











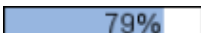
07/08 Delivery Plan

Report Author: 2 Admin
Report Type: Action Report
Generated on: 08 May 2008











Action Status	
	Completed
	Assigned; In Progress
	Unassigned; Check Progress; Not Started
	Overdue
	Cancelled

Theme: **01 Summary**
Parent Code & Title: **CP 5 year Corporate Plan 2007 - 2008**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date
	AT Achieving Transformation	Quality of Life Director		31/03/2008
	EF Effective Leadership	Executive Chief		31/03/2008
	PP Promoting Prosperity	Economic Prosperity & Sustainability Director of		31/03/2008



Theme: **02 Achieving Transformation**
 Parent Code & Title: **AT 1 Creating opportunities for community involvement**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 1.02 Implement an area committee structure and a programme for listening to the views and concerns of people; involving people in local decision-making and encouraging local activity.	Executive Chief	<div><div>50%</div></div>	31/03/2008	<p>31/3/08 - Consulted Parish Councils on initial proposals and in discussion with Cumbria County Council on implementation. WCSP has endorsed basic proposals.</p> <p>29/01/08 - A project team is meeting to propose a locality working scheme.</p> <p>21/01/08 - Joint Parishes initial consultation on 06/12/07.</p> <p>30/10/07 - CLASB Cumbria wide approach approved. Copeland option appraisal in development following October Executive approval.</p> <p>13/08/07 - Agreed basic plan under Better Government for Cumbria. Implementation subject to CLASB negotiation post-unitary decision.</p>
	AT 1.03 Review the use of local facilities and services to ensure that they meet the needs of the community in a sustainable way.	Customer Services Head of	<div><div>100%</div></div>	01/03/2008	<p>01/05/08 - APA project delivered on time within budget</p> <p>03/01/08 - APA project still on target</p> <p>07/11/07 - The project is continuing on target, with 6 months to go the communications are starting to be issued.</p> <p>23/07/07 - The alternative payment project will extend the ability to make cash payments for council tax in 50 outlets, rather than the 4 that are currently available.</p>

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 1.06 Work with Town Councils, Parish Councils and Parish Meetings to develop their role as champions of local communities.	Quality of Life Director		01/03/2008	24/04/08 - Joint meetings held on 19th June and 6th December, annual meeting with members took place on 10th March 2008 . Parish Charter launched on 25th June 2007 and currently 90% of all Parish and Town Councils in Copeland have formally signed up to its principals. Two Quality Parish now accredited in Copeland. .
	AT 1.09 Make more use of the Community Gateway and the West Cumbria Strategic Partnership to make direct links between the communities' views and the Council's services.	Executive Chief		31/03/2008	22/04/08 - Cancelled as agreed at Executive. 13/08/07 - Community Gateway currently suspended. The function now rests with the West Cumbria Strategic Partnership and has used the Community Gateway for consultation on the Sustainable Community Strategy.
	AT 1.10 Implement the Statement for Community Involvement.	Regeneration Head of		31/03/2008	29/04/08 - The SCI was adopted by Council in January 08. 29/01/08 - Policy had to be 'readopted' in January 2008 as statutory time allowance to advertise after initial adoption ran out. 17/05/07 - Policy has been adopted by Council. Awaiting advertisement.


Theme: **02 Achieving Transformation**

Parent Code & Title: **AT 1.04 Run a series of out-reach consultations and workshops on policy issues with local people.**


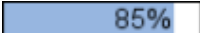
Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 1.4.1 07-08 out-reach consultation	Executive Chief		31/03/2008	<p>21/01/08 - Consultation on Council Tax going ahead.</p> <p>30/10/07 - Consultations completed as per programme.</p> <p>13/08/07 - Consultations planned for September/October on Corporate priorities. Parish Council plans in development.</p>




Theme: **02 Achieving Transformation**

Parent Code & Title: **AT 1.05 Provide feedback to the community on consultation outcomes and actions taken as a result.**







Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 1.5.1 07-08 feedback on consultation	Executive Chief	<div><div>100%</div></div>	31/03/2008	21/01/08 - Council priorities approved at November Executive and Full Council. 30/10/07 - Consultation completed. Report due at RPWG on 7th November 2007. 13/08/07 - No consultation undertaken as yet.


Theme: **02 Achieving Transformation**
 Parent Code & Title: **AT 2 Regenerating Copeland**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 2.04 Review Economic Development / Regeneration Strategy in light of the West Cumbria Strategic Masterplan	Regeneration Head of		31/03/2008	<p>30/04/08 - Consultants appointed and progressing production of Copeland Regeneration Delivery Plan. First draft to be available in June 08.</p> <p>29/01/08 - Agreement secured to retain consultancy support to undertake specific piece of work to review the Economic Development Strategy and produce a 'delivery plan' for regeneration for Copeland, in the context of the Master Plan and other West Cumbria / Cumbria developments.</p> <p>18/01/08 - Master Plan - Energy Coast Plan has been agreed and work is progressing on delivery. Arrangements being made to put in place resources to develop a Copeland delivery plan in response to the Master Plan and to the broader range of regeneration needs in Copeland.</p> <p>07/08/07 - Progress is set at zero because the Masterplan has yet to be finalised and the Sustainable Communities Strategy is to be approved. The Council does not have a formally adopted economic development or regeneration strategy although a draft was produced with consultants. Once the SCS and Masterplan are adopted the production of an economic development strategy will likely have to be considered, although this is not currently</p>








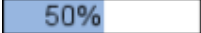


Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					resourced or programmed. Outside of the strategies for Whitehaven, Egremont, Cleator Moor and Millom activity of the council is currently largely driven by the requirement of funders.
✓	AT 2.06 Develop structure for support of the Cumbria Agreement economic and enterprise block.	Regeneration Head of		31/03/2008	08/08/07 - The structure is through participation in the Economic Well Being Task Group of the WCSP therefore the task is complete.
✓	AT 2.07 Maximise external funding, within the resources of the Council and partners to deliver.	Regeneration Head of		31/03/2008	08/08/07 - This target is achieved not because external funding has been maximised but due to the fact that the funding already secured exceeds the Council and partners' capacity to deliver. Resources are not currently, however, adequate for sustainable regeneration.
✓	AT 2.08 Secure adequate resources to implement sustainable regeneration by successfully securing funding through the funding bid process.	Economic Prosperity & Sustainability Director of; Regeneration Head of		31/03/2008	<p>07/05/08 - We have a strong track record of securing funding from a range of sources. However, further potential exists in future years but is subject to officer/partner capacity to develop and deliver projects and programmes.</p> <p>04/02/08 - Restructure agreed - Funding of graduate development programme agreed - In principle agreement to additional planning post through the Masterplan Delivery Programme.</p> <p>13/08/07 - As noted at 2.07 the existing funding directed at the council or secured by it stretch the partners' capacity to deliver. If the Master Plan is successful in drawing down significant additional funding new capacity and mechanisms will be needed to achieve delivery.</p>

Theme: **02 Achieving Transformation**
 Parent Code & Title: **AT 3 Improving skills and education; retaining skills**


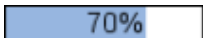



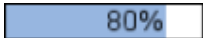
Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 3.1 Appoint an internal 'Champion' for learning.	Executive Chief		31/03/2008	29/01/08 - Head of Policy and Performance taking responsibility until the refresh of the Corporate Plan.
	AT 3.4 Take a lead in setting an example to other employers.	Quality of Life Director		31/03/2008	13/08/07 - No action taken as yet, post-unitary decision. 16/01/08 - Investors in People review undertaken and going for re accreditation. Job Evaluation assessment completed. Staff survey focus groups completed and staff meetings have taken place and action plan formulated.
	AT 3.5 Work with funding and delivery agencies to ensure that learning services are meeting the needs of the community in Copeland, particularly those in disadvantaged areas and groups; and that they are available in community accessible locations.	Regeneration Head of		31/03/2008	01/05/08 - With partners we have helped to develop: Nuclear Skills Academy, Academy School in Egremont and the Dalton Institute. 30/04/08 - Working Neighbourhoods funding agreed and initial consideration given to utilising funding for delivery of Locality Working proposals, which will engage partners into looking at new ways of delivering services across the Borough. 29/01/08 - Working Neighbourhoods will provide fresh impetus in this area. Detailed work awaiting additional resources. 29/01/08 - Working closely with Lakes College whose new business strategy enables more accessible services in community locations.

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 3.6 Work with partners to raise the standard in educational institutions.	Executive Chief	<div><div>100%</div></div>	31/03/2008	<p>08/08/07 - Little progress made to date due to competing priorities. Will be on the agenda for the South Whitehaven Neighbourhood Management Board in terms of addressing need in the most disadvantaged community in Copeland.</p> <p>13/08/07 - Education rated 'Amber-Green' under LSP annual assessment.</p>

Theme: **02 Achieving Transformation**
 Parent Code & Title: **AT 3.4 Take a lead in setting an example to other employers.**





Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 3.4.1 Encourage take up of learning opportunities amongst CBC staff	Quality of Life Director		31/03/2008	24/04/08 - Training plan for 2008 now in place and a significant increased budget for staff training in the 2008/09 agreed.
	AT 3.4.2 Provide opportunities for staff progression to take up hard to fill vacancies	Quality of Life Director		31/03/2008	24/04/08 - If we are unable to fill a vacancy against the job profile we are looking to appoint internally and train the member of staff to fulfill the role when possible.
	AT 3.4.3 Continue apprentice schemes	Quality of Life Director		31/03/2008	20/08/07 - Existing Apprentice schemes continuing also additional apprentices recruited in Open Spaces.
	AT 3.4.4 Develop new trainee schemes	Quality of Life Director		31/03/2008	08/05/08 - Some aspects of the recent Directorate restructure proposals include some trainee initiatives. Discussions have taken place with Education providers. Will be progressed further as and when resources permit.
	AT 3.4.5 Encourage the development of basic skills	Quality of Life Director		31/03/2008	08/05/08 - Now developing training opportunities with an account manager at the college and looking to recruit training reps. Budget for staff training in 2008/09 is a substantial increase.

Theme: **02 Achieving Transformation**
Parent Code & Title: **AT 4 Equality of opportunity**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 4.2 Copeland and Cumbria Equality and Diversity groups will develop an action plan to improve the Attitude Survey results.	Legal & Democratic Services Head of		30/09/2008	30/01/08 A draft Cumbria Cohesion Strategy has been prepared and is shortly to be presented for consultation
					26/10/07 - The results of the survey have now been received. On the initiative of the County a County-wide Cohesion strategy is being developed. Internally a poster has been developed to increase awareness and responses should be incorporated within the Action Plans coming out of EIAs.
					19/07/07 - In response to a system reminder on this subject today the results of the Cumbria Attitudes Survey have not yet been received. Therefore it isn't possible to develop an Action Plan yet.
	AT 4.4 Develop action plans to help local residents access the benefits they are entitled to.	Customer Services Head of		31/03/2008	17/07/07 - This target was set when we were part of the Cumbria initiative which has now been disbanded. Therefore there will not be an action plan produced. However we now have a welfare benefits officer in post who is tasked with helping customers maximise entitlement.
	AT 4.5 Respond to the statutory guidance in relation to children and young people and the Every Child Matters Green Paper when the guidance is produced.	Leisure & Environmental Services Head of		31/03/2008	18/01/08 - Position report considered by Corporate Team December 2007, main structures/systems in place main identified need for the organisation now is for training from the Children's Authority for specific staff. This will not



Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					be available until the 08/09 financial year (following a pilot in Carlisle in 07/08)
					07/08/07 - A Lead Member and Officer have been approved by the Executive on 24/4/07 to take forward this agenda. Copeland BC have agreed to the development of a Children's Trust for Cumbria (Executive July 2007) and have an Officer representative on the Children and Young People's Thematic Group of the West Cumbria Strategic Partnership.

Theme: **02 Achieving Transformation**
 Parent Code & Title: **AT 5 Customer focused**









Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 5.7 Service delivery to DWP performance standards.	Customer Services Head of		31/03/2008	<p>01/05/08 - Improvement continued to the end of the year</p> <p>03/01/08 - BVPIs continue to improve</p> <p>17/10/07 - BVPIs continue to improve.</p> <p>17/07/07 - New & review BVPIs much improved for the 1st quarter. DWP self assessment submitted that shows an improvement to 2.</p>
	AT 5.8 Execute a communications plan which seeks to explain policy, challenge views, and stimulate response in the community and customers.	Quality of Life Director		31/03/2008	<p>08/05/08 - Priorities for the Council have been consulted on through Parish and Town Councils and Public meetings with Council priorities determined as a result. Budget consultation also carried out at Public meetings in January 2008. Work ongoing to update the Communications Strategy. A clear and effective communications plan was delivered to introduce the Alternative Payment Arrangement scheme.</p>

Theme: **02 Achieving Transformation**

Parent Code & Title: **AT 5.1 Survey customer satisfaction and stakeholder perception at agreed frequency.**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 5.1.1 Survey customer satisfaction and stakeholder perception	Customer Services Head of		31/03/2008	<p>01/05/08 - Results received during March but no analysis undertaken yet</p> <p>03/01/08 - Findings from follow up survey should be available during January</p> <p>07/11/07 - The follow up to the BVUSS survey is currently being undertaken. The next survey of our performance against our commitments is not scheduled until next year.</p> <p>20/07/07 - There has been some analysis of the results from the BVUSS. A way forward is being discussed by the Customer 1st Group, which included a single subject Manager Group meeting in July. There has been a survey based on our commitments but is has been decided to do a full BVPI style annual survey later in the year.</p>



Theme: **02 Achieving Transformation**
Parent Code & Title: **AT 6 Effective performance management and culture**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 6.4 Ensure the Council manages its Scrutiny function at least equal to the national standard developed by the Centre for Public Scrutiny by completing the Centre's self-evaluation framework and developing an action plan arising from the self-evaluation.	Legal & Democratic Services Head of; Democratic Services Manager		31/03/2008	30/11/07 - Workshop for all scrutiny members 22 Nov 07 22/08/07 - Report to OSC Mgt Ctee September with options on Framework Evaluation implementation
	AT 6.5 Implement effective performance management system for all staff.	Policy & Performance Head of		31/03/2008	30/04/08 - Complete 25/10/07 - Draft scheme for employee appraisal to be agreed during quarter 3, to implement by 1 April 2008. 02/08/07 - Review of existing system has started. New system in place for Chief Executive and Corporate Team, which may be basis of future general scheme.
	AT 6.6 Develop the IT based performance monitoring system to meet all performance management needs.	Policy & Performance Head of		31/03/2008	30/04/08 - Complete for 2007/8. New phases in progress 25/07/07 - Covalent development on target. Additional areas for performance management and reporting being added during 2007/8 e.g. risk registers.
	AT 6.7 Develop and implement action plan to improve the quality of data collection systems and processes.	Policy & Performance Head of		31/03/2008	30/04/08 - Information collection nearly complete. Action plan to be developed 17/01/08 - Questionnaire to be sent out shortly. Results will feed into next

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					<p>service plans.</p> <p>25/10/07 - Data Quality checklist drafted to be agreed for use with services</p> <p>25/07/07 - Data Quality Improvement Plan in place and being worked on. Guidance for managers out for consultation.</p>


Theme: **02 Achieving Transformation**

Parent Code & Title: **AT 6.1 Create and deliver annual Member development programme, based on competencies.**








Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 6.1.1 07-08 Annual development plan	Legal & Democratic Services Head of; Democratic Services Manager		31/03/2008	22/08/07 - Induction Programme for all new Councillors complete. PDP Interviews with 36 members complete. TNA Report & Training Programme complete. Most of training programme now delivered


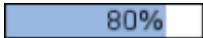
Theme: **02 Achieving Transformation**

Parent Code & Title: **AT 6.2 Create annual officers training and development plan to meet corporate objectives.**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 6.2.1 07-08 training and development plan	Policy & Performance Head of	<div><div>100%</div></div>	31/03/2008	

Theme: **02 Achieving Transformation**
Parent Code & Title: **AT 7 Strong financial and asset management**







Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	AT 7.1 Develop integrated medium term financial planning into corporate and service planning processes.	Finance & Business Development Head of		31/03/2008	<p>24/01/08 - Completed in December 07.</p> <p>25/10/07 - Final document to be developed by December 2007. Integration process in place.</p> <p>13/08/07 - Document 3/4 complete - will be delayed in completion due to lack of resource- this will impact on use of resources score</p>
	AT 7.2 Develop a robust budget model to assess future projections and risk assessments.	Finance & Business Development Head of		31/03/2008	<p>24/01/08 - Completed in December 07.</p> <p>25/10/07 - High level three year projection in place. New Budget Strategy approved. Work on a detailed model has been implemented and will be finalised in December 07.</p> <p>13/08/07 - High level three year projection in place. New Budget Strategy approved. No work on a detailed model has been started. This will be delayed due to a lack of a resource</p>
	AT 7.3 Review and integrate the Asset Management Plan and the Capital Strategy.	Finance & Business Development Head of; Business Development Manager		31/03/2008	<p>25/10/07 - Approved by Executive on 4/10/07.</p> <p>24/08/07 - Asset Management Plan and Capital Strategy completed for 2007/6 to be submitted to Executive in September 07 - these are integrated although further input from Regeneration would be useful.</p>
	AT 7.4 Develop financial management system to	Finance & Business Development Head of;		31/03/2008	<p>29/04/08 - Management Accounting Work Group (MAWG) set up to review</p>

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	become a desktop tool for managers to manage/monitor and predict their budget.	Accountancy Services Manager			effectiveness of financial management information for budget managers and other users of financial information. We have currently arranged an major upgrade of the TASK financial system to Total Finance to take place before the end of May. At the same time further training has been arranged for accountancy staff on Crystal reporting. This will allow more effective reports to be developed for use by Managers at their desk top. By the end of June the correct technology will be available to all managers at their desk top and adequate training will be given to ensure full effective use of the system.
	AT 7.6 Deliver an effective audit and fraud prevention process suitable to the needs of the corporate plan and in line with the CIPFA code of practice.	Finance & Business Development Head of; Audit Manager		31/03/2008	<p>01/05/08 - Fully comply with the Audit Code of Practice. However, completed only 68% of the Audit Plan due to Senior Auditor seconded to Accountancy for 5 months. Fraud Team comply with all the DWP standards and have exceeded the annual DWP targets.</p> <p>21/12/07 - Fully comply with Code of Practice. Completed 76% of work planned for the first 9 months. [Senior Auditor still seconded to Accountancy.] Fraud Team comply with all DWP standards and have exceeded the annual DWP targets.</p> <p>03/12/07 - Internal Audit fully comply with the Code of Practice. Completed 77% of work planned for the first 8 months [Senior Auditor seconded to Accountancy from 22/10/07]. Fraud Team comply with all DWP standards and have exceeded DWP targets for the first 8 months.</p>

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					<p>01/10/07 - Internal Audit have to review their quality procedures as the final outstanding action to fully comply with the Code of Practice. Completed 78% of work planned for the first 6 months of 07/08. Fraud Team comply with all DWP standards and have exceeded the DWP targets for the first 6 months of 07/08.</p> <p>11/09/07 - Internal Audit have implemented 8 of the 9 actions to fully comply with the Code of Practice. Completed 79% of work planned for first 5 months of 07/08. Fraud Team comply with all the DWP standards and have exceeded the DWP targets for the first 5 months of 07/08.</p> <p>31/07/07 - Internal Audit demonstrated extent of compliance with the Code of Practice (Audit Committee 28/03/07). Completed 83% of audit work planned for 1st quarter 07/08. Fraud team comply with all the Department of Works and Pensions (DWP) standards and exceeded the DWP targets for 1st quarter 07/08. Quarterly monitoring reports for both Audit and Fraud have been submitted to the Audit Committee 01/08/07.</p>


Theme: **03 Effective Leadership**

Parent Code & Title: **EF 1 Leading local change; influencing national and regional change**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 1.08 Implement the IDeAs ethical governance framework.	Legal & Democratic Services Head of; Democratic Services Manager		31/03/2008	02/04/08 - Workplan approved by Standards Committee for the year to March 2009. Implementing the EGF is perhaps an imprecise description.
					18/01/08 - Report and recommendations received from IDeA. Standards Committee to consider action plan Feb 2008
					26/10/07 - The Standards Committee has now agreed to November 26th as the day for the health check.
	EF 1.09 Provide responses to key national and regional consultation within the stated deadline.	Sustainability & Nuclear Head of		31/03/2008	22/08/07 - IDeA facilitated workshop for all Members October 2007 for IDeA ethical governance health check
	EF 1.10 Take a lead role in advising government and related bodies on local communities and national nuclear policies. Seek to influence policy to the benefit of Copeland residents.	Economic Prosperity & Sustainability Director of		31/03/2008	04/02/08 - Have contributed to input to government thinking on big issues. Completed implementation of principle Community Benefits in relation to LLWR. Support for new build has contributed to government announcing new programme. 13/08/07 - Nuclear policies finalised, response to nuclear site end states consultation made. Ongoing input to nuclear policy issues.





Theme: **03 Effective Leadership**

Parent Code & Title: **EF 1.01 Develop a series of 1 year delivery plans. Monitor and review progress and take action as appropriate.**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 1.1.1 Develop 07-08 Delivery Plan	Executive Chief	<div><div>100%</div></div>	31/12/2007	13/08/07 - Submitted to September Executive.





Theme: **03 Effective Leadership**

Parent Code & Title: **EF 1.03 To work conjointly with the other authorities in Cumbria to improve the system of local government for Cumbria.**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 1.3.1 Outline case for new local Government working delivered to the Secretary of State	Executive Chief		31/12/2007	13/08/07 - Delivered to Secretary of State in June.
	EF 1.3.2 Proposals for Better Government Working approved	Executive Chief		31/12/2007	13/08/07 - Approved at Full Council in June.



Theme: **03 Effective Leadership**

Parent Code & Title: **EF 1.07 Undertake a review of organisational effectiveness and support improvements in achieving: - Value for money - Customer focus - Continuous improvement**







Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 1.7.1 Achieve Gershon targets.	Policy & Performance Head of		31/03/2008	30/04/08 - Over-achieved against target 13/07/07 - Annual Efficiency Statements for 2007/8 submitted. Progress against targets giving no cause for concern
	EF 1.7.2 Robust procurement policies and procedures.	Finance & Business Development Head of; Business Development Manager		31/03/2008	28/01/08 - Now opted to go for 'P to P' instead of Punching on Interim Head of Finance's recommendations. A programme for introduction is scheduled by end of May. 24/08/07 - Procurement Strategy in place, procurement reps established, IDeA Marketplace Quick Start in place. Lack of resources to manage procurement apparent. Progress to Marketplace punch in delayed beyond September.

Theme: **03 Effective Leadership**

Parent Code & Title: **EF 1.09 Provide responses to key national and regional consultation within the stated deadline.**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 1.9.1 Initiate a database of Council responses to nuclear consultation and annually review the effectiveness of the response	Sustainability & Nuclear Head of		31/03/2008	01/05/08 - Completed (on going).
					04/02/08 - All consultations responded to. One deadline extended.





Theme: **03 Effective Leadership**
 Parent Code & Title: **EF 2 Providing clear direction**



Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 2.1 Create and maintain a medium term Corporate Plan which sets out the vision, priorities and objectives for the Council.	Executive Chief		31/03/2008	<p>22/04/08 - Refresh completed. Will go to Full Council for approval on 24th June.</p> <p>29/01/08 - On target. Refresh in progress at beginning of Jan 08.</p> <p>13/08/07 - Currently being done through Corporate Management Boards.</p>
	EF 2.2 Survey staff satisfaction and awareness of the Council's direction; develop and implement improvement plans.	Executive Chief		31/03/2008	<p>21/04/08 - Action Plan developed and in progress.</p> <p>21/01/08 - Action Plan issued to staff on 14/12/07.</p> <p>30/10/07 - Survey completed. Focus groups completed.</p> <p>13/08/07 - Survey completed. Focus groups arranged.</p>
	EF 2.3 Adopt and cascade communication strategies for corporate improvements, including communications tools for staff, members and stakeholders.	Policy & Performance Head of		31/03/2008	<p>30/04/08 - Communication strategies developed for alternative payments, waste minimisation, concessionary travel and budget setting.</p> <p>25/10/07 - Communication plans for Digital TV, The Beacon relaunch, alternative payments; Sustainable Community Strategy publication; Annual LSP Forum</p> <p>13/07/07 - Corporate Communication Strategy to be reviewed again. Employee Attitude Survey results will require communication improvement including developing skills and techniques for</p>

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					managers.



Theme: **03 Effective Leadership**

Parent Code & Title: **EF 3 Strong strategic partnerships**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	EF 3.1 Produce a definitive list of active strategic partnerships and devise the appropriate support and feedback mechanisms for them.	Executive Chief	<div><div>5%</div></div>	31/12/2007	21/01/08 - Cancelled as task was found to be too onerous and difficult to measure as complete.
	EF 3.2 Develop an action plan with partners to achieve 'Green Light' accreditation from the Government Office North West for the West Cumbria Strategic Partnership	Executive Chief	<div><div>95%</div></div>	31/03/2008	13/08/07 - To be completed by Corporate Management Boards. 22/04/08 - Work towards the Sustainable Communities Strategy Implementation Plan is underway. Preparation for the Annual Review is also underway. 29/01/08 - On target.
	EF 3.4 Develop, along side our internal system, a performance management framework for partnership working.	Policy & Performance Head of	<div><div>30%</div></div>	31/03/2008	13/08/07 - Amber-Green assessment for 2007 achieved with action plan being prepared for approval. 30/04/08 - SLAs and formal protocols developed and approved.
	EF 3.5 Review and revise partnership working from the recommendations and priorities of the West Cumbria Strategic Masterplan.	Executive Chief	<div><div>100%</div></div>	31/03/2008	23/01/08 - Work stalled due to non-availability of staff. Intend to progress this in 2008/9. 13/07/07 - Copeland BC is part of new LSP Performance Group, developing performance management framework for partnership working 21/01/08 - Council approved Masterplan in December 07. 30/10/07 - Review completed but subject to approval. 13/08/07 - LSP Chief Executive's Group is putting Masterplan priorities into the





Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					Sustainable Communities Strategy implementation plan.
	EF 3.6 Develop new strategies and programmes in response to the requirements of the approved West Cumbria Strategic Masterplan.	Executive Chief		31/03/2008	<p>21/04/08 - Masterplan approved Dec 08.</p> <p>21/01/08 - LSP Thematic Groups developing proposals and action plan.</p> <p>30/10/07 - Masterplan itself still subject to agreement but additional work is being done to complement it under the SCS implementation plan.</p> <p>13/08/07 - Masterplan itself still subject to agreement.</p>

Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 1 Sufficient and diverse job opportunities**




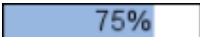
Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 1.2 Support the development of sustainable local businesses.	Regeneration Head of	<div><div>100%</div></div>	31/03/2008	<p>30/04/08 - Production of Copeland Regeneration Delivery Plan (in June 08) will identify key priorities for action in developing new employment opportunities. Support continues to be given to existing local businesses looking to expand/diversify and new businesses looking to start-up or relocate to the area.</p> <p>04/02/08 - Continuing to work with partners on enhancing older industrial areas, providing small business units and assisting new businesses.</p> <p>08/08/07 - Council support is limited as not main agency in this field. Working with partners on enhancing older industrial areas and providing small business units. Supporting work of nuclear supply chain process to diversify from reliance on Sellafield. Ongoing activity.</p>
	PP 1.5 Secure and develop the number of jobs in the health sector.	Regeneration Head of	<div><div>80%</div></div>	31/03/2008	<p>30/04/08 - Proposal to develop a new hospital in Whitehaven included in Energy Coast Delivery Plan and has been subject of discussions with health partners. Proposal will also be included in Copeland Regeneration Delivery Plan, and will be the nucleus for spin-off and supporting employment investment in the health sector.</p> <p>08/08/07 - Working with the hospital</p>

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					trust and PCT to secure a new hospital for Whitehaven and through the Masterplan develop a health campus.

Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 2 Safer Copeland**


Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 2.1 Mainstream S17 of the Crime and Disorder Act 1998 in all Council activities through an audit process.	Regeneration Head of	<div><div>30%</div></div>	31/03/2008	30/04/08 - Unable to recruit; post still vacant. County now putting forward proposal to link this post to broader CDRP agenda. Should go to County Chief Executive's meeting in May 08. 08/08/07 - Considerable work undertaken by the S17 officer in organising training and assisting in reviewing business plans but post is currently vacant. Priority to recruit to this post - August 2007.
	PP 2.4 Communications strategy for CDRP.	Regeneration Head of	<div><div>100%</div></div>	31/03/2008	08/08/07 - Communications strategy produced.
	PP 2.5 Develop structure to identify resources used/ required to reduce crime and fear of crime; and benefits of actions taken.	Regeneration Head of	<div><div>100%</div></div>	31/03/2008	08/08/07 - This is the work of the CDRP in which the Council participates as a key partner.
	PP 2.8 Ensure that emergency planning procedures are constantly up to date and effective in accordance with the Civil Contingencies Act.	Legal & Democratic Services Head of	<div><div>75%</div></div>	31/03/2008	

Theme: **04 Promoting Prosperity**
Parent Code & Title: **PP 3 Quality Living Environment**



Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 3.1 Work will be undertaken to ensure those areas subject to heavier concentrations of litter and detritus are cleaned more frequently.	Leisure & Environmental Services Head of		31/03/2008	<p>01/05/08 - With the final survey completed the year outturn for BVPI 199a is 2% consolidating earlier indications of improved performance</p> <p>18/01/08 - Second survey complete and confirmed improvement from first survey of BVPI199a at 3% and both BVPI 199b & c at 0%, plus gap has closed in priority areas.</p> <p>02/11/07 - The 2nd (of 3) surveys has commenced but does not have to be complete until the end of November</p> <p>13/08/07 - The first cleanliness survey of 2007/8 shows further improvement on BV199 with BV199a being 3% while the result for BV199b and c is 0%.</p>
	PP 3.3 Share information and use the powers made available through the CNE Act 2005, LG Act, Crime and Disorder Act 1998 and Anti Social Behaviour Act 2005 to take action against those who litter, fly tip and allow their dogs to foul public places.	Leisure & Environmental Services Head of		31/03/2008	<p>01/05/08 - Unable to meet the target for the issuing of littering penalty notices due to high absence level at the beginning of the year and competing service priorities.</p> <p>18/01/08 - APCOA staff now authorised to take action under the CNEA. December Joint Parishes meeting 'offered' parishes the opportunity to work similarly as well as raising awareness of the CNEA's implications.</p> <p>02/11/07 - Due to staff absence and other priorities progress has been slower than desirable. However, while littering</p>

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					<p>and fly-tipping is behind profile dog fouling fines are slightly ahead of profile and fly-posting has been particularly effectively dealt with</p> <p>13/08/07 - Police Community Support Officers in Whitehaven, Millom & Egremont have been empowered under the Clean Neighbourhood & Environment Act to issue Fix Penalty Notices for a range of environmental nuisances.</p>





Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 4 Sustainability**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 4.4 Develop and implement a green policy for the Council.	Sustainability & Nuclear Head of	<div><div>10%</div></div>	31/03/2008	29/01/08 - Corporate Team to review policy area in light of new LAA and Use of Resources requirements. OSC have looked at the issue with a view to providing a starting point for the development of a policy.

Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 5 Quality housing**





Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 5.2 Review the service provided by the Home Improvement Agency.	Regeneration Head of		31/03/2008	30/04/08 - Further meeting with agency on 18/04/08. Agreed plan to review service and regularise relationship.
					31/01/08 - Preparation for Housing Inspection by the Audit Commission not allowed for work to be undertaken. Report due in March 2008. Resource difficulties still in housing although team member on long term sick leave is on phased return to work which will assist in addressing priority areas. Consultant also retained to work on housing grants process and procedures.
					08/08/07 - Review of housing function being undertaken as part of directorate review.

Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 6 Leisure and culture**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 6.2 Provide plans for new built public leisure facilities within the Pow Beck valley area of Whitehaven.	Leisure & Environmental Services Head of		31/03/2008	<p>06/05/08 - Work has been ongoing with sport and leisure providers to develop a sport village model. Regular communication has taken place with Leisure Copeland Board regarding aspirations for relocation.</p> <p>18/01/08 - Sports Village vision confirmed by Executive November 2007 (now as Community Sports Hub). Portfolio and Directors responsibilities assigned to progress the vision.</p> <p>07/08/07 - Study completed into sports centre relocation and 90% into sports village feasibility study. Cultural Services Manager part of Pow Beck Infrastructure Task Group and sports provision an integral part of agenda.</p>
	PP 6.6 Build on current skills development initiatives and position Copeland as a destination of choice for learning establishments to facilitate workforce development in arts and sports.	Leisure & Environmental Services Head of		31/03/2008	<p>06/05/08 - Within the Pathways to Art project 80 workshops were delivered in photography, creative writing, woodcarving and theatre. 102 individuals, 53 retained (attending 2 or more workshops), 7 in work, 5 volunteering, 4 permitted work, 7 accessing training, 5 actively looking for work. This project has been so successful that both South Whitehaven NMA and South Workington NMA are supporting the project via funding contributions and it will be expanded as part of the 2008/09 Cultural Services work programme.</p>




Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
					<p>24/01/08 - Copeland BC has been working with WLR and the Sports Economy Champion to drive forward research into employer needs and training opportunities specific to the sports sector. Sports Structures Ltd. have been commissioned to carry out the research and consultations into the sports and active leisure sector, which will inform a range of interventions. In West Cumbria a work strand will follow that will target IB claimants and give them opportunities to attain entry level qualifications. The research and action plan will be concluded by Feb 08.</p> <p>07/08/07 - Cultural Services are working on two projects with JobCentre Plus; both aimed at engaging long term incapacity benefit holders in activity. The arts project is confidence building led with participants being encouraged to develop new skills and has also been supported by the South Whitehaven Neighbourhood Management Board. The sports project is targeted at employment in the sports sector and links to a wider workforce development initiative being supported by West Lakes Renaissance and Cumbria Sport.</p>

Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 7 Improving health**


Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 7.1 Lobby for accessible primary health care facilities for the people of the borough.	Quality of Life Director		31/03/2008	20/08/07 - Member and Officer lobby through Scrutiny, Council and consultation comment etc
	PP 7.2 Challenge any proposed reduction in the nature and quality of health care services in the borough through links with the West Cumbria Partnership and County Council Health Scrutiny.	Quality of Life Director		31/03/2008	29/01/08 - Working to influence the site for a new hospital also provision of service on the new site etc. Working with the LSP groups and through our representative on the County Council Health Scrutiny Group

Theme: **04 Promoting Prosperity**

Parent Code & Title: **PP 7.4 Develop policies and actions to improve the health of Copeland Borough Council's employees.**

Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 7.4.1 Absence and accident reduction.	Quality of Life Director	<div><div>66%</div></div>	31/03/2008	25/04/08 - Accident statistics show a total of 36 accidents for the year all of which can be classified as minor and 13.1 days sickness absence per employee. Sickness absence figure compares with 15.4 for 2005/06 and 13.2 for 2006/07 and our own target for 2007/08 of 11 days. Upper quartile in 06/07 was 8.08. Action has been taken on sickness policy revision, long term absence controls, capability procedure and occupational health.
	PP 7.4.2 Opportunities to learn about healthy lifestyles	Quality of Life Director	<div><div>80%</div></div>	31/03/2008	24/04/08 - Discussions taking place with our Occupational Health provider, Health and Safety Officer and Communications Team to plan an initiative for 2008.
	PP 7.4.3 Improved occupational health.	Quality of Life Director	<div><div>100%</div></div>	31/03/2008	16/01/08 - More effective use being made of alternative Occupational Health provider. Also many long term absences have now been resolved.

Theme: **04 Promoting Prosperity**
 Parent Code & Title: **PP 8 Flexible Transport Infrastructure**









Status Icon	Action Code & Title	Administered By	Progress Bar	Due Date	All Notes
	PP 8.6 Carry out a review and develop an action plan to assist in the provision of appropriate flexible transport to places of employment.	Regeneration Head of	<div><div>5%</div></div>	31/03/2008	<div>30/04/08 - Work progressing in line with Master Plan exercise.</div> <div>31/01/08 - Some work being undertaken as part of Master Plan exercise by CCC.</div> <div>08/08/07 - No progress because of competing priorities/lack of resources.</div>

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
----------------------	---------------	---------------	----------------	-------------------	--------------------	------------------------



BVPI's Quarter Performance Monitoring 2007/2008

Report Author: 1 Admin
Report Type: PI Report
Generated on: 08 May 2008





























PI Status		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.		
	This PI is a data-only PI.		





BV Category: **Community Safety & Well Being**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV225 Actions Against Domestic Violence	18.1%	18.1%	27.3%			







PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV226a Advice & Guidance Services - total	£47000	£47000	£47000		✓	■
BV226b Advice & Guidance Services - CLS Quality Mark	100%	100%	100%		✓	■
BV226c Advice & Guidance Services: direct provision	£28970	£13084	£0		✓	↓
BV127a Violent Crime per 1,000 Population	19.00	17.80	17.00	11.38	✓	↑
BV127b Robberies per 1,000 Population	.10	.10	7.60	.20	✓	■
BV126 Domestic burglaries per 1,000 households	4.6	3.9	6.3	5.0	✓	↑
BV128 Vehicle crimes per 1,000 population	4.2	3.5	5.5	6.2	✓	↑
BV174 Racial Incidents Recorded	1.00	.00	.00		✓	↑
BV175 Racial incidents resulting in further action	100%	100%	100%	100%	✓	■

BV Category: **Corporate Health**













PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV10 Percentage of Non-domestic Rates Collected	98.60%	98.9%	99.00%	99.36%		
BV2a Equality Standard for Local Government	1	2	2			
BV2b Duty to Promote Race Equality	66%	73%	70%	79%		
BV8 % of invoices paid on time	95.60%	94.87%	100.00%	97.62%		
BV9 % of Council Tax collected	98.00%	97.8%	98.00%	98.60%		
BV11c Top 5% of Earners: with a disability	6.25%	.00%	6.25%	6.25%		
BV11a Top 5% of Earners: Women	37.50%	23.50%	37.50%	33.30%		
BV11b Top 5% of Earners: Ethnic Minorities	.00%	.00%	5.00%	3.70%		
BV12 Working Days Lost Due to Sickness Absence	13.20	13.10	11.00	8.08		
BV14 Percentage of Early Retirements	.65%	.00%	.00%	.00%		
BV15 Percentage of Ill-health Retirements	.66%	.33%	.25%	.00%		
BV156 Buildings Accessible to People with a Disability	89.00%	89.00%	87.00%			
BV16a Percentage of Employees with a Disability	4.42%	4.91%	4.50%	5.25%		

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV16b Percentage of Economically Active People who have a Disability	17.40%	17.40%	17.40%			
BV17a Ethnic Minority representation in the workforce - employees	.8%	.8%	.8%	3.1%		









BV Category: Cultural & Related Services

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV170a Visits to and Use of museums & galleries - All Visits	741	517	637	928		
BV170b Visits to and use of Museums & galleries - Visits in Person	622	357	519	557		
BV170c Visits to and Use of Museums - School Groups	1956	3235	2850	3805		















BV Category: **Environment & Environmental Health**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV166a Environmental Health Checklist	90.7%	90.7%	95.0%	100.0%		
BV217 Pollution Control Improvements Completed On-time	100%	100%	90%	100%		
BV216a Identifying Contaminated Land	1060	1076	1060			
BV218a Abandoned vehicles - % investigated within 24 hrs	78.00%	85.58%	95.00%	98.22%		
BV218b Abandoned Vehicles - % removed within 24 hours of required time	100.00%	100.00%	100.00%	97.76%		
BV216b Information on contaminated land	1.20%	1.21%	1.40%	10.00%		











BV Category: **Housing**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV64 No of private sector vacant dwellings that are returned into occupation or demolished	0	0	0	55		
BV213 Preventing Homelessness - number of households where homelessness prevented	0	18	1	4		
BV183b Length of stay in temporary accommodation (Hostel)	.00	.00	.00	.00		
BV202 Number of people sleeping rough	0	0	0	0		













BV Category: **Housing Benefit and Council Tax Benefit**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV76b Housing Benefits Security number of fraud investigators employed per 1,000 caseload	.44	.45	.44			
BV76c Housing Benefits Security number of fraud investigations per 1,000 caseload	44.42	63.33	41.20			
BV76d Housing Benefits Security number of prosecutions & sanctions per 1,000 caseload	3.08	5.85	4.00			
BV78a Speed of processing - new HB/CTB claims	44.2	28.1	30.0	24.0		
BV78b Speed of processing - changes of circumstances for HB/CTB claims	19.9	15.2	10.0	7.1		
BV79a Accuracy of processing - HB/CTB claims	89.40%	89.80%	98.00%	99.20%		
BV79b(ii) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	40.75%	37.44%	60.00%	39.02%		
BV79b(i) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	80.95%	88.96%	85.00%	81.71%		
BV79b(iii) Percentage of Recoverable Over payments Recovered (HB)	6.56%	1.66%	3.50%			

BV Category: **Local Economy and Environmental Sustainability**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV199b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	1%	1%	1%	0%		
BV199c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0%	0%	0%	0%		
BV109a NI 157a Processing of planning applications: Major applications	60.00%	70.00%	60.00%	80.71%		
BV109b NI 157b Processing of planning applications: Minor applications	64.00%	77.59%	65.00%	83.66%		
BV109c NI 157c Processing of planning applications: Other applications	86.25%	92.29%	80.00%	92.56%		

BV Category: **Planning**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV106 New homes built on previously developed land	38.10%	47.40%	70.00%	91.00%		
BV204 Planning appeals allowed	37.5%	28.6%	35.0%	25.0%		
BV205 Quality of Planning Service checklist	55.5%	61.0%	60.0%	100.0%		
BV219b Preserving the Special Character of Conservation Areas: Character Appraisals	.0%	.0%	.0%	35.1%		
BV200a Plan-making: Local Development Scheme submitted?	Yes	Yes	Yes			
BV200b Plan-making: Milestones Met?	No	No	Yes			

BV Category: **Waste Management & Cleanliness**

PI Code & Short Name	2006/07 Value	2007/08 Value	2007/08 Target	All DCs - TQ 2007	Traffic Light Icon	Short Term Trend Arrow
BV82a(i) % of Household Waste Recycled	15.40%	17.74%	18.00%	24.18%	✓	↑
BV82b(i) % of Household Waste Composted	15.60%	16.34%	17.00%	17.96%	✓	↑
BV84a Household waste collected per head, in kilos	438.4	437.8	432.0	380.8	✓	↑
BV86 Cost of household waste collection	£46.21	£44.37	£46.00	£42.14	✓	↑
BV82a(ii) Tonnes of Household Waste Recycled	4839.00	5460.73	5525.00	10069.94	✓	↑
BV82b(ii) Tonnes of household waste composted	4874.00	5029.34	5300.00	7513.87	⚠	↑
BV84b Household Waste Collection (% change in kilograms per head)	-4.37%	-0.14%	-1.00%	-1.87%	✗	↑
BV91a Kerbside Collection of Recyclables (one recyclable)	80.0%	82.6%	84.0%	100.0%	✓	↑
BV91b Kerbside collection of recyclables (two recyclables)	80.0%	82.6%	84.0%	100.0%	✓	↑
BV199a Local street and environmental cleanliness - Litter and Detritus	5.0%	2.0%	5.0%	6.0%	✓	↑