



meeting Community Services Select Committee

date 13th February 2006

agenda item number

Report of the Assistant Director (Policy, Performance, and Development)

Best Value Performance Indicators 2004-5

Purpose of the Report

1. This report summarises the outcomes of the best value performance indicators as they affect the Culture and Community Department

Background

2. The government requires all local authorities to publish a suite of performance indicators (BVPIs) as defined by the Office of the Deputy Prime Minister. The Audit Commission collects the BVPIs and publishes them so that councils can compare their performance. The comparisons for 2004/5 have recently been published and are discussed below.
3. The BVPIs do not represent the full range of the department's services. A report from the Director of Culture and Community gave more detail on the department's performance against a range of key performance indicators at the six-month point in 2005/6.

BVPIs

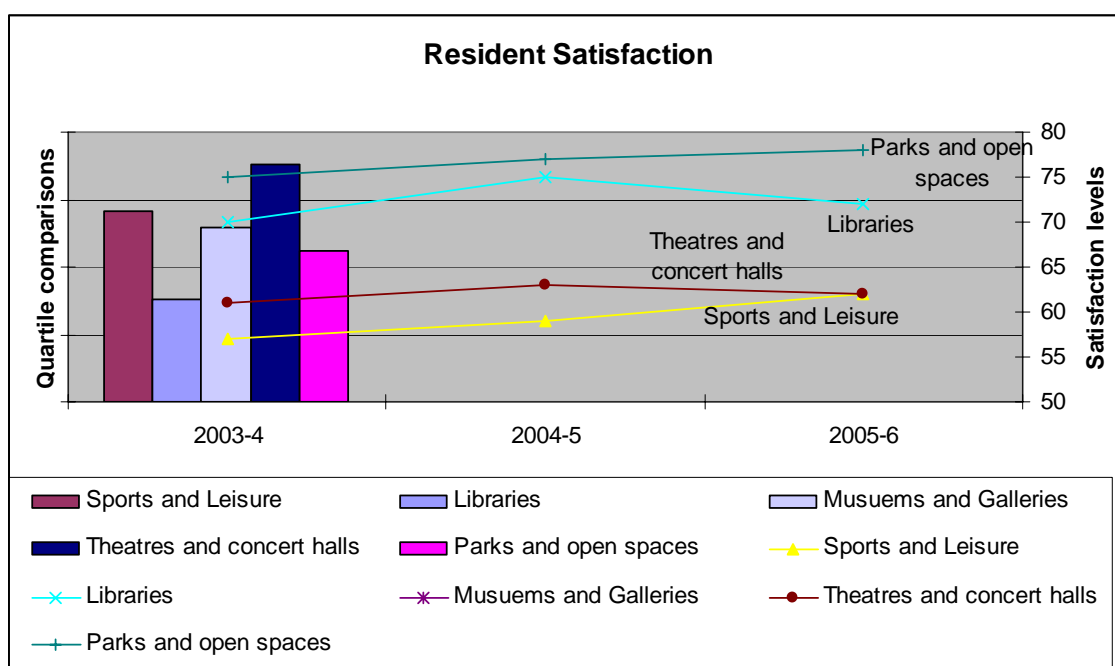
4. The following sections discuss groups of performance indicators. The graphs show the comparison with other county councils (using the quartile comparisons) and actual data.

Resident satisfaction with cultural services

5. Resident satisfaction with a range of services is measured every three years through the best value general survey. In order to better track satisfaction with the council and its services we commission an annual survey from an independent organisation using the same methodology as the general survey. The last national survey was in 2003-4.
6. A random sample of households are sent a postal questionnaire and asked how satisfied they are with individual services provided or supported by the council. They have the option of being very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, or very dissatisfied. They are also

asked how frequently they have used these services. The questions are shown in Appendix 1.

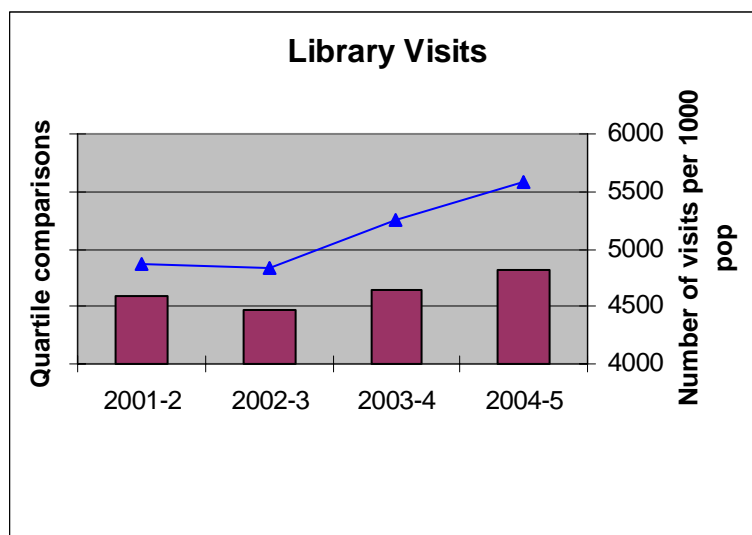
7. The following chart summarises the position



8. The chart shows that in 2003-4 we were in the top quartile for satisfaction with theatres and concert halls, and in the second quartile for satisfaction with sports and leisure, museums and galleries, and parks and open spaces.
9. Satisfaction with libraries was in the third quartile. However the data for library satisfaction was tightly grouped – we achieved 68% satisfaction and the median being 70%. The local surveys indicate that satisfaction with libraries has increased since 2003-4.
10. It is noticeable that users are significantly more satisfied than non-users. For instance the 2005-6 results show that 90% those who use libraries are satisfied or very satisfied with them, while only 42% of non-users are satisfied or very satisfied.

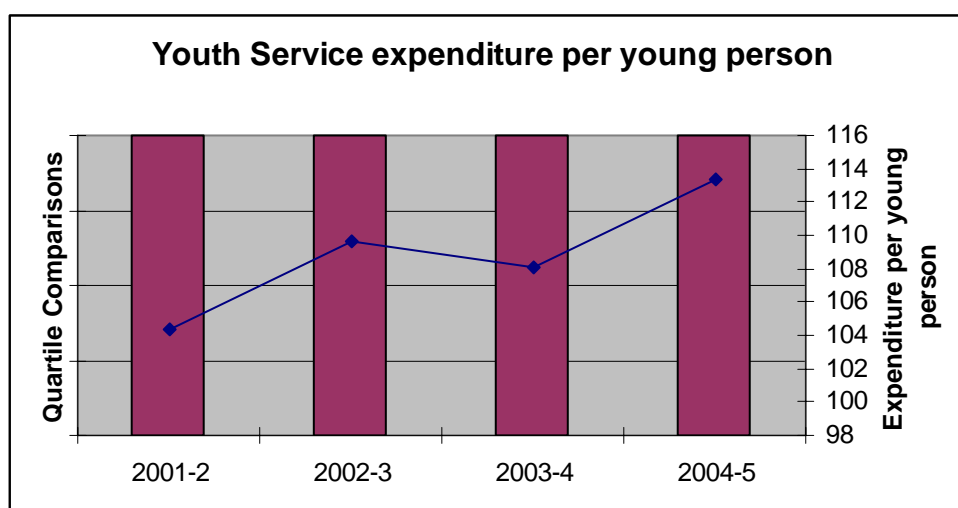
Use of libraries

11. The following chart shows the comparison of BV117 which measures the number of library visits per 1,000 population and the actual number of visits. It can be seen that the number of visits has increased over the last two years. There have been similar increases elsewhere which means that although we have strengthened our position within the third quartile we have not been able to move into the second quartile.

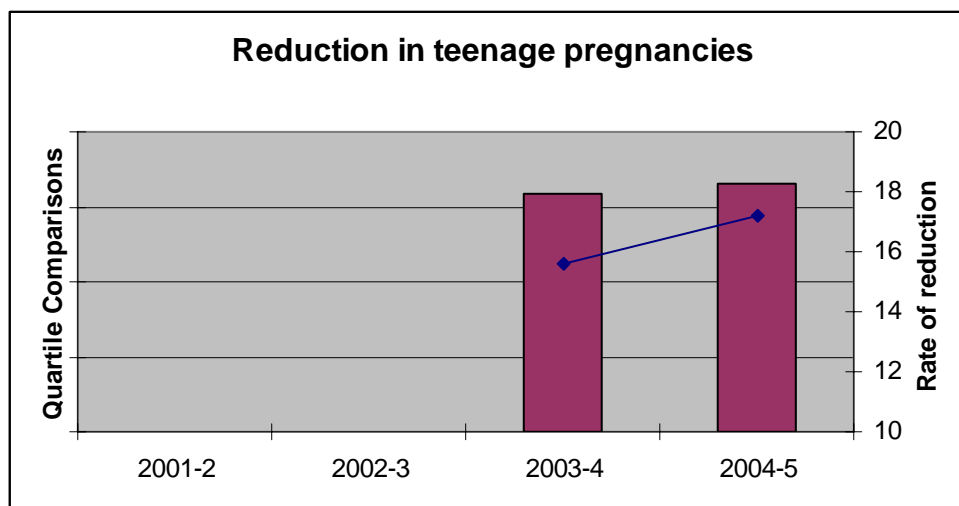


Young People

12. The only BVPI for the youth service is the expenditure per young person in the target age range. The position is shown in the following chart.

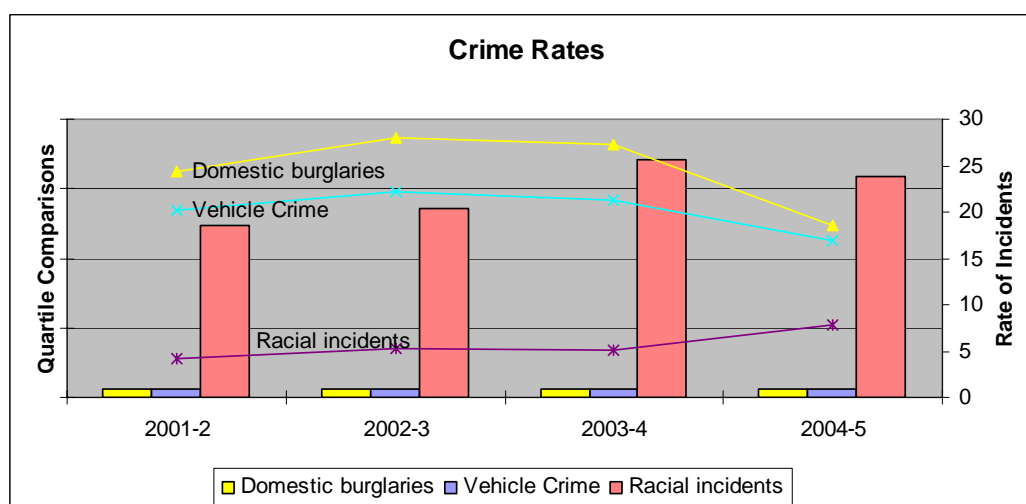


13. It will be seen that the council has consistently invested more in the youth service per head than elsewhere.
14. Over the last two years all county councils have also reported on performance in reducing the rate of teenage pregnancies as shown in the following chart. The rate of reduction is in the top quartile for all county councils.



Crime

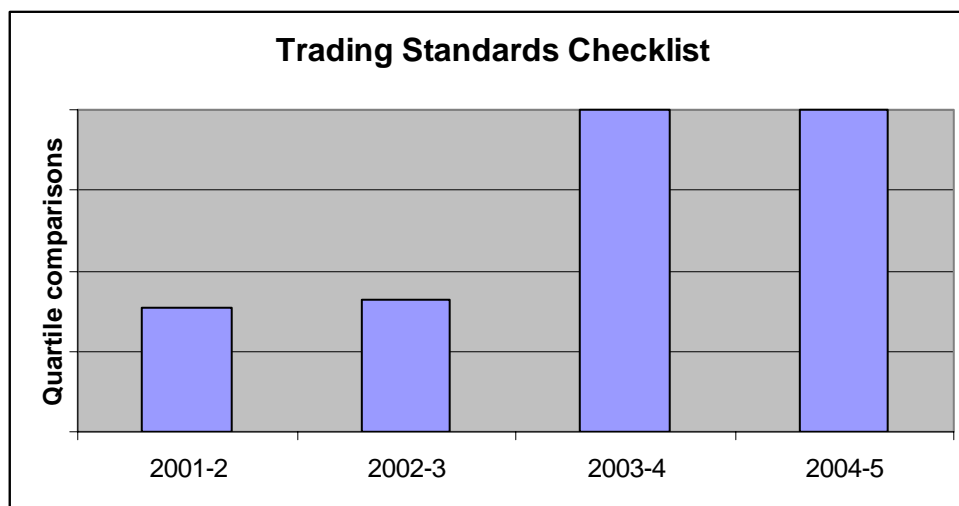
15. The following chart shows the number of domestic burglaries per 1,000 households, the number of vehicle crimes per 1,000 population and the number of racial incidents per 100,000 population



16. This chart shows that Nottinghamshire has the highest rate of burglaries and vehicle crimes. However, there has been a reduction in crime rates over the last two years – the improvement in Nottinghamshire has been significantly faster than elsewhere so the gap with other areas has closed.

Community Protection

17. The following chart compares the performance of the Trading Standards service against other authorities. It is based on scores on a quality checklist of policies and practices. The detailed aspects included in the checklist are set out in Appendix 2. We increased from a score of 67.5% in 2001/2 to 100% in 2003/4 and have maintained that in 2004/5.



Statutory and Policy Implications

18. This report has been compiled after consideration of implications in respect of finance, equal opportunities, personnel, Crime and Disorder and those using the service. Where such implications are material, they have been described in the text of the report.

Recommendation

It is recommended that the report be noted

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Culture and Community Department

Legal Services Comments

This report is for noting only and no Legal Comments are required (JA 30.01.06)

Director of Resources' Financial Comments

Background Papers Available for Inspection

Nottinghamshire County Council best value user performance indicators- weighted and unweighted scores 2000-2006

Electoral Division(s) Affected

All