

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 advice 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	✗	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	✗	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	✗	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	✗	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	✗	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	✗	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	✗	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	✗	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	✗	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	✗	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	✗	G
BV109a	Planning major applications in 13 weeks (%)	60	77	40.25	51.86	63.58	58	25	20	60	60	60	✗	R
BV109b	Planning minor applications 8 weeks (%)	60	64	52	61	71	62	60	56	65	65	65	✗	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		
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	✗	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	✗	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					