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**Report Author:** Scrutiny Officer  
**Report Type:** PI Report  
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Traffic Light Icon	PI Code & Short Name	Description	Current Value	Current Target	Short Term Trend Arrow	Long Term Trend Arrow	All Notes
	BV106 New homes built on previously developed land	Percentage of new homes built on previously developed land	51.00%	70.00%			
	BV111 % of applicants satisfied with the Planning service received	Percentage of applicants and those commenting on planning applications satisfied with the service received - Overall	77%	85%			
	BV82a(i) % of Household Waste Recycled	Percentage of the total tonnage of household waste arisings which has been recycled	16.87%	18.00%			--enter note--
	BV86 Cost of household waste collection	Cost of waste collection per household	£48.61	£46.00			
	BV89 Satisfaction with cleanliness of streets	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	57%	63%			
	BV90a Satisfaction with household waste collection	Percentage of people expressing satisfaction with the household waste collection service	65%	87%			










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	BV90b Satisfaction with waste recycling	overall Percentage of people expressing satisfaction with the provision of recycling facilities overall	56%	72%			
	BV166b Trading Standards Checklist	Score against a checklist of enforcement best practice for trading standards.	58.8%	100.0%			
	BV11c Top 5% of Earners: with a disability	Percentage of the top paid 5% of staff who have a disability.	.00%	6.25%			1 officer in 16 top earners
	BV216b Information on contaminated land	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	1.21%	1.40%			
	BV79b(i) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	75.99%	85.00%			
	BV79b(iii) Percentage of Recoverable Overpayments Recovered (HB)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the	1.43%	1.75%			

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		start of the period, plus amount of HB overpayments identified during the period					
	BV226c 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.		£0			Test Note
	BV127a Violent Crime per 1,000 Population	Violent crime per year, 1,000 population in the Local Authority area.	9.37	1.91			
	BV119c % satisfied with museums and galleries	Percentage of residents satisfied with the authorities museums and galleries.	32%	50%			
	BV119d % satisfied with theatres and concert halls	Percentage of residents satisfied with the authorities theatres and concert halls.	29%	45%			
	BV119e % satisfied with parks and open spaces	Percentage of residents satisfied with the authorities parks and open spaces	68%	80%			
	BV11a Top 5% of Earners: Women	The percentage of top 5% of earners that are women	22.22%	37.50%			
	BV11b Top 5% of Earners: Ethnic Minorities	The percentage of top 5% of earners from an ethnic	.00%	5.00%			



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	BV12 Working Days Lost Due to Sickness Absence	minority Number of working days/shifts lost to the Local Authority due to sickness absence	6.3	5.5			--enter note--; --enter note--
	BV16a Percentage of Employees with a Disability	The percentage of local authority employees with a disability	4.22%	4.50%			16 employees out of head count 362
	BV170c Visits to and Use of Museums - School Groups	The number of pupils visiting museums and galleries in organised school groups	392	712.5			
	BV179 Standard searches carried out in 10 working days	The percentage of standard searches carried out in 10 working days	88.00%	100.00%			
	BV199a Local street and environmental cleanliness - Litter and Detritus	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	3.0%	2.5%			No survey carried out during this period
	BV205 Quality of Planning Service checklist	The local authority's score against a 'quality of planning services' checklist	55.6%	60.0%			
	BV3 Overall satisfaction with the authority	The percentage of citizens satisfied with the overall service provided by their local authority	40%	55%			
	BV4 Satisfaction with complaint handling	The percentage of complainants satisfied with the handling of their complaint	28%	30%			

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	BV78b Speed of processing - changes of circumstances for HB/CTB claims	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority.	15.96	10			
	BV79a Accuracy of processing - HB/CTB claims	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	86.40%	98.00%			
	BV79b(ii) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	11.86%	30.00%			
	BV8 % of invoices paid on time	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	91.10%	100.00%			
	BV80g Overall user satisfaction with benefits service	Overall satisfaction with the benefits service. Conducted	71%	90%			

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	BV80a Contact/access facilities at benefit office - % agree all	every 3 years. Satisfaction with contact/access facilities at benefit office - % agree all. Conducted every 3 years.	77%	90%			
	BV80b Service in benefit office - % agree all	Satisfaction with service in benefit office - % agree all	75%	90%			
	BV80c Telephone service - % agree all	Satisfaction with telephone service at benefit office - % agree all	59%	95%			
	BV80d Staff in benefit office - % agree all	Satisfaction with Staff in benefit office - % agree all	74%	95%			
	BV80e Clarity etc, of forms & leaflets - % agree all	Clarity etc. of forms & leaflets - % agree all	59%	80%			
	BV80f Time taken for a decision - % agree all	Time taken for a decision - % agree all	64%	90%			

PI Status		Long Term Trends		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.		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 long term.		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 long term.		The value of this PI has not changed in the short term.

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	This PI cannot be calculated.
	This PI is a data-only PI.