

| PI | Indicator | 2002/03 Actual | 2003/04 Actual | Lower Quartile | Medium | Upper Quartile | 2004/05 Actual | 1st Quarter | 2nd Quarter | 2005/06 Target | 2006/07 Target | 2007/08 Target | Upper Quartile | RAG |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------------|--------|----------------|----------------|-------------|-------------|----------------|----------------|----------------|----------------|-----|
| Equal Treatment and Access for All | | | | | | | | | | | | | | |
| BV2a | Equality Standard for Local Government | 0 | 0 | | | | 0 | 0 | 0 | 1 | 2 | 3 | | R |
| BV2b | Duty to promote race equality (%) | | 37 | 26 | 42 | 55 | 37 | 37 | 37 | 70 | 90 | 95 | X | R |
| Satisfaction | | | | | | | | | | | | | | |
| BV3 | % of citizens satisfied with the overall service provided by the authority | | 46 | 52 | 56 | 61 | | | | | 55 | | | |
| BV4 | % claimants satisfied with the handling of their complaint | | 23 | 30 | 33 | 37 | | | | | 30 | | | |
| Our Finances | | | | | | | | | | | | | | |
| BV8 | Percentage of invoices paid on time | 90.5 | 93.9 | 90.89 | 94.49 | 96.74 | 92.61 | 92.7 | 95.3 | 96 | 96 | 96 | X | G |
| BV9 | Proportion of Council Tax collected | 97.5 | 98.2 | 97.2 | 98 | 98.5 | 98.1 | 27.2 | 63.85 | 98 | 98 | 98 | ✓ | G |
| BV10 | Percentage of non-domestic rates collected | 98.6 | 99.1 | 98 | 98.77 | 99.12 | 99.3 | 29.2 | 67.8 | 99 | 99 | 99 | ✓ | G |
| Our Employees | | | | | | | | | | | | | | |
| BV11a | Top 5% of earners who are women | 25 | 21.4 | 14.7 | 20 | 26.69 | 29.4 | 29 | 29 | 35 | 40 | 45 | ✓ | G |
| BV11b | Top 5% of earners who are from an ethnic minority | 0 | 0 | 0 | 0 | 2.2 | 0 | 0 | 0 | 5 | 5 | 5 | X | R |
| BV11c | Top 5% earners that have a disability | | | | | | | 0 | 0 | | | | | |
| BV12 | Working days lost due to sickness absence | 12.6 | 11.1 | 11.82 | 10.3 | 8.93 | 12.4 | 3.3 | 7.16 | 10 | 9 | 8 | X | R |
| BV14 | Percentage of early retirements | 0 | 0 | 1.02 | 0.48 | 0.14 | 0 | 0 | 0 | 0 | 0 | 0 | ✓ | G |
| BV15 | Percentage off ill-health retirements | 1.26 | 0.72 | 0.61 | 0.34 | 0 | 0 | 0 | 0 | 0.25 | 0.25 | 0.25 | ✓ | G |
| BV16a | Percentage of employees with a disability | 1.97 | 5.5 | 1.72 | 2.76 | 4.11 | 6.3 | 6.3 | 6.3 | 7 | 7 | 7 | ✓ | G |
| BV16b | Working age (18-65) people with disabilities (%) | 17.4 | 17.4 | 10.44 | 12.61 | 15.09 | 17.4 | 17.4 | 17.4 | | | | | |
| BV17a | Staff from ethnic minorities (%) | 0.49 | 0.18 | 0.6 | 1.2 | 2.4 | 0.26 | 0.26 | 0.26 | 0.75 | 1.25 | 1.25 | X | A |
| BV17b | Working age (18-65) people from ethnic minorities (%) | 0.7 | 0.7 | 1.1 | 1.8 | 3.4 | 0.7 | 0.7 | 0.7 | | | | | |
| Access | | | | | | | | | | | | | | |
| BV156 | % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people. | 89 | 88 | 27 | 47 | 67 | 83 | 83 | 88 | 100 | 100 | 100 | ✓ | A |
| E-Government | | | | | | | | | | | | | | |
| BV157 | % of interactions with the public, which are capable of electronic service delivery and which are being delivered using internet protocols or other | 21 | 58 | 50.3 | 62.99 | 72 | 92 | 92 | 92 | 100 | 100 | 100 | ✓ | G |
| Housing | | | | | | | | | | | | | | |
| BV64 | Private dwellings returned to occupation (%) | 176 | 46 | 1 | 7 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | X | G |
| BV183 (a) | Length of stay in bed and breakfast (weeks) | 0 | 5 | 8.8 | 5 | 1.18 | 1.4 | 4.3 | 3.1 | 2 | 1 | 1 | X | R |
| BV183(b) | Length of stay in hostels | 1.33 | 0 | 22.25 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | ✓ | G |
| BV202 | The number of people sleeping rough on a single night within the area of the local authority | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | | G |
| BV203 | The percentage change in the average number of families placed in temporary accommodation under the homeless legislation compared with the average from the previous year. | | | | | | 200 | 0.75 | -50 | 0 | -50 | 0 | | R |
| BV213 | No of households who consider themselves as homeless, who approached the local housing authority's housing advice service, and for whom housing advise casework intervention resolved their situation | | | | | | | N/A | 0 | | | | | |

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| BV214 | Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years. | | | | | | | 0.06 | 0.05 | | | | | |
| Benefits | | | | | | | | | | | | | | |
| BV76a | Number of claimants visited/1000 caseload | | 123.6 | 64.11 | 200 | 304 | 147.02 | 62.3 | 64.5 | 200 | 250 | 300 | X | A |
| BV76b | Number of Fraud investigators/1000 caseload | | 0.5 | 0.26 | 0.35 | 0.48 | 0.45 | 0.45 | 0.45 | 0.45 | 0.45 | 0.45 | ✓ | G |
| BV76c | Number of Fraud investigations/1000 caseload | | 22.59 | 32.87 | 41.45 | 61.7 | 26.46 | 14.12 | 14.43 | 25 | 30* | 35 | X | G |
| BV76d | Number of prosecutions & sanctions/1000 caseload | | 2.66 | 1.77 | 3.37 | 5.83 | 2.86 | 0.6 | 1.05 | 4 | 4 | 5 | X | R |
| BV78a | Average time for processing new claims for benefits (calendar days) | 87.35 | 60.3 | 46.3 | 38.4 | 31 | 66.79 | 70.1 | 83.8 | 36 | 30 | 30 | X | R |
| BV78b | Average time for processing notifications of change of circumstance (days) | 39.91 | 34.31 | 13 | 9.7 | 7.2 | 15.15 | 31 | 42.9 | 12 | 7 | 7 | X | R |
| BV79a | Percentage of cases which the calculation of benefit was correct | 94 | 91.7 | 96.8 | 98 | 99 | 90.6 | 97.4 | 89.7 | 98 | 99 | 99 | X | A |
| BV79b (i) | The amount of HB overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period | 50.33 | 85.31 | 39.32 | 47.26 | 55.6 | 76.48 | 69 | 70.3 | 85 | 85 | 85 | ✓ | |
| BV79b (ii) | HB overpayments recovered during the period as a % of the total amount of HB overpayments debt outstanding at the start of the period plus amount of HB overpayments identified during the period. | | | | | | | 42 | 28 | | | | | |
| BV 79b (iii) | HB overpayments written off during the period as a % of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period | | | | | | | 0.03 | 0.04 | | | | | |
| User Satisfaction Surveys | | | | | | | | | | | | | | |
| BV80a | Contact/access facilities @ benefit office (%) | | 80 | 76 | 81 | 84 | | | | | 90 | | | |
| BV80b | Service in the benefits office | | 81 | 78 | 83 | 86 | | | | | 90 | | | |
| BV80c | Telephone service (%) | | 68 | 67 | 74 | 80 | | | | | 95 | | | |
| BV80d | Staff in benefit office (%) | | 81 | 79 | 83 | 86 | | | | | 95 | | | |
| Bv80e | Clarity of forms & leaflets (%) | | 62 | 60 | 63 | 67.5 | | | | | 80 | | | |
| BV80f | Time Taken for decision (%) | | 69 | 67 | 73 | 77 | | | | | 90 | | | |
| BV80g | Overall Satisfaction (%) | | 78 | 77 | 81 | 84 | | | | | 90 | | | |
| Environment | | | | | | | | | | | | | | |
| BV82a(i) | % recycled of total household waste arisings | 5.27 | 8.16 | 10.85 | 13.86 | 16.86 | 11.2 | 12.5 | 12.9 | 13 | 15 | 18 | X | G |
| BV82a (ii) | Total tonnage of household waste arising which have been sent by the authority for recycling | | | | | | | 1093.7 | 2292 | | | | | |
| BV82b (i) | % composted of total household waste arising | 0 | 4.43 | 0 | 1.8 | 5.14 | 13.6 | 20.5 | 20 | 15 | 17 | 17 | ✓ | G |
| BV82 b (ii) | The tonnage of household waste sent by the authority for composting | | | | | | | 1791.8 | 3481 | | | | | |
| BV84 (a) | Kg of household waste collected per head of the population | 429 | 437 | 430.3 | 400.8 | 371.7 | 460.7 | 504.7 | N/A | 460 | 460 | 460 | X | R |
| BV84 (b) | % change from the previous financial year in the number of kilograms of household waste collected per head of the population | | | | | | | 9.6 | 4.9 | | | | | |
| BV86 | Net cost of waste collection per household | 37.00 | 36.51 | | 38.00 | | 41.94 | 44.14 | N/A | 39.41 | 40.6 | 41.82 | | A |
| BV89 | % people very/fairly satisfied with cleanliness standards | | 52 | 58 | 63 | 68 | | | | | 63 | | | |
| BV90a | % of citizens very/fairly satisfied with the household waste collection service. | | 72 | 83 | 87 | 90 | | | C | | 87 | | | |
| BV90b | % of citizens very/fairly satisfied with arrangements for recycling | | 57 | 67 | 72 | 75.5 | | | | | 72 | | | |
| BV91a | Percentage of population resident in the authority's area served by a kerbside collection of recyclables | 7.4 | 64 | 84.95 | 95.60 | 100 | 67.9 | 79 | 79 | 78 | 82 | 85 | X | G |
| BV91b | % of household residents in the authority area served by kerbside collection of at least two recyclables | | | | | | | N/A | N/A | | | | | |
| BV199a | Cleanliness of relevant land and highways % | | 60 | 25.2 | 18.1 | 12 | 36 | N/A | 42 | 30 | 25 | 20 | X | R |

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| BV199b | Levels of graffiti | | | | | | | N/A | N/A | | | | | |
| BV199c | Fly Posting | | | | | | | N/A | N/A | | | | | |
| BV199d | The year-on-year reduction in total number of incidents and increase in total no of enforcement actions taken to deal with 'fly-tipping' | | | | | | | N/A | N/A | | | | | |
| BV218a | % of new reports of abandoned vehicles investigated within 24 hours of notification | | | | | | | 82.6 | 72.83 | | | | | |
| BV218b | % of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle | | | | | | | 93.3 | 96.67 | | | | | |
| Planning | | | | | | | | | | | | | | |
| BV106 | Brownfield housing completions as % of total completions | 28.3 | 18.2 | 45.2 | 66 | 86 | 26.3 | 37 | 47.4 | 50 | 50 | 60 | X | G |
| BV109a | Planning major applications in 13 weeks (%) | 60 | 77 | 40.25 | 51.86 | 63.58 | 58 | 25 | 20 | 60 | 60 | 60 | X | R |
| BV109b | Planning minor applications 8 weeks (%) | 60 | 64 | 52 | 61 | 71 | 62 | 60 | 56 | 65 | 65 | 65 | X | A |
| BV109c | Planning other applications in 8 weeks (%) | 81.1 | 75 | 73.98 | 80 | 86 | 85 | 91 | 87 | 80 | 80 | 80 | ✓ | G |
| BV111 | Satisfaction survey - processing planning applications (%) | | 85 | 70 | 75 | 81 | | | | | 85 | | | |
| BV179 | % of standard land searches carried out within 10 working days | 66.07 | 99.84 | 93.28 | 99.47 | 100 | 99.96 | 99 | 99.7 | 100 | 100 | 100 | ✓ | G |
| BV200a | Did the LA submit the Local Development Scheme by 28th March 2005? | | No | | | | No | Yes | Yes | Yes | Yes | Yes | | G |
| BV200b | Has the LA met the milestones in the Local Development Scheme | | Yes | | | | Yes | No | No | Yes | Yes | Yes | | A |
| BV200c | Did the local planning authority publish an annual monitoring report by 31st December of the last year? | | | | | | | No | No | | | | | G |
| BV204 | Percentage of appeals allowed against the authority's decision to refuse planning applications | | | | | | 27 | 29 | 30 | 20 | 20 | 20 | | A |
| BV205 | Quality of service checklist | | | | | | 44 | n/a | n/a | 60 | 65 | 70 | | |
| BV219a | Total number of conservation areas | | | | | | | 9 | 9 | | | | | |
| BV219b | % of conservation areas in the local authority area with an up to date character appraisal | | | | | | | 0 | 0 | | | | | |
| BV219c | % of conservation areas with published management proposals | | | | | | | 0 | 0 | | | | | |
| Environmental Health | | | | | | | | | | | | | | |
| BV166 a&b | Score against a checklist of enforcement best practice for environmental health. | 90 | 90 | 68.4 | 80 | 90 | 58.75 | 58.75 | 58.75 | 100 | 100 | 100 | X | R |
| BV216a | Number of 'sites of potential concern' with respect to land contamination | | | | | | | 944 | 944 | | | | | |
| BV216b | Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a % of all sites of potential concern | | | | | | | 0.64 | 0.64 | | | | | |
| BV217 | % of pollution control improvements to existing installations | | | | | | | 60 | 60 | | | | | |
| Cultural & Recreation | | | | | | | | | | | | | | |
| BV119a | Sport and Leisure Facilities | | 50 | 50 | 55 | 60.25 | | | | | 55 | | | |
| BV119b | Libraries | | | | | | | | | | | | | |
| BV119c | Museums and galleries | | 37 | 30.75 | 41 | 50 | | | | | 50 | | | |
| BV119d | Theatres/concert halls | | 42 | 35 | 48 | 56 | | | | | 45 | | | |
| BV119e | Parks and open spaces | | 71 | 68 | 73 | 77 | | | | | 80 | | | |
| BV170a | Visits/usages of museums per 1,000 population | 430 | 669 | 71 | 243 | 670 | 653 | 222 | 513.44 | 452 | 700 | 624 | ✓ | G |
| BV170b | Visits in person to museums per 1,000 population | 406 | 641 | 50 | 147 | 427 | 636 | 214 | 482.64 | 425 | 625 | 595 | ✓ | G |
| BV170c | Number of pupils visiting museums and galleries in organized school groups | 486 | 544 | 187 | 1122 | 2754 | 903 | 410 | 706 | 200 | 700 | 3225 | X | G |

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| Community Safety | | | | | | | | | | | | | | |
| BV126 | Burglaries- No per 1,000 households | 9.13 | 7.6 | | | | 6.8 | 1.7 | 3.6 | 6.6 | 6.4 | 6.3 | | A |
| BV127a | Violent offences per 1,000 population | 1.59 | 1.47 | | | | 2.38 | 6.5 | 12.7 | 2.21 | 2.06 | 1.91 | | R |
| BV127b | Robberies per 1,000 population | 5.04 | 5.5 | | | | 9.4 | 0.07 | 0.12 | 8.7 | 8.1 | 7.6 | | G |
| BV128 | Vehicle crimes- No. per 1,000 population | 8.71 | 7.2 | | | | 6 | 1.27 | 2.9 | 5.9 | 5.7 | 5.5 | | A |
| BV174 | Number of racial incidents recorded by the authority- No. per 100, 000 population | 0 | 0 | | | | 0 | 0 | 0 | 0 | 0 | 0 | | G |
| BV175 | Percentage of Racial Incidents resulting in further action | 100 | 100 | 0 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | ✓ | G |
| BV176 | Number of Domestic Violence Places | 0 | 0 | 0 | 0.04 | 0.64 | 0 | BV225 | BV225 | 0 | 0 | 0 | | |
| BV225 | Actions against domestic violence | | | | | | | 18.1 | 18 | | | | | |
| Community Legal Services | | | | | | | | | | | | | | |
| BV177 | Community Legal Services Partnership | 100 | 100 | 6.4 | 54.3 | 100 | 100 | | | 100 | 100 | 100 | ✓ | G |
| BV226a | Total amount spent by the LA on advice and guidance services provided by external organisations | | | | | | | 0 | 0 | | | | | |
| BV226b | % of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level | | | | | | | 0 | 0 | | | | | |
| BV226c | Total amount on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public | | | | | | | 96 | 96 | | | | | |