to reflect 2006-07 outturn	high
82a(ii)	Household Waste Management (recycling)	Number (tonnes)	99,887	106,999	108,785	tonnes	8.9%	1.7%	Recycling services offered by District Councils and HCC have expanded, thus increasing tonnage of dry recycling.	124,776	145,324	163,852	Household Waste Management (recycling) - Total tonnage of household waste arisings which have been sent by the Authority for recycling. Targets amended to reflect 2006-07 outturn	high
82b(i)	Percentage of the total of household waste which has been sent for composting (2004 defn)	% household waste	14.58%	14.00%	16.06%		10.2%	14.7%	Green waste collection systems now rolled out across county. Also affected by weather.	15.00%	16.00%	28.00%		high
82b(ii)	Household Waste Management (composting)	Number (tonnes)	78,319	78,841	88,873	tonnes	13.5%	12.7%	Green waste collection systems now rolled out across county. Also affected by weather.	85,067	93,007	101,290		high
82c(i)	Percentage of the total of household waste which has been used to recover heat & power (2004 defn)	% household waste	6.03%	7.00%	6.12%		1.5%	-12.6%	Overall recycling across county has increased by 2.6%, therefore disposal percentages have dropped. Land fill percentage has also decreased.	7.00%	7.00%	7.00%	Household Waste Management (energy recovery) - Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources. Targets for future years are limited by tonnage acceptable at Edmonton waste incinerator. This was formerly BVPI 082c.	high



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BVPI 99a (i)	Road accidents - All killed/serious injury (2004 defn)	Number	691	680	580		16.1%	14.7%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	660	640	620	Road Accident Casualties: KSI all people - Number of people killed or seriously injured (KSI) in road traffic collisions. Baseline of 1994- 1998. Government has set 10 year casualty reduction targets. We have adopted a straight line methodology for targets to meet those final levels.	low
BVPI 99a (ii)	Road accidents - All KSI (2004 defn)	% change in no. cf previous year	0.44%	-1.45%	-16.10%		Over 100%	Over 100%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	-2.94%	-3.03%	-3.13%	Road Accident Casualties: KSI all people - Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year. See note for BVPI 099ai for target setting approach.	low rate
BVPI 99a (iii)	Road accidents - All KSI (2004 defn)	% change in no. cf 1994- 1998 average	-36.25%	-37.27%	-46.50%		28.3%	24.8%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	-39.11%	-40.96%	-42.80%	Road Accident Casualties: KSI all people - Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average. See note for BVPI 099ai for target setting approach.	low rate
BVPI 99b (i)	Road accidents - Children KSI (2004 defn)	Number	64	62	42		34.4%	32.3%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	60	59	58	Road Accident Casualties: KSI children - Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions. See note for BVPI 099ai for target setting approach.	low
BVPI 99b (ii)	Road accidents - Children KSI (2004 defn)	% change in no. cf previous year	-5.88%	-3.13%	-34.40%		Over 100%	Over 100%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	-3.23%	-1.67%	-1.69%	Road Accident Casualties: KSI children - Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year. See note for BVPI 099ai for target setting approach.	low rate

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BVPI 99b (iii)	Road accidents - Children KSI (2004 defn)	% change in no. of 1994- 1998 average	-43.36%	-45.13%	-62.80%		44.8%	39.2%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	-46.90%	-47.79%	-48.67%	Road Accident Casualties: KSI children - Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average. See note for BVPI 099ai for target setting approach.	low rate
BVPI 99c (i)	Road accidents - All Slight injuries (2004 defn)	Number	5483	5509	5195		5.3%	5.7%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	5509	5509	5509	Road Accident Casualties: Slight injuries - Number of people slightly injured in road traffic collisions. See note for BVPI 099ai for target setting approach.	low
BVPI 99c (ii)	Road accidents - All Slight Injuries! (2004 defn)	% change in no. of previous year	-0.56%	-0.09%	-5.30%		Over 100%	Over 100%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	0.00%	0.00%	0.00%	Road Accident Casualties: KSI children - Percentage change in the number of people slightly injured in road traffic collisions since the previous year. See note for BVPI 099ai for target setting approach.	low rate
BVPI 99c (iii)	Road accidents - All Slight Injuries (2004 defn)	% change in no. of 1994- 1998 average	-0.47%	0.00%	-5.70%		over 100%	over 100%	Strong performance is due to the impact of a number of factors, particularly the Safety Camera Partnership and the comprehensive programme of engineering, education and enforcement.	0.00%	0.00%	0.00%	Road Accident Casualties: KSI children - Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average. See note for BVPI 099ai for target setting approach.	low rate
100	Number of days of temporary traffic controls or road closures in place	Number (Days) /km traffic sensitive road	0.40	0.50	0.54		-33.8%	-7.0%	We have no control over this indicator. The result is heavily biased by work done in St. Albans which took 300 of the overall 427 days. Otherwise we would have been well within target.	0.50	0.50	0.50		low
102	Number of bus journeys	Number in full - not scaled	29250000	31000000	32700000		11.8%	5.5%	Bus patronage figures increased during 2006/07 due in part to the growth in use of the free concessionary fares by the elderly, but also marked growth on certain routes reported by key operators. The figures also reflect a nationally agreed 4.5% uplift to account for under-reporting by systems used by bus operating companies.	32700000	32700000	32700000	Future targets have been adjusted to reflect a 'steady state' of 32.5 million following the 2006/07 outturn and reasons for the growth.	high

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BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
165	Pedestrian crossing s with disabled facilities	%	60.39%	61.00%	53.74%		-11.0%	-11.9%	2006/7 data includes an additional 103 sites that have been constructed since 2003/4, not all the new sites were compliant with the BVPI criteria. Sites inspected as part of the validation of data process were found to be non compliant due to physical changes to the site conditions.	75.00%	78.00%	80.00%	Future targets increased in line with available funding.	high
178	Percentage of lengths of footpaths and other rights of way which were easy to use by members of the public	%	75.40%	66.00%	69.61%		-7.7%	5.5%	The small size of the random sample (at 5%) may pick up a lot of good or poor paths. In this case a higher proportion of good paths have emerged. It is therefore important to take a 3 year rolling average to iron out the potential see-saw nature of the indicator.	69.00%	73.00%	77.00%	Targets to 2010/11 are set out in the Local Transport Plan (p65) published March 2006. Variation in performance levels is relatively high due to the small scale statistics and small percentage sampling employed (5% of the total). The 3 year rolling average therefore gives a better picture.	high
187	Condition of footways - cat's1, 1a and 2	%	36.00%	52.00%	29.11%		19.1%	44.0%	Strong performance attributable to substantial capital investment by the County Council, including Highways Extra.	33.00%	33.00%	33.00%	The results are from a survey of 50% of the footway network. Future targets have been adjusted downwards to reflect the good performance over the last 3 years and represent an average of the last 2 years results.	low
215a	Rectification of Street Lighting Faults: non DNO	Number (days)	8.05	5.00	6.50		19.3%	-30.0%	Problems arose when it was noted that knocked down columns were involved which clearly take longer to reinstall. Actual reconnection is part of 215b.	5.00	5.00	5.00	The average number of days taken to repair a street lighting fault, which is under the control of the local authority. (not DNO - Distribution Network Operator)	low
215b	Rectification of Street Lighting Faults: DNO	Number (days)	38.32	14.00	25.59		33.2%	-82.8%	We have been instructed to close down faults on the date that we are informed by the DNO that the fault is repaired and not the date it was actually repaired. The DNO are not good at giving this information. We are working with them to get this part of the procedure tightened up.	28.00	28.00	28.00	The average time taken to repair a street lighting fault, where response time is under the control of a DNO (Distribution Network Operator). Targets for 2007/08 and 2008/09 changed to 28 days to align with EDF Energy charter repair times - previously 14 days.	low

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
223	Condition of Principal Roads	%	7.68%	8.16% (‘Steady state’ target set in June 2007 following 2 years results)	8.16%		-6.3%	Not applicable		8.16%	9.00%	9.00%	Percentage of the local authority principal road network where structural maintenance should be considered. Replaces BVPI 96 from 2005/06. Future targets have been set in June 2007 (from new Audit Commission guidance on “Scanner” surveys in 2005/06 for BVPI 223 and 224a) to reflect 2 years results. The first time “Scanner” surveys were undertaken is 2005/06. Targets have been set in the light of increased investment through Highways Extra for 2006/07 and 2007/08.	low
224a	Condition of Non-Principal Roads	%	13.75%	Targets will be set following 2 years results ie June 2007	13.67%		0.6%	Not applicable	Strong performance attributable to substantial capital investment by the County Council, including Highways Extra.	12.00%	14.00%	14.00%	Percentage of the non-principal road network where maintenance should be considered. Replaces BVPI 97a from 2005/06. Future targets have been set in June 2007 (from new Audit Commission guidance on “Scanner” surveys in 2005/06 for BVPI 223 and 224a) to reflect 2 years results. The first time “Scanner” surveys were undertaken is 2005/06. Targets have been set in the light of increased investment through Highways Extra for 2006/07 and 2007/08.	low
224b	Condition of Unclassified Roads	%	18.69%		14.01%		25.0%	27.4%	Strong performance attributable to substantial capital investment by the County Council, including Highways Extra.	12.00%	14.00%	14.00%	Percentage of the unclassified road network where structural maintenance should be considered. Replaces BVPI 97b from 2005/06. Future targets have been adjusted in the light of increased investment through Highways Extra for 2006/07 and 2007/08	low

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
	<b>ENVIRONMENT &amp; ENVIRONMENTAL HEALTH &amp; TRADING STANDARDS:</b>													
166b	Trading Standards checklist	%	80.0%	90.0%	90.0%		12.5%	0.0%	Increased performance over 2005/06 due to the increased score against question 8 in the checklist in line with benchmarking activities.	100.0%	100.0%	100.0%		high
	<b>PLANNING</b>													
109a	Planning major apps in 13 weeks	%	10.34%	30.00%	26.10%		152.4%	-13.0%	Total of 23 applications determined. 5 applications (22%) subject to S106 Agreements. 2 (9%) applications delayed waiting on additional information from applicant. 1 application (4%) a complex case involving Counsel's advice re subsequent enforcement arising from refusal. 6 applications (23%) in part delayed due to Committee timescales	35.00%	40.00%	40.00%		high
200a (2005 defn)	Plan-making: Development Plan (2005 definition)	Yes/No	Yes	Yes	Yes		No Variance	No Variance		Yes	Yes	Yes	Plan-making: Development Plan - Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes
200b (2005 defn)	Plan-making: Milestones	Yes/No	No	Yes	Yes		Not applicable	No Variance		Yes	Yes	Yes	Plan-making: Milestones - Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
	<b>CULTURE</b>													
170a	Visits/ usages of museums	No./1,000 pop	0	0 HCC does not fund museums	0 HCC does not fund museums	0 HCC does not fund museums	not applicable	not applicable		0 HCC does not fund museums	0 HCC does not fund museums	0 HCC does not fund museums	Visits to and Use of Museums: all visits - The number of visits to/usage's of local authority funded or part-funded museums in the local authority area per 1,000 population. (This needs to be reported in the BVPP even though no museums meet the definition).	high
170b	Visits/usages in person	No./1,000 pop	0	0 HCC does not fund museums	0 HCC does not fund museums	0 HCC does not fund museums	not applicable	not applicable		0 HCC does not fund museums	0 HCC does not fund museums	0 HCC does not fund museums	Visits to and Use of Museums: visits in person - The number of those visits to local authority funded or part-funded museumsthat were in person, per 1,000 population. (This needs to be reported in the BVPP even though no museums meet the definition).	high
170c	School pupil visits to museums	Number in full - not scaled	0	0 HCC does not fund museums	0 HCC does not fund museums	0 HCC does not fund museums	not applicable	not applicable		0 HCC does not fund museums	0 HCC does not fund museums	0 HCC does not fund museums	Visits to and Use of Museums: school groups - The number of pupils visiting museums and galleries in organised school groups. (This needs to be reported in the BVPP even though no museums meet the definition).	high
220	Compliance against the Public Library Standards (PLSS)	Number (1-4)	Not required by DCLG	3	2		not applicable	-33.3%	Required 14 points for the result to be a '3', achieved 13 points.	3	4	4	Compliance against the Public Library Standards (PLSS) - assessed on 4 parts.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
	<b>COMMUNITY SAFETY &amp; WELL-BEING</b>													
126	Burglaries	No. per 1,000 households	10.91	11.00	9.51		12.8%	13.5%	Reduction due to increased force activity in this area	10.45	9.93	9.43	This was formerly BVPI 126a. The County Council has no control over these results or targets. Targets reducing by 5% per annum from 2004/05	low
127a	Violent Crime per 1,000 population	Number per 1,000 population	17.4	15.87	17.94		-3.1%	-13.0%		14.91	14.02	13.18	Violent Crime per year per 1,000 population in the Local Authority area. The County Council has no control over these results or targets. Targets reducing by 6% per annum from 2004/05	low
127b	Robberies per 1,000 population (2005 definition)	Number per 1,000 population	0.90	0.77	0.94		-4.4%	-22.1%		0.74	0.71	0.68	Robberies per year per 1,000 population in the Local Authority area. The County Council has no control over these results or targets. Targets reducing by 4% per annum from 2004/05	low
128	Vehicle crimes	Number per 1,000 population	12.01	14.30	10.68		11.1%	25.3%	Reduction due to increased force activity in this area	13.87	13.45	13.05	This was formerly BVPI 128a. The County Council has no control over these results or targets. Targets reducing by 3% per annum from 2004/05	low

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
174	Racial incidents involving the local authority	Number per 100,000 population	124.55	160.00	91.20		26.8%	43.0%	Racist Incident figures from schools constitute the highest number within the overall figures for HCC. For the last three years we have applied various approaches to ensure that we elicit responses from ALL of our schools as well as ensure that ALL the reported incidents are investigated. For the second year running we have made the reporting process electronically available on our schools' intranet in order to make it easier and quicker for them to respond. We have also amended (simplified) the explanation for BVP 175 so that any follow-on activities for every reported incident is considered as 'further action taken'. Furthermore, we have issued revised guidelines to all our schools on understanding and reporting Racial Harassment in Schools. We will continue our attempts to improve the annual reporting.	160.00	160.00	160.00	Racial Incidents Recorded - The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population. Future targets revised to reflect 2005/06 and 2006/07 results. However, as the results for 2006/07 are not believed to be fully representative, the target levels have been set accordingly.	Not appropriate to set as high or low
175	Racial incidents resulting in further action	%	88.51%	100.00%	98.85%		11.7%	-1.2%	Through Pastoral support for victims and prevention work for perpetrators, we have greatly improved on last year's results.	100.00%	100.00%	100.00%		high
226a	Advice & Guidance Services: total	£	£6,500	£6,663	£4,644	New BVPI for 2005/06	-28.6%	-30.3%	There was a reduction in the number of visits to CAB. Whilst the visits are planned at the beginning of the year, they are reduced on a case by case basis ie if there are no appointments at the CAB or whether we have staff numbers to attend. Planned visits were 49 and this was reduced to 35. There were no Consumer Support Network (CSN) meetings and none planned for 07-08.	£4,853	£5,071	£5,299	Advice & Guidance Services: total - Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations. Replaces BVPI 177 from 2005/06. Targets amended to reflect 2006-07 outturn.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
226b	Advice & Guidance Services: CLS Quality Mark	%	4%	4%	3%	New BVPI for 2005/06	-21.5%	-21.5%	The variance was due to the reduction in spend on 226a	3%	3%	3%	Advice & Guidance Services: CLS Quality Mark - Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS (Community legal Services) Quality Mark at 'General Help' level and above. Replaces BVPI 177 from 2005/06. Targets amended to reflect 2006-07 outturn.	high
226c	Advice & Guidance Services: direct provision	£	£151,500	£155,288	£143,463	New BVPI for 2005/06	-5.3%	-7.6%	The variance is due to the reduction in the CSC recharge. Also last years figures were broad estimates based on the previous years figures. We have now recalculated them using current staffing levels, salary and accommodation figures. We adjust staffing levels to meet the needs of the service and these are constantly reviewed. Since the inception of Consumer Direct our advice staffing levels have generally reduced.	£149,919	£156,665	£163,715	Advice & Guidance Services: direct provision - 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. Replaces BVPI 177 from 2005/06. Targets amended to reflect 2006-07 outturn.	high
	<b>FIRE</b>													
011a (fire)	The percentage of top 5% of earners that are women. (fire)	%	0.00%	2.50%	0.00%		No variance	-100.0%	There were no vacancies and therefore no appointments made during the last year.	2.00%	2.00%	2.00%	Future targets adjusted in the light of 2006/07 outturn. The figures reflect a realistic target of 1 person. As there are currently no staff eligible for promotion into the top 5%, this target can only be met following a retirement and external appointment.	high
011b (fire)	The percentage of top 5% of earners from black and minority ethnic communities (fire)	%	0.00%	2.50%	0.00%		No variance	-100.0%	There were no vacancies and therefore no appointments made during the last year.	2.00%	2.00%	2.00%	Future targets adjusted in the light of 2006/07 outturn. The figures reflect a realistic target of 1 person. As there are currently no staff eligible for promotion into the top 5%, this target can only be met following a retirement and external appointment.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
011c (fire)	% of top 5% earners that have a disability	%	0.00%	0.00%	0.00%		No variance	No variance	There were no vacancies and therefore no appointments made during the last year.	2.00%	2.00%	2.00%	Future targets adjusted. The figures reflect a realistic target of 1 person. As there are currently no staff eligible for promotion into the top 5%, this target can only be met following a retirement and external appointment.	high
012 (fire)	Days sick per member of staff	Number (Days)	9.72	6.50	10.64	days	-9.5%	-63.7%	The number of shifts lost reflects 8 shifts per person in the Wholetime and Day Crewed Service and over 20 in Command & Control. All Districts now have a specific target in their action plans to reduce sickness levels to the national target of 6.5 shifts per person. The level of sickness in Control is high due to the number of long term sickness shifts taken.	6.50	6.50	6.50		low
015 (fire)	Ill health retirements / staff	%	0.15%	0.15%	0.29%		-93.3%	-93.3%	The small numbers involved lead to large differences - 1 ill health retiree last year compared to 2 this year.	0.15%	0.15%	0.15%		low
017 (fire)	a) The percentage of uniformed staff from minority ethnic communities compared with b) the minority ethnic community in the brigade area	%	2.24%	4.00%	2.90%	a) 2.9% b) 6.91%	29.5%	-27.5%	We set ourselves a challenging target for this year. Although the target was not met, we have improved over the last year.	3.30%	3.80%	4.30%	The outcomes of our success in attracting applicants through positive action has influenced our target setting for the next three years.	high
142(ii)	Number of calls to fire attended: (ii) primary fires per 10,000 population;	Number per 10,000 population	21.80	21.67	19.81		9.1%	8.6%	The outturn figures reflect the proactive campaigns such as Home Fire Safety checks and Environmental action days carried out in the areas identified as high risk. The results include call reductions in both accidental dwelling fires and deliberate fires.	19.42	19.04	18.66	The targets for the next three years have been amended to show a 2% year on year improvement. The results place us within the 2005/06 upper quartile and are an improvement over the previous year. (2005/06 Outturn amended to reflect CLG audited results)	low

Data for the 2006/07 and 2007/08 BVPIs

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142(iii)	Number of calls to fire attended (iii) accidental fires in dwellings per 10,000 dwellings.	Number per 10,000 dwellings	17.80	14.95	14.64		17.8%	2.1%	In May 2007, the Service conducted an internal review of accidental dwelling fires looking to improve performance to reach the national upper quartile. Several issues were identified including accuracy in incident recording, and identifying the areas of highest activity. The data and recommendations provided to District Managers should yield significant improvements in performance for 2007/08.	13.90	13.62	13.36	The target set for 2007/08 reflects last years national upper quartile. The service is aiming to be in the upper quartile by 2007/08 and to seek 2% year on year improvement thereafter. (2005/06 Outturn amended to reflect CLG audited results)	low
143(i)	Number of deaths arising from accidental fires in dwellings per 100,000 population.	Number per 100,000 population	0.29	0.29	0.29		0.0%	0.0%	The 2005/06 outturn has been amended to reflect 3 fire deaths not 4. The subsequent inquest of one of the fires found that one of the deaths reported was not caused by the fire.	0.29	0.29	0.29	These targets are in excess of 50% below the Government's target for 2010.	low
143(ii)	Number of injuries arising from accidental fires in dwellings per 100,000 population.	Number per 100,000 population	9.50	5.81	7.63		19.7%	-31.3%	The service will undertake a quality assurance review of the processes and procedures which generate the statistics for this indicator. It will also continue to review and refine the initiatives used to drive down the number of accidental fire injuries experienced in Hertfordshire.	5.81	5.70	5.58	Future targets adjusted to maintain previous year targets. (2005/06 Outturn amended to reflect CLG audited results)	low
144	Accidental fire in dwellings confined to room of origin	%	92.80%	94.36%	90.63%		-2.3%	-4.0%	This is a provisional result as 36 FDR1 Fire report Forms remain outstanding at the time of the audit	94.36%	94.58%	94.80%	Future targets adjusted to maintain previous year targets. (2005/06 Outturn amended to reflect CLG audited results)	high
146i	Calls to Malicious False Alarms: not attended	Number per 1,000 population	0.04	0.04	0.05		25.0%	25.0%	The results reflect our successful call challenge policy carried out by the Fire Control Room Personnel when handling suspected malicious false alarm calls.	0.051	0.052	0.053	Calls to Malicious False Alarms: not attended - Number of calls to malicious false alarms not attended per 1,000 population - replaces previous BVPI 146. Future targets adjusted for a 2% Year on Year improvement as the results are within the previous years upper quartile.	high

Data for the 2006/07 and 2007/08 BVPIs

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BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
146ii	Calls to Malicious False Alarms: attended	Number per 1,000 population	0.24	0.23	0.21		12.5%	9.9%	The results reflect our successful call challenge policy carried out by the Fire Control Room Personnel when handling suspected malicious false alarm calls.	0.21	0.21	0.20	Calls to Malicious False Alarms: attended - Number of calls to malicious false alarms attended per 1,000 population - replaces previous BVPI 146. Future targets adjusted for a 2% Year on Year improvement as the results are within the previous years upper quartile.	low
149i	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties.	Number per 1,000 non domestic properties	66.41	85.66	66.53		-0.2%	22.3%		65.23	63.95	62.69	Future targets based on 2006/07 outturn (within 2005/06 national upper quartile) with 2% year on year improvement. There is a discrepancy between our reported performance and the CLG's published figures. The Service's audited figures will be based on non-domestic properties, whilst CLG calculate the PI using FDR3 returns. These returns do not provide the premises details and include domestic properties. The CLG's figures reported in the BVPI tables are therefore inaccurate.	low
149ii	False Alarms caused by Automatic Fire Detection - with more than 1 attendance by the FRS	Number per 1,000 non domestic properties	1247	861	1019		18.3%	-18.4%	HFRS believe that a large number of these calls are to some of the larger premises across Hertfordshire with multiple buildings on the same site (fitted with hundreds of smoke detectors and separate AFD systems). Further analysis will be undertaken to ensure that the Service is not over reporting on this indicator.	999	979	960	False Alarms caused by Automatic Fire Detection -The number of those properties in BVPI 149i with more than 1 attendance by the FRS. 2007-10 targets adjusted to reflect 2006/07 baseline. (No national figures are available for performance benchmarking, therefore target figures are based on 2% year on year improvement). This will be reviewed when 2006/07 national tables are published by CLG.	low

Data for the 2006/07 and 2007/08 BVPIs

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BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
149iii	False Alarms caused by Automatic Fire Detection - percentage with more than 1 attendance by the FRS	%	64.95%	63.65%	52.31%		19.5%	17.8%	The improvement in performance reflects our ongoing efforts to reduce the number of unwanted fire signals unnecessarily diverting our resources.	51.23%	50.21%	49.23%	False Alarms caused by Automatic Fire Detection -The percentage of false alarms caused by automatic fire detection which are to no-domestic property with more than 1 attendance by the FRS. The future targets for this relatively new BVPI have been adjusted to reflect outturn and will be reviewed to ensure they meet the SMART principle. The Service has introduced a new policy for unwanted AFD calls which has resulted in less incidents attended (see BVPI 149i) but with an inevitably greater weight of attack for those we do attend (If we attend its because we believe that there is a fire so more appliances are sent).	low
150	Expenditure per head of population on the provision of Fire & Rescue Services.	£	£39.81	£36.18	£38.58		-3.1%	6.6%	Increase against target due to changes to the FRS17 pensions adjustment. Decrease from 2005/06 due to the effect of Buncefield.	£39.27	£40.27	£41.22	future targets adjusted to reflect 2006/07 outturn.	high
206i	Number of deliberate primary fires (excl deliberate primary fires in vehicles)	Number per 10,000 population	2.90	3.16	2.47		14.8%	21.8%	The results reflect excellent performance following the implementation of arson initiatives across the County with partners during 2006/07. Including: multi-agency environmental action days removing rubbish and abandoned vehicles off the streets, and providing arson reduction advice to the business and commercial sector	2.82	2.74	2.68	Formerly BVPI 206. Targets aligned to the LAA agreed stretch targets (Reward A1.2a) of 3% year on year improvement. 2009/10 Targets to be renegotiated as part of LAA 2 (2005/06 Outturn amended to reflect CLG audited results)	low
206ii	Number of deliberate primary fires in vehicles	Number per 10,000 population	4.99	5.31	3.79		24.0%	28.6%	The results reflect excellent performance following the implementation of arson initiatives across the County with partners during 2006/07. Including: multi-agency environmental action days removing rubbish and abandoned vehicles off the streets, and providing arson reduction advice to the business and commercial sector	5.25	5.09	4.98	Targets aligned to the LAA agreed stretch targets (Reward A1.2a) of 3% year on year improvement. 2009/10 Targets to be renegotiated as part of LAA 2	low

Data for the 2006/07 and 2007/08 BVPIs

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206iii	Number of deliberate secondary fires (excl deliberate secondary fires in vehicles)	Number per 10,000 population	18.78	15.72	14.45		23.1%	8.1%	The results reflect excellent performance following the implementation of arson initiatives across the County with partners during 2006/07. Including: multi-agency environmental action days removing rubbish and abandoned vehicles off the streets, and providing arson reduction advice to the business and commercial sector	16.71	16.21	15.88	Targets aligned to the LAA agreed stretch targets (Reward A1.2b) of 3% year on year improvement. 2009/10 Targets to be renegotiated as part of LAA 2	low
206iv	Number of deliberate secondary fires in vehicles	Number per 10,000 population	1.09	1.32	0.72		33.9%	45.5%	The results reflect excellent performance following the implementation of arson initiatives across the County with partners during 2006/07. Including: multi-agency environmental action days removing rubbish and abandoned vehicles off the streets, and providing arson reduction advice to the business and commercial sector	1.23	1.19	1.16	Targets aligned to the LAA agreed stretch targets (Reward A1.2b) of 3% year on year improvement. 2009/10 Targets to be renegotiated as part of LAA 2	low
207	Number of Fires in non-domestic premises	Number per 1,000 non-domestic premises	13.20	23.00	17.08		-29.4%	25.7%	The outturn is approx 35% more than last years upper quartile. As a result, the recording and reporting process will be reviewed to ensure we are not over reporting on this indicator.	10.89	10.68	10.47	Results for 2005/06 amended following publication of CLG national tables. The difference is likely to be attributable to a variation in whether a premises is identified as a dwelling or not as recorded on the FDR1 fire report form. Future targets have been amended to reflect the 2005/06 national upper quartile followed by a 2% year on year improvement.	low
208	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire	%	92.72%	96.04%	92.92%		0.2%	-3.2%		93.85%	94.79%	95.74%	Future targets adjusted to reflect 2006/07 outturn with 1% year on year improvement.	high
209i	The percentage of fires attended in dwellings where a smoke alarm had activated	%	53.40%	58.79%	46.49%		-12.9%	-20.9%	The data capture process is dependent on the correct completion of the FDR1 form. Additional guidance will be issued to officers responsible for completing the forms to ensure data is accurate.	45.40%	46.30%	47.20%	Future targets have been adjusted to reflect the 2006/07 results followed by a 2% year on year improvement. Results for 2005/06 amended following publication of CLG national tables.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	%	12.80%	1.52%	14.44%		-12.8%	-850.0%	The original 2005/06 target for this BVPI was unrealistic and has subsequently been amended for 2007/08 onwards taking into account the national upper quartile.	11.00%	10.80%	10.60%	Future targets have been amended to reflect the 2005/06 national upper quartile followed by a 2% year on year improvement. Results for 2005/06 amended following publication of CLG national tables.	low
209iii	The percentage of fires attended in dwellings in which no smoke alarm was fitted	%	33.80%	62.27%	39.06%		-15.6%	37.3%	Performance is better than 2005/06 national upper quartile and reflects the number of smoke detectors fitted as a result of our Home Fire Safety Check campaign.	38.29%	37.54%	36.81%	Future targets have been amended to reflect 2006/07 performance as a baseline and 2% improvement year on year. (Aiming to maintain position within upper quartile).	low
210	The percentage of women fire-fighters	%	1.87%	2.40%	2.21%		18.2%	-7.9%	To meet our business need, the Service runs one recruiting campaign each year. This limitation restricts our opportunity to recruit more women fire-fighters	2.80%	3.00%	3.25%	Future targets revised to reflect one recruitment campaign per year.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
	<b>USER SATISFACTION</b>													
3	The % of citizens satisfied with the overall service provided by their local authority	%	Last national BVPI survey undertaken 2003/04, 67%	67%	52%	Base no. 1060 ci +/- 3.01%	Not applicable	-22.4%	The change to the prescribed methodology (a postal survey) will have contributed to a fall in satisfaction. In addition the general national decline in satisfaction in services has been reflected. However, the results for 2006/07 do still compare very well against other County Councils.	Next national survey due 2009/10	Next national survey due 2009/10	53% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Previous result from 2003-04 survey was 67% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high
4	The % of complainants satisfied with the handling of their complaint	%	Last national BVPI survey undertaken 2003/04, 38%	40%	35%	Base no. 237 ci +/- 6.08%	Not applicable	-12.5%	The change to the prescribed methodology (a postal survey) will have contributed to a fall in satisfaction. In addition the general national decline in satisfaction in services has been reflected. However, the results for 2006/07 do still compare very well against other County Councils.	Next national survey due 2009/10	Next national survey due 2009/10	36% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Previous result from 2003-04 survey was 38% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high
90c	The % of people satisfied with waste disposal facilities	%	Last national BVPI survey undertaken 2003/04, 86%	86%	81%	Base no. 914 ci +/- 2.53%	Not applicable	-5.8%	The change to the prescribed methodology (a postal survey) will have contributed to a fall in satisfaction. In addition the general national decline in satisfaction in services has been reflected. However, the results for 2006/07 do still compare very well against other County Councils.	Next national survey due 2009/10	Next national survey due 2009/10	82% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Previous result from 2003-04 survey was 86% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high
103	The % of respondents satisfied with local transport information	%	Last national BVPI survey undertaken 2003/04, 39%	40%	44%	Base no. 791 ci +/- 3.46%	Not applicable	10.0%	The satisfaction of respondents who had <b>seen</b> the information (CPA E14) was 69%, base no. 262, ci +/- 5.61%	Next national survey due 2009/10	Next national survey due 2009/10	45% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Previous result from 2003-04 survey was 39% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
104	The % of respondents satisfied with the local bus service	%	Last national BVPI survey undertaken 2003/04, 55%	55%	45%	Base no. 739 ci +/- 3.59%	Not applicable	-18.2%	The change to the prescribed methodology (a postal survey) will have contributed to a fall in satisfaction. In addition the general national decline in satisfaction in services has been reflected. However, the results for 2006/07 do still compare very well against other County Councils. The satisfaction of respondents who had <b>used</b> bus services (CPA E15) was 54%, base no. 539, ci +/- 4.21%	Next national survey due 2009/10	Next national survey due 2009/10	46% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Previous result from 2003-04 survey was 55% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high
111	The % of applicants satisfied with the service received (planning)	%	Last national BVPI survey undertaken 2003/04, 100%	100%	100%		Not applicable	0.0%	This reflects 100% from 5 returns.	Next national survey due 2009/10	Next national survey due 2009/10	100% Next national survey due 2009/10	This is the Service User satisfaction survey undertaken every three years. The previous result in 2003/04 was 100% from a single return.	high
118a	The % of users (of libraries) - found a book to borrow	%	Last national BVPI survey undertaken 2003/04, 69.5%	70%	88%		Not applicable	25.7%		Next national survey due 2009/10	Next national survey due 2009/10	89% Next national survey due 2009/10	This is the Service User satisfaction survey undertaken every three years. The previous result in 2003/04 was 69.5% from a face to face survey. The survey in 2006/7 has to be undertaken by post therefore target setting and comparisons to the previous survey will be less robust.	high
118b	The % of users (of libraries) - found the information they were looking for	%	Last national BVPI survey undertaken 2003/04, 68.8%	69%	79%		Not applicable	14.5%		Next national survey due 2009/10	Next national survey due 2009/10	80% Next national survey due 2009/10	This is the Service User satisfaction survey undertaken every three years. The previous result in 2003/04 was 68.8% from a face to face survey. The survey in 2006/7 has to be undertaken by post therefore target setting and comparisons to the previous survey will be less robust.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
118c	The % of users (of libraries) - satisfied with the library overall	%	Last national BVPI survey undertaken 2003/04, 91.8%	92%	92%		Not applicable	0.0%		Next national survey due 2009/10	Next national survey due 2009/10	93% Next national survey due 2009/10	This is the Service User satisfaction survey undertaken every three years. The previous result in 2003/04 was 91.8% from a face to face survey. The survey in 2006/7 has to be undertaken by post therefore target setting and comparisons to the previous survey will be less robust.	high
119a	The % of residents satisfied with - sports/leisure facilities	%	Last national survey undertaken 2003/04	Not set as HCC do not fund	61%	Base 1090 ci +/- 2.9%	Not applicable	Not applicable		Next national survey due 2009/10	Next national survey due 2009/10	62% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Even though Hertfordshire County Council do not fund these services, these must be included.	high
119b	The % of residents satisfied with - libraries	%	Last national BVPI survey undertaken 2003/04, 87%	87%	74%	Base 1104 ci +/- 2.6%	Not applicable	-14.9%	The change to the prescribed methodology (a postal survey) will have contributed to a fall in satisfaction. In addition the general national decline in satisfaction in services has been reflected. However, the results for 2006/07 do still compare very well against other County Councils.	Next national survey due 2009/10	Next national survey due 2009/10	75% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Previous result from 2003-04 survey was 87% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high
119c	The % of residents satisfied with - museums/galleries	%	Last national BVPI survey undertaken 2003/04, next due in 2006/07	100%	35%	Base 1069 ci +/- 2.87%	Not applicable	Not applicable	The change to the prescribed methodology (a postal survey) will have contributed to a fall in satisfaction. In addition the general national decline in satisfaction in services has been reflected. The County Council does not control any museums/galleries.	Next national survey due 2009/10	Next national survey due 2009/10	36% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. User survey is undertaken every 3 years. Previous result from 2003-04 survey was 100% from a face to face survey. The 2006-07 survey was undertaken by a nationally prescribed postal survey so target setting & comparisons to the previous survey will be less robust.	high
119d	The % of residents satisfied with - theatres/concert halls	%	Last national survey undertaken 2003/04	Not set as HCC do not fund	37%	Base 1075 ci +/- 2.89%	Not applicable	Not applicable		Next national survey due 2009/10	Next national survey due 2009/10	38% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Even though Hertfordshire County Council do not fund these services, these must be included.	high
119e	The % of residents satisfied with - parks and open spaces	%	Last national survey undertaken 2003/04	Not set as HCC do not fund	78%	Base 1096 ci +/- 2.46%	Not applicable	Not applicable		Next national survey due 2009/10	Next national survey due 2009/10	79% Next national survey due 2009/10	BVPI General User survey is undertaken every 3 years. Even though Hertfordshire County Council do not fund these services, these must be included.	high

Data for the 2006/07 and 2007/08 BVPIs

			Audited Outturn (Data)	Target	Outturn (Data)	(Text)	variance from previous year	variance from target	comments on performance	Target	Target	Target	Notes	Good performance is
BVPI No.	Description	Contents / format	2005/06	2006/07	2006/07	2006/07	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	2006/07	high or low
	DELETED FOR 2007/08													
17b	Working age (18-65) people from ethnic minorities	%	0.064	Not required (6.4%)	Not required (6.4%)	BVPI Deleted for 2007/08	not applicable	not applicable	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08 - Communities & Local Government Letter and Annex 18 May 2007.	n/a
157	Types of interaction delivered electronically	%	1	BVPI not required after 2005/06	BVPI not required after 2005/06	BVPI Deleted for 2007/08	not applicable	not applicable	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08 - Communities & Local Government Letter and Annex 18 May 2007.	high
200c	Plan-making: Monitoring Report	Yes/No	Yes	Yes	Yes	BVPI Deleted for 2007/08	Not applicable	Not applicable	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08 - Communities & Local Government Letter and Annex 18 May 2007.	Yes
198 (2005 defn)	Drug Users in treatment	% change between current and previous year	Audit Commission update (March 2006) asks authorities not to report this PI	Audit Commission update (March 2006) asks authorities not to report this PI	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	Not applicable	not applicable	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08	BVPI Deleted for 2007/08 - Communities & Local Government Letter and Annex 18 May 2007.	high