

PI	Indicator	2002/03 Actual	2003/04 Actual	2004/05 Actual	Bottom Quartile	Medium Quartile	Top Quartile	2005/06 Actual	2005/06 Target	2006/07 Target	2007/08 Target	Upper Quartile	RAG
<b>Equal Treatment and Access for All</b>													
BV2a	Equality Standard for Local Government	0	0	0				1	1	2	3		G
BV2b	Duty to promote race equality (%)		37	37	37	50	63	66	70	90	95	✓	A
<b>Satisfaction</b>													
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			
<b>Our Finances</b>													
BV8	Percentage of invoices paid on time	90.5	93.9	92.61	91.06	94.69	97	94.5	96	96	96	✗	A
BV9	Proportion of Council Tax collected	97.5	98.2	98.1	97.31	98.1	98.5	97.8	98	98	98	✗	A
BV10	Percentage of non-domestic rates collected	98.6	99.1	99.3	98.22	98.81	99.2	98.6	99	99	99	✗	G
<b>Our Employees</b>													
BV11a	Top 5% of earners who are women	25	21.4	29.4	16.1	23.07	28.93	28.6	35	40	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					
BV12	Working days lost due to sickness absence	12.6	11.1	11.8	11.1	9.59	8.48	15	10	9	8	✗	R
BV14	Percentage of early retirements	0	0	0	1.04	0.41	0	0	0	0	0	✓	G
BV15	Percentage off ill-health retirements	1.26	0.72	0	0.5	0.28	0	0	0.25	0.25	0.25	✓	G
BV16a	Percentage of employees with a disability	1.97	5.5	6.3	1.86	2.8	4.1	6.1	7	7	7	✓	G
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 (%)	0.49	0.18	0.26	0.7	1.4	2.5	0.76	0.75	1.25	1.25	✗	G
BV17b	Working age (18-65) people from ethnic minorities (%)	0.7	0.7	0.7	45.5	73.3	108.5	0.7					
<b>Access</b>													
BV156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	89	88	83	41.94	63.6	81.8	100	100	100	100	✓	G
<b>E-Government</b>													
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	92	64.27	75	84.69	99	100	100	100	✓	G
<b>Housing</b>													
BV64	Private dwellings returned to occupation (%)	176	46	0	2	9	25		0	0	0	✗	
BV183 (a)	Length of stay in bed and breakfast (weeks)	0	5	3	5	3	1		2	1	1	✗	

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BV183(b)	Length of stay in hostels	1.33	0	0	19	8	0		0	0	0	✓	
BV202	The number of people sleeping rough on a single night within the area of the local authority			0					0	0	0		
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	25.21%	6%	-9.40%		0	-50	0	✗	
BV213	No of households who consider themselves as homeless, who approached the local housing authority's housing advice service, and for whom housing advise casework intervention resolved their situation												
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years.												
<b>Benefits</b>													
BV76a	Number of claimants visited/1000 caseload		123.6	147.02	173.06	222	296.6	156.65	200	250	300	✗	R
BV76b	Number of Fraud investigators/1000 caseload		0.5	0.45				0.44	0.45	0.45	0.45		G
BV76c	Number of Fraud investigations/1000 caseload		22.59	26.46	29	41.2	59.53	49.03	25	41.2	41.2	✗	G
BV76d	Number of prosecutions & sanctions/1000 caseload		2.66	2.86	2.52	4	6.25	3.74	4	4	5	✗	G
BV78a	Average time for processing new claims for benefits (calendar days)	87.35	60.3	66.79	40.6	33	28	91.45	36	30	30	✗	R
BV78b	Average time for processing notifications of change of circumstance (days)	39.91	34.31	15.15	12.4	8.8	6.8	43.55	12	7	7	✗	R
BV79a	Percentage of cases which the calculation of benefit was correct	94	91.7	90.6	96.08	98	99	91.4	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 overpaments during that period	50.33	85.31	76.48	35.1	43.69	53.59	77.9	85	85	85	✓	A
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					
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					
<b>User Satisfaction Surveys</b>													
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			
<b>Environment</b>													
BV82a(i)	% recycled of total household waste arisings	5.27	8.16	11.2	12.36	15.64	19.33	13	13	15	18	✗	G

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BV82a (ii)	Total tonnage of household waste arising which have been sent by the authority for recycling							4000					
BV82b (i)	% composted of total household waste arising	0	4.43	13.6	0.4	4.24	10.55	15	15	17	17	✓	G
BV82 b (ii)	The tonnage of household waste sent by the authority for composting							4500					
BV84 (a)	Kg of household waste collected per head of the population	429	437	460.7	442.8	411	380.4	460	460	460	460	✗	G
BV84 (b)	% change from the previous financial year in the number of kilograms of household waste collected per head of the population							0					
BV86	Net cost of waste collection per household	37.00	36.51	41.94	48.1	42.01	35.66	N/A	39.41	40.6	41.82		
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	7.4	64	67.9	89.8	97.7	100	80.4	78	82	85	✗	G
BV91b	% of household residents in the authority area served by kerbside collection of at least two recyclables							80					
BV199a	Cleanliness of relevant land and highways %		60	36	21.5	15	10	21	30	25	20	✗	A
BV199b	Levels of graffiti							1					
BV199c	Fly Posting												
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												
BV218b	% of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle												
<b>Planning</b>													
BV106	Brownfield housing completions as % of total completions	28.3	18.2	26.3	52.17	72.45	90.08		50	50	60	✗	
BV109a	Planning major applications in 13 weeks (%)	60	77	58	46.87	59	71.25	21	60	60	60	✗	R
BV109b	Planning minor applications 8 weeks (%)	60	64	63	61	69.15	75.28	60	65	65	65	✗	A
BV109c	Planning other applications in 8 weeks (%)	81.1	75	85	79.98	84.46	88.01	85	80	80	80	✓	G
BV111	Satisfaction survey - processing planning applications (%)		85							85			
BV179	% of standard land searches carried out within 10 working days	66.07	99.84	99.96	96.08	99.71	100	88	100	100	100	✗	A
BV200a	Did the LA submit the Local Development Scheme by 28th March 2005?		No	No					Yes	Yes	Yes		
BV200b	Has the LA met the milestones in the Local Development Scheme		Yes	Yes					Yes	Yes	Yes		
BV200c	Did the local planning authority publish an annual monitoring report by 31st December of the last year?												
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications			27	37	28.9	24	36	20	20	20	✗	R

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Community Legal Services													
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BV177	Community Legal Services Partnership	100	100	100	21	61	100		100	100	100		
BV226a	Total amount spent by the LA on advice and guidance services provided by external organisations							50,000					
BV226b	% of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level							50,000					
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					