

PI	Indicator	2003/04 Actual	2004/05 Actual	2005/06 Actual	Bottom Quartile	Medium Quartile	Top Quartile	1st Quarter	2006/07 Target	2007/08 Target	2008/09 Target	Upper Quartile	RAG
Equal Treatment and Access for All													
BV2a	Equality Standard for Local Government	0	0	1				1	2	2	3		A
BV2b	Duty to promote race equality (%)	37	37	66	37	50	63	66	90	90	95	✓	A
Satisfaction													
BV3	% of citizens satisfied with the overall service provided by the authority	46							55				
BV4	% claimants satisfied with the handling of their complaint	23							30				
Our Finances													
BV8	Percentage of invoices paid on time	93.9	92.61	94.5	91.06	94.69	97	93.5	96	96	97	✗	A
BV9	Proportion of Council Tax collected	98.2	98.1	97.8	97.31	98.1	98.5	30.38	98	98	98	✓	G
BV10	Percentage of non-domestic rates collected	99.1	99.3	98.6	98.22	98.81	99.2	34.48	99	99	99	✓	G
Our Employees													
BV11a	Top 5% of earners who are women	21.4	29.4	29.4	16.1	23.07	28.93	33	40	45	45	✓	A
BV11b	Top 5% of earners who are from an ethnic minority	0	0	0	0	0	1.98	0	5	5	5	✗	R
BV11c	Top 5% earners that have a disability			0				0	5	5	5		R
BV12	Working days lost due to sickness absence	11.1	11.8	15.4	11.1	9.59	8.48	3	9	8	8	✗	R
BV14	Percentage of early retirements	0	0	0	1.04	0.41	0	1	0	0	0	✗	R
BV15	Percentage off ill-health retirements	0.72	0	0	0.5	0.28	0	0	0.25	0.25	0.25	✓	G
BV16a	Percentage of employees with a disability	5.5	6.3	3.6	1.86	2.8	4.1	4	7	7	7	✓	A
BV16b	Working age (18-65) people with disabilities (%)	17.4	17.4	17.4	14.27	22.73	34.77	17.4					
BV17a	Staff from ethnic minorities (%)	0.18	0.26	0.58	0.7	1.4	2.5	1	1.25	1.25	1.2	✗	G
BV17b	Working age (18-65) people from ethnic minorities (%)	0.7	0.7	0.7	45.5	73.3	108.5	0.7					
Access													
BV156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	88	83	88	41.94	63.6	81.8	88	100	100	100	✓	A
Housing													
BV64	Private dwellings returned to occupation (%)	46	0	0	2	9	25	0	0	2	2	✗	G
BV183(a)	Length of stay in bed and breakfast (weeks)	5	3	1	5	3	1	0	1	1	1	✓	G
BV183(b)	Length of stay in hostels	0	0	0	19	8	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	50	25.21%	6%	-9.40%	6	-50	0	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			0				0	40	55	47		G
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				0.55	0.06	0.05	0.05		G
Benefits													
BV76a	Number of claimants visited/1000 caseload	123.6	147.02	163	173.06	222	296.6	47.54	208	208	208	✗	R
BV76b	Number of Fraud investigators/1000 caseload	0.5	0.45	0.45				0.44	0.44	0.44	0.44		G
BV76c	Number of Fraud investigations/1000 caseload	22.59	26.46	48.97	29	41.2	59.53	8.2	41.2	41.2	41.2	✗	A
BV76d	Number of prosecutions & sanctions/1000 caseload	2.66	2.86	3.73	2.52	4	6.25	0.15	4	4	4	✗	A
BV78a	Average time for processing new claims for benefits (calendar days)	60.3	66.79	91.45	40.6	33	28	58.04	35	35	28	✗	R
BV78b	Average time for processing notifications of change of circumstance (days)	34.31	15.15	47.76	12.4	8.8	6.8	29.01	9	9	9	✗	R
BV79a	Percentage of cases which the calculation of benefit was correct	91.7	90.6	91.4	96.08	98	99	88	98	98	98	✗	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	85.31	76.48	77.9	35.1	43.69	53.59	96.78	85	85	85	✓	G

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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.			51.8				22.35	55	60	65		A
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			4.46				0.03	4	3.5	3		G
User Satisfaction Surveys													
BV80a	Contact/access facilities @ benefit office (%)	80							90				
BV80b	Service in the benefits office	81							90				
BV80c	Telephone service (%)	68							95				
BV80d	Staff in benefit office (%)	81							95				
Bv80e	Clarity of forms & leaflets (%)	62							80				
BV80f	Time Taken for decision (%)	69							90				
BV80g	Overall Satisfaction (%)	78							90				
Environment													
BV82a(i)	% recycled of total household waste arisings	8.16	11.2	14.53	12.36	15.64	19.33	13.74	15	18	20	✗	A
BV82a (ii)	Total tonnage of household waste arising which have been sent by the authority for recycling			4703				1650	5375	5950	6450		G
BV82b (i)	% composted of total household waste arising	4.43	13.6	13.6	0.4	4.24	10.55	17.4	15.5	16	16	✓	G
BV82 b (ii)	The tonnage of household waste sent by the authority for composting			4400				921.11	5000	5200	5200		A
BV84 (a)	Kg of household waste collected per head of the population	437	460.7	458.44	442.8	411	380.4	N/A	456	454	452		
BV84 (b)	% change from the previous financial year in the number of kilograms of household waste collected per head of the population			-0.5				N/A	-0.5	-0.5	-0.5		
BV86	Net cost of waste collection per household	36.51	41.94	47.57	48.1	42.01	35.66	46.9	46.9	48.07	49.3	✗	G
BV89	% people very/fairly satisfied with cleanliness standards	52							63				
BV90a	% of citizens very/fairly satisfied with the household waste collection service.	72							87				
BV90b	% of citizens very/fairly satisfied with arrangements for recycling	57							72				
BV91a	Percentage of population resident in the authority's area served by a kerbside collection of recyclables	64	67.9	80.3	89.8	97.7	100	83.7	81	84	85	✗	G
BV91b	% of household residents in the authority area served by kerbside collection of at least two recyclables			80				84	81	84	85		G
BV199a	Cleanliness of relevant land and highways %	60	36	21	21.5	15	10	N/A	18	15	12		
BV199b	Levels of graffiti			1				N/A	1	1	1		
BV199c	Fly Posting			0				N/A	0	0	0		
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'												
BV218a	% of new reports of abandoned vehicles investigated within 24 hours of notification			69.1				60	80	98	100		A
BV218b	% of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle			96.67				100	98	99	100		G
Planning													
BV106	Brownfield housing completions as % of total completions	18.2	26.3	45	52.17	72.45	90.08	51.4	70	80	80	✗	A
BV109a	Planning major applications in 13 weeks (%)	77	58	21	46.87	59	71.25	100	60	60	60	✓	G
BV109b	Planning minor applications 8 weeks (%)	64	63	60	61	69.15	75.28	57	65	65	65	✗	A
BV109c	Planning other applications in 8 weeks (%)	75	85	85	79.98	84.46	88.01	85	80	85	85	✗	G
BV111	Satisfaction survey - processing planning applications (%)	85							85				
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	Yes				Yes	Yes	Yes	Yes		G
BV200c	Did the local planning authority publish an annual monitoring report by 31st December of the last year?			Yes				Yes	Yes	Yes	Yes		G
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications		27	27	37	28.9	24	0	24	24	20	✓	G
BV205	Quality of service checklist		44	55.5	72	83	88.9	55.5	60	70	80	✗	A
BV219a	Total number of conservation areas			9				9	9	9	9		G
BV219b	% of conservation areas in the local authority area with an up to date character appraisal			0				0	0	50	100		G

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BV219c	% of conservation areas with published management proposals			0				0	0	50	100		G
Environmental Health													
BV166 a&b	Score against a checklist of enforcement best practice for environmental health.	90	58.75	58.75	75	85.7	93.4	65	80	90	90	✗	A
BV216a	Number of 'sites of potential concern' with respect to land contamination			1001				1001	1001	1001	1001		G
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			1				1	1.2	1.4	1.6		G
BV217	% of pollution control improvements to existing installations			95				0	90	90	90		R
Cultural & Recreation													
BV119a	Sport and Leisure Facilities	50							55				
BV119b	Libraries												
BV119c	Museums and galleries	37							50				
BV119d	Theatres/concert halls	42							45				
BV119e	Parks and open spaces	71							80				
BV170a	Visits/usages of museums per 1,000 population	669	653	834	99	326	810	218	272	547	614	✓	G
BV170b	Visits in person to museums per 1,000 population	641	636	771	71	237	463	172	269	519	585	✓	G
BV170c	Number of pupils visiting museums and galleries in organized school groups	544	903	1919	300	1179	3181	999	706	2850	3225	✓	G
Community Safety													
BV126	Burglaries- No per 1,000 households	7.6	6.8	5.7	10.76	8.19	6.18	0.6	6.4	6.3	N/A	✓	G
BV127a	Violent offences per 1,000 population	1.47	2.38	20.6	7.26	4.31	2.42	5.2	2.06	1.91	N/A	✗	R
BV127b	Robberies per 1,000 population	5.5	9.4	0.2	10.48	7.5	5.2	0.04	8.1	7.6	N/A	✓	G
BV128	Vehicle crimes- No. per 1,000 population	7.2	6	5.25	11.54	8.87	6.84	1.1	5.7	5.5	N/A	✓	G
BV174	Number of racial incidents recorded by the authority- No. per 100, 000 population	0	0	0				0	0	0	0		G
BV175	Percentage of Racial Incidents resulting in further action	100	100	100				100	100	100	100		G
BV225	Actions against domestic violence			27.3				18.1	36.3	45.45	45.45		A
Community Legal Services													
BV226a	Total amount spent by the LA on advice and guidance services provided by external organisations			50,000				50,000	47,000	47,000	N/A		G
BV226b	% of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level			100				100	100	100	N/A		G
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			18,458				18,458	0	0	N/A		