

PI	Indicator	2003/04 Actual	2004/05 Actual	Bottom Quartile	Medium Quartile	Top Quartile	2005/06 Actual	2005/06 Target	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		G
BV2b	Duty to promote race equality (%)	37	37	37	50	63	66	70	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	91.06	94.69	97	94.5	96	96	96	97	✗	A
BV9	Proportion of Council Tax collected	98.2	98.1	97.31	98.1	98.5	97.8	98	98	98	98	✗	G
BV10	Percentage of non-domestic rates collected	99.1	99.3	98.22	98.81	99.2	98.6	99	99	99	99	✗	G
Our Employees													
BV11a	Top 5% of earners who are women	21.4	29.4	16.1	23.07	28.93	29.4	35	40	45	45	✓	A
BV11b	Top 5% of earners who are from an ethnic minority	0	0	0	0	1.98	0	5	5	5	5	✗	R
BV11c	Top 5% earners that have a disability						0		5	5	5		
BV12	Working days lost due to sickness absence	11.1	11.8	11.1	9.59	8.48	15.4	10	9	8	8	✗	R
BV14	Percentage of early retirements	0	0	1.04	0.41	0	0	0	0	0	0	✓	G
BV15	Percentage off ill-health retirements	0.72	0	0.5	0.28	0	0	0.25	0.25	0.25	0.25	✓	G
BV16a	Percentage of employees with a disability	5.5	6.3	1.86	2.8	4.1	3.6	7	7	7	7	✓	A
BV16b	Working age (18-65) people with disabilities (%)	17.4	17.4	14.27	22.73	34.77	17.4						
BV17a	Staff from ethnic minorities (%)	0.18	0.26	0.7	1.4	2.5	0.58	0.75	1.25	1.25	1.2	✗	A
BV17b	Working age (18-65) people from ethnic minorities (%)	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	41.94	63.6	81.8	100	100	100	100	100	✓	G
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	58	92	64.27	75	84.69	99	100				✓	G
Housing													
BV64	Private dwellings returned to occupation (%)	46	0	2	9	25	0	0	0	2	2	✗	G
BV183 (a)	Length of stay in bed and breakfast (weeks)	5	3	5	3	1	1	2	1	1	1	✓	A

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BV183(b)	Length of stay in hostels	0	0	19	8	0	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	25.21%	6%	-9.40%	50	0	-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 advise casework intervention resolved their situation						0		40	55	47		
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		0.06	0.05	0.05		
Benefits													
BV76a	Number of claimants visited/1000 caseload	123.6	147.02	173.06	222	296.6	163	200	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	29	41.2	59.53	48.97	25	41.2	41.2	41.2	✗	G
BV76d	Number of prosecutions & sanctions/1000 caseload	2.66	2.86	2.52	4	6.25	3.73	4	4	4	4	✗	G
BV78a	Average time for processing new claims for benefits (calendar days)	60.3	66.79	40.6	33	28	91.45	36	35	35	28	✗	R
BV78b	Average time for processing notifications of change of circumstance (days)	34.31	15.15	12.4	8.8	6.8	47.76	12	9	9	9	✗	R
BV79a	Percentage of cases which the calculation of benefit was correct	91.7	90.6	96.08	98	99	91.4	98	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 overpaments during that period	85.31	76.48	35.1	43.69	53.59	77.9	85	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		55	60	65		
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 overpaments identified during the period						4.46		4	3.5	3		
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	12.36	15.64	19.33	14.53	13	15	18	20	✗	G

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BV82a (ii)	Total tonnage of household waste arising which have been sent by the authority for recycling						4703	4000	5375	5950	6450		G
BV82b (l)	% composted of total household waste arising	4.43	13.6	0.4	4.24	10.55	13.6	15	15.5	16	16	✓	G
BV82 b (ii)	The tonnage of household waste sent by the authority for composting						4400	4500	5000	5200	5200		G
BV84 (a)	Kg of household waste collected per head of the population	437	460.7	442.8	411	380.4	458.44	460	456	454	452	✗	G
BV84 (b)	% change from the previous financial year in the number of kilograms of household waste collected per head of the population						-0.5		-0.5	-0.5	-0.5		
BV86	Net cost of waste collection per household	36.51	41.94	48.1	42.01	35.66	47.57	39.41	46.9	48.07	49.3	✗	A
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	89.8	97.7	100	80.3	78	81	84	85	✗	G
BV91b	% of household residents in the authority area served by kerbside collection of at least two recyclables						80	80	81	84	85		G
BV199a	Cleanliness of relevant land and highways %	60	36	21.5	15	10	21	30	18	15	12	✗	A
BV199b	Levels of graffiti						1		1	1	1		
BV199c	Fly Posting						0		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		80	98	100		
BV218b	% of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle						96.67		98	99	100		
Planning													
BV106	Brownfield housing completions as % of total completions	18.2	26.3	52.17	72.45	90.08	45	50	70	80	80	✗	A
BV109a	Planning major applications in 13 weeks (%)	77	58	46.87	59	71.25	21	60	60	60	60	✗	R
BV109b	Planning minor applications 8 weeks (%)	64	63	61	69.15	75.28	60	65	65	65	65	✗	A
BV109c	Planning other applications in 8 weeks (%)	75	85	79.98	84.46	88.01	85	80	80	85	85	✗	G
BV111	Satisfaction survey - processing planning applications (%)	85							85				
BV179	% of standard land searches carried out within 10 working days	99.84	99.96	96.08	99.71	100	88	100	100	100	100	✗	A
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		
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications		27	37	28.9	24	27	20	24	24	20	✗	A

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BV205	Quality of service checklist		44	72	83	88.9	55.5	60	60	70	80	X	A
BV219a	Total number of conservation areas						9		9	9	9		
BV219b	% of conservation areas in the local authority area with an up to date character appraisal						0		0	50	100		
BV219c	% of conservation areas with published management proposals						0		0	50	100		
Environmental Health													
BV166 a&b	Score against a checklist of enforcement best practice for environmental health.	90	58.75	75	85.7	93.4	58.75	100	80	90	90	X	R
BV216a	Number of 'sites of potential concern' with respect to land contamination						1001		1001	1001	1001		
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		1.2	1.4	1.6		
BV217	% of pollution control improvements to existing installations						100		90	90	90		
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	99	326	810	834	452	272	547	614	✓	G
BV170b	Visits in person to museums per 1,000 population	641	636	71	237	463	771	425	269	519	585	✓	G
BV170c	Number of pupils visiting museums and galleries in organized school groups	544	903	300	1179	3181	1919	200	706	2850	3225	X	G
Community Safety													
BV126	Burglaries- No per 1,000 households	7.6	6.8	10.76	8.19	6.18	5.7	6.6	6.4	6.3	N/A	✓	G
BV127a	Violent offences per 1,000 population	1.47	2.38	7.26	4.31	2.42	20.6	2.21	2.06	1.91	N/A	X	R
BV127b	Robberies per 1,000 population	5.5	9.4	10.48	7.5	5.2	0.2	8.7	8.1	7.6	N/A	✓	G
BV128	Vehicle crimes- No. per 1,000 population	7.2	6	11.54	8.87	6.84	5.25	5.9	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
BV176	Number of Domestic Violence Places	0	0	0	0.09	0.7	BV225						
BV225	Actions against domestic violence						27.3		36.3	45.45	45.45		

Community Legal Services													
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BV177	Community Legal Services Partnership	100	100	21	61	100							
BV226a	Total amount spent by the LA on advice and guidance services provided by external organisations						50,000		47,000	47,000	N/A		
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		47,000	47,000	N/A		
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		0	0	N/A		