

Notes	PI	Indicator	2001/02 Actual	2002/03 Actual	2003/04 Actual	Upper Quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2006/07 Target	2007/08 Target	Upper Quartile Perf.	Trend
Community Planning and Partnerships													
	BV1a	Community Strategy with LSP		Yes	Yes	82%	Yes	Yes	Yes	Yes	Yes	✓	◀ ▶
	BV1b	When will the strategy review be completed?		N/A	01.10.03		01.10.04	01.10.04	01.10.05	01.10.06	01.10.07		
	BV1c	Progress reported		No	Yes	55%	Yes	Yes	Yes	Yes	Yes	✓	◀ ▶
	BV1d	When will the strategy be in place?											
Equal Treatment and Access for All													
	BV2a	Equality Standard for Local Government	0	0	0		1	0	1	2	3		◀ ▶
	BV2b	The duty to promote race equality (%)			37	55	50	37	70	90	95	✗	◀ ▶
Satisfaction													
	BV3	% of citizens satisfied with the overall service provided by the authority			46	61							
	BV4	% claimants satisfied with the handling of their complaint			23	37							
Our Finances													
	BV8	The % of undisputed invoices paid within 30 days or agreed credit period	82.9	90.5	93.9	96.74	96	92.61	96	96	96	✗	▼
	BV9	Proportion of Council Tax collected (%)	97.46	97.5	98.2	98.5	98	98.1	98	98	98	✓	◀ ▶
	BV10	The % of business rates which should have been received during the year that were received	97.79	98.6	99.1	99.12	99	99.3	99	99	99	✓	◀ ▶
Our Employees													
	BV11a	% of top earners that are women		25	21.4	26.69	25	29.4	35	40	45	✓	▲
	BV11b	% of top earners that are from ethnic minorities		0	0	2.2	0	0	5*	5	5	✗	◀ ▶
1	BV12	Average number of working days lost per employee due to sickness absence	11.9	12.6	11.1	8.93	9	12.4	10	9	8	✗	▼
	BV14	Early retirements as a percentage of the total workforce (excluding ill-health)	0.28	0	0	0.14	0.45	0	0	0	0	✓	◀ ▶
	BV15	Early retirements due to ill-health as a percentage of the total workforce	1.12	1.26	0.72	0	0.5	0	0.25	0.25	0.25	✓	▼
	BV16a	Staff with disabilities (%)	1.1	1.97	5.5	4.11	2.5	6.3	7*	7	7	✓	▲
	BV16b	Working age (18-65) people with disabilities (%)	0.7	17.4	17.4	15.09		17.4				✓	◀ ▶
	BV17a	Staff from ethnic minorities (%)	0.14	0.49	0.18	2.4	0.5	0.26	0.75	1.25	1.25	✗	▲
	BV17b	Working age (18-65) people from ethnic minorities (%)	0.39	0.7	0.7	3.4		0.7				✗	◀ ▶
Access													
	BV156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	90	89	88	67	100	83	100	100	100	✓	▼
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 paperless methods	37	21	58	72	75	92	100	100	100	✓	▲
Energy Consumption of Local Authority Buildings													

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	BV180a(i)	Energy consumption of Local Authority building - electricity			103	74	N/A	N/A	N/A	N/A	N/A		
	BV180a(ii)	Energy consumption of Local Authority buildings - fossil fuels			270	63	N/A	N/A	N/A	N/A	N/A		
	BV 180b	Lamp Wattage			N/A		N/A	N/A	N/A	N/A	N/A		

1 Targets have been amended