



HEREFORDSHIRE
COUNCIL

Best Value Performance Indicators 2006-07

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BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
<u>Corporate Health</u>										
2a	The level of the Equality Standard for local government to which the Local Authority conforms in respect of gender, race and disability	High	Level 1	N/a	Level 2	Level 2	▲	Level 3	Level 4	Level 5
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	High	68%	79% 84%	79%	79%	▲	79%	85%	95%
3	The percentage of citizens satisfied with the overall service provided by their Local Authority	High	48% (2003)	60% -	55%	43%	▼			
4	The percentage of complainants satisfied with the handling of their complaint	High	29% (2003)	36% -	40%	36%	▲			
8	The percentage of invoices for commercial goods & services paid by the Local Authority within 30 days of receipt or within the agreed payment terms	High	92.33%	96.71% 93.18%	100%	92.67%	▲	100%	100%	100%
9	The percentage of council tax collected by the Local Authority in the year	High	97.70%	98.40% 97.63%	98.30%	98.34%	▲	98.60%	98.80%	98.8%
10	The percentage of non-domestic rates collected	High	97.40%	99.26% 99.19%	98.70%	98.90%	▲	99.1%	99.3%	99.3%
11a	The percentage of the top-paid 5% of Local Authority staff who are women	High	40.57%	42.45% 48.09%	55%	40.57%	◀▶	42%	42.6%	43.34%

BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
11b	The percentage of the top-paid 5% of Local Authority staff who are from an ethnic minority	High	1.89%	4.33% 3.68%	3%	1.89%	◀▶	1.95%	2%	2.02%
11c	The percentage of the top-paid 5% of staff who have a disability (excluding those in maintained schools)	High	0%	4.83% 3.14%	1%	0%	◀▶	0.5%	0.75%	1.06%
12	The number of working days/shifts lost to the Local Authority due to sickness absence	Low	10.5 FTE	8.34 FTE 8.90 FTE	9 FTE	8.72 FTE	▲	8.9 FTE	8.9 FTE	8.9 FTE
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	Low	0.31%	0.17% 0.30%	0.1%	0.31%	◀▶	0.35%	0.32%	0.30%
15	The percentage of Local Authority employees retiring on grounds of ill health as a percentage of the total workforce	Low	0.38%	0.10% 0.13%	0.04%	0.38%	◀▶	0.30%	0.25%	0.20%
16a	The percentage of Local Authority employees with a disability	High	0.39%	3.89% 2.75%	1.35%	0.43%	▲	0.55%	1.25%	1.93%
16b	The percentage of the economically active population in the Local Authority area who have a disability	N/a	7.8%	N/a	7.8%	7.8%	N/a	7.8%	7.8%	7.8%
17a	The percentage of Local Authority employees from ethnic minority communities	High	0.33%	4.8% 5.6%	1.2%	0.44%	▲	0.55%	0.65%	0.80%
17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the Local Authority area	N/a	0.8%	N/a	0.8%	0.8%	N/a	Deleted		

BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
156	The percentage of Local Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	High	45.9%	N/a	55%	Due end-of-May		60%	68%	
157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	High	98.95%	100% 100%	Deleted					
<u>Education</u>										
221a	Youth Work – The percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the Local Authority area	High	46.7%	59% 56%	60%	Due end-of-May		60%	60%	
221b	Youth Work – The percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the Local Authority area	High	32.3%	25% 26%	30%	Due end-of-May		30%	30%	
38	The percentage of 15 year old pupils in schools maintained by the Local Education Authority achieving 5 or more GCSEs at grades A*-C or equivalent	High	58%	58.3% 57.7%	66%	61.8%	▲	67%	67%	
39	The percentage of 15 year old pupils in schools maintained by the Local Education Authority achieving 5 or more GCSEs or equivalent at grades A*-G including English and Mathematics	High	88%	90.8% 91%	96%	93.1%	▲	96%	97%	

BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
40	The percentage of pupils in schools maintained by the Local Education Authority achieving Level 4 or above in the Key Stage 2 Mathematics test	High	76%	77.4% 77.1%	82%	75.4%	▼	83%	85%	
41	The percentage of pupils in schools maintained by the Local Education Authority achieving Level 4 or above in the Key Stage 2 English test	High	81%	81.2% 81%	81%	80.3%	▼	83%	85%	
43a	The percentage of proposed statements of Special Educational Need issued by the Local Authority in a financial year and prepared within 18 weeks excluding exceptions	High	56.52%	100% 100%	92%	100%	▲	92%		
43b	The percentage of proposed statements of Special Educational Need issued by the Local Authority in a financial year and prepared within 18 weeks including exceptions	High	44.1%	95.4% 97.1%	92%	100%	▲	92%		
45	The percentage of half days missed due to total absence in secondary schools maintained by the Local Education Authority	Low	7.4%	7.26% 7.28%	7.3%	7.9%	▼	7.3%	7%	
46	The percentage of half days missed due to total absence in primary schools maintained by the Local Education Authority	Low	5.1%	5.13% 5.13%	5.2%	5.67%	▼	5.2%	5%	
181a	The percentage of 14 year old pupils in schools maintained by the Local Education Authority achieving Level 5 or above in the Key Stage 3 test in English	High	76%	77% 78%	82%	76.4%	▲	83%	83%	

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Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
181b	The percentage of 14 year old pupils in schools maintained by the Local Education Authority achieving Level 5 or above in the Key Stage 3 test in Mathematics	High	79%	77% 77.50%	83%	79.8%	▲	83%	84%	
181c	The percentage of 14 year old pupils in schools maintained by the Local Education Authority achieving Level 5 or above in the Key Stage 3 test in Science	High	72%	74% 74%	84%	77.4%	▲	84%	84%	
181d	The percentage of 14 year old pupils in schools maintained by the Local Education Authority achieving Level 5 or above in the Key Stage 3 test in ICT	High	74%	73.83% 72.90%	84%	Due end-of-May		84%	84%	
222a	The percentage of leaders of integrated early education and childcare settings funded or part-funded by the Local Authority with a qualification at Level 4 or above	High	24%	35% 38%	31%	20.05%	▼	34%	39%	
222b	The percentage of leaders of integrated early education and childcare settings funded or part-funded by the Local Authority which have input from staff with graduate or post graduate training in teaching or child development	High	20%	100% 100%	20%	100%	▲	25%	28%	100%
194a	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in English	High	29%	29% 29%	32%	31%	▲	33%	34%	
194b	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in Mathematics	High	32%	32% 33%	35%	30.2%	▼	35%	35%	

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Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
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<u>Social Care & Health - Children</u>										
49	The percentage of Looked After Children at 31 March with three or more placements during the financial year	N/a	5.8%	N/a	8%	Due end-of-May		8%	8%	8%
50	The percentage of young people leaving care aged 16 or over with at least 1 GCSE at Grade A*-G or a GNVQ	High	91.7%	59% 61%	71%	Due end-of-May		71%	72%	
161	The percentage of those young people who were looked after on 1 April in their 17 th year (aged 16), who were engaged in education, training or employment at the age of 19 to the percentage of young people in the population who were engaged in education, training or employment at the age of 19	High	0.84	0.91 0.91	0.74	Due end-of-May		0.74	0.98	1.00
162	The percentage of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year	High	100%	100% 100%	100%	100%	◀▶	100%	100%	100%
163	The number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a percentage of the number of children looked after at 31 March (excluding unaccompanied asylum seekers) who had been looked after for 6 months or more on that day	High	10.8%	9.5% 9.6%	10%	Due end-of-May		10%	10%	10%
197	The percentage change in the number of conceptions amongst 15-17 year olds	Low	1.4%	-18.2% -18.8%	-19%	-15.7%	▲	-24%	-40%	

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<u>Social Care & Health - Adults</u>										
53	The number of households receiving intensive home care per 1,000 population aged 65 or over	High	5.7	16.64 14.27	7.5	6.7	▲	9	11	
54	Older people helped to live at home per 1,000 population aged 65 or over	High	82.9	100.1 99.22	83	81.1	▼	83	83	
56	The percentage of items of equipment delivered and adaptations made within 7 working days	High	94%	91% 91%	94%	96%	▲	94%	94%	
195	For new older clients (that is over 65 years of age), the average of (i) The percentage where the time from first contact to beginning of assessment is less than or equal to 48 hours, and (ii) The percentage where the time from first contact to completion of assessment is less than or equal to 4 weeks	High	70%	83.5% 82.8%	80%	81%	▲	85%	87%	
196	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks	High	79%	91.5% 90.3%	83%	76%	▼	85%	87%	
201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)	High	79.8	99 92	100	82	▲	129	171	

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			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
<u>Housing</u>										
64	The number of non-Local Authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the Local Authority	High	54	76.50 99	50	52	▼	55	60	
<u>Homelessness</u>										
183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	Low	10.65 weeks	1 week 1 week	0 weeks	Due end-of-May		Deleted		
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	Low	29.29 weeks	0 weeks 0 weeks	12 weeks	Due end-of-May		12 weeks	8 weeks	
202	The number of people sleeping rough on a single night within the area of the Local Authority	Low	0	0 1	< 3	0	◀▶	< 3	< 3	
203	The percentage change in the average number of families placed in temporary accommodation	Low	26.1%	-16% -15.25%	0%	-19.47%	▲	Deleted		
213	The number of households who considered themselves as homeless, who approached the Local Housing Authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	High	0.91	5 6	4	3.12	▲	4	4	

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214	The proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Local Housing Authority within the last 2 years	Low	2.88%	0.37% 0.76%	2%	4.05%	▼	Deleted		
<u>Housing Benefit & Council Tax Benefit</u>										
76a	The number of housing benefit claimants in the Local Authority area visited, per 1,000 caseload	N/a	158.42	N/a	220	265	▲	Deleted		
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	N/a	0.26	N/a	0.28	0.29	N/a	0.28	0.25	0.25
76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload	N/a	56.61	N/a	30	40	N/a	35	35	35
76d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	N/a	9.24	N/a	6	7.5	N/a	8	8	8
78a	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	Low	52.15 days	26.4 days 27.5 days	28 days	30 days	▲	26 days	22 days	22 days
78b	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 Local Authority	Low	42.56 days	9.1 days 10.3 days	16 days	16 days	▲	15 days	14 days	12 days

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			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
79a	The percentage of cases within a random sample for which the Local Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	High	98.2%	99% 98.8%	98.6%	98.40%	▲	98.8%	99%	99%
79b i	The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	High	61.9%	79.39% 81.51%	65%	66.58%	▲	66%	70%	70%
79b ii	Housing Benefit (HB) overpayments recovered during the period as a percentage of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	High	38.79%	39.69% 38.49%	45%	51.24%	▲	55%	60%	60%
79b iii	Housing Benefit (HB) overpayments written off 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	N/a	5.45%	N/a	10%	4.78%	▲	9%	8%	8%
80a	Satisfaction with the Benefit Service – contact with the office	High	82% (2003)	83% -	83%	73%	▼			
80b	Satisfaction with the Benefit Service – service in the office	High	84% (2003)	85% -	85%	77%	▼			
80c	Satisfaction with the Benefit Service – telephone service	High	71% (2003)	77% -	77%	69%	▼			

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80d	Satisfaction with the Benefit Service – staff in the office	High	85% (2003)	85% -	85%	79%	▼			
80e	Satisfaction with the Benefit Service – forms	High	62% (2003)	67% -	67%	56%	▼			
80f	Satisfaction with the Benefit Service – speed of service	High	71% (2003)	76% -	76%	68%	▼			
80g	Overall Satisfaction with the Benefit Service	High	82% (2003)	83%	83%	76%	▼			
<u>Waste & Cleanliness</u>										
82a i	The percentage of household waste arisings which have been sent by the Local Authority for recycling	High	17.46%	20.87% 18.59%	17.5%	18.7%	▲	23.97%	26.64%	31.64%
82a ii	Tonnage of household waste arisings which have been sent by the Local Authority for recycling	High	16,231.4 t	15,126.10t 17,914.07t	16,271 t	16,910.29t	▲	22,444.11t	24,117.06t	27,211.36t
82b i	The percentage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion	High	6.61%	13.05% 10.42%	6.6%	7.36%	▲	6.85%	7.31%	8.14
82b ii	The tonnage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion	High	6,148.21 t	8,770.30t 10,666.16t	6,136 t	6,657.02t	▲	6,413.94t	6,617.71t	7,000.65t
82c i	The percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources	High	0%	6.72% 0.77%	0%	1.08%	▲	1.05%	1.05%	1.04%
82c ii	The tonnage of household waste arisings which have been used to recover heat, power and other energy sources	High	0 t	13,174t 464.72t	0 t	974.5 t	▲	983.16t	950.56t	894.43t

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Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
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82d i	The percentage of household waste arisings which have been landfilled	Low	76.1%	59.41% 62.68%	75.9%	72.86%	▲	68.5%	65%	59.18%
82d ii	The tonnage of household waste arisings which have been landfilled	Low	70,599 t	53,892.2t 40,882.49t	70,570t	65,887.51t	▲	63,792.96t	58,844.19t	50,896.6t
84a	The number of kilograms of household waste collected per head of the population	Low	521.7kg	394kg 472kg	520kg	505.76kg	▲	515kg	500.72kg	473.06kg
84b	The percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	Low	1.42%	-3.79% -5.24%	-0.56%	-1.19%		-1.31%	-2.77%	-5.52%
86	The cost of household waste collection per household	Low	£44.69	£39.48 £36.74	£48.26	Due June		£52.13	£56.30	
87	The cost of waste disposal per tonne of municipal waste	Low	£78.99	£39.46 £36.53	£78.41	Due June		£82.33	£86.45	
89	The percentage of people satisfied with the cleanliness standard in their area	High	62% (2003)	66% -	65%	66%	▲			
90a	The percentage of people satisfied with household waste collection	High	89% (2003)	89% -	89%	84%	▼			
90b	The percentage of people satisfied with waste recycling	High	67% (2003)	75% -	86% (revised to 67%)	72%	▲			
90c	The percentage of people satisfied with waste disposal	High	82% (2003)	84% -	82%	86%	▲			
91a	The percentage of households resident in the Local Authority's area served by a kerbside collection of recyclables	High	62.28%	100% 100%	67%	68%	▲	70%	90%	95%

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91b	The percentage of households resident in the Local Authority's area served by a kerbside collection of at least 2 recyclables	High	60.28%	100% 100%	67%	68%	▲	70%	90%	95%
199a	The proportion of relevant land and highways (expressed as a percentage) that is expressed as having combined deposits of litter and detritus that fall below an acceptable level	Low	18%	8.8% 9.4%	18%	17%	▲	15%	12%	9%
199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Low	3%	1% 1%	2%	2%	▲	2%	1%	1%
199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	Low	2%	0% 0%	2%	1%	▲	1%	1%	1%
199d	The year-on-year reduction in the total number of incidents and increase in the total number of enforcement actions taken to deal with 'fly-tipping'	Low	Grading 1 (Very Effective)	N/a	Grading 1 (Very Effective)	Grading 1 (Very Effective)	◀▶	Grading 1 (Very Effective)	Grading 1 (Very Effective)	Grading 1 (Very Effective)
<u>Transport</u>										
223	The percentage of the Local Authority principal road network where structural maintenance should be considered	Low	21%	N/a	5%	Due end-of-May		5%	5%	5%
224a	The percentage of the non-principal classified road network where maintenance should be considered	Low	49.5%	N/a	20%	Due end-of-May				
224b	The percentage of the unclassified road network where structural maintenance should be considered	Low	22.2%	N/a	30% (revised to 21%)	Due end-of-May		19%	18%	17%

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99a i	The number of people killed or seriously injured (KSI) in road traffic collisions	Low	141	83 57	< 187	147	▼	< 134	< 130	<123
99a ii	The percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year	Low	-3%	-19.3% -18.7%	-5%	4%		-28%	-3%	-5%
99a iii	The percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	Low	-43%	-40.4% -39.5%	-25%	-41%		-46%	-48%	-51%
99b i	The number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	Low	8	11 7	< 17	13	▼	< 15	< 14	<13
99b ii	The percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year	Low	33%	-26.5% -31.9%	-6%	63%		-7%	-7%	-8%
99b iii	The percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	Low	-64%	-55.7% -57.2%	-25%	-41%		-30%	-35%	-40%
99c i	The number of people slightly injured in road traffic collisions	Low	783	718 523	< 750	732	▲	< 788	< 772	<756
99c ii	The percentage change in the number of people slightly injured in road traffic collisions since the previous year	Low	9%	-8.6% -6.4%	1%	-6%		5%	-2%	-2%

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99c iii	The percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average	Low	9%	-21.1% -18.9%	4%	2%		10%	7%	5%
100	The number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road	Low	0	0.1 0.2	0	0	◀▶	0	0	0
102	The number of local bus passenger journeys originating in the Local Authority area undertaken each year	High	3,248,935	23,777,395 11,069,964	3,938,000	Due end-of-May		3,948,000	4,017,000	4,032,000
103	The percentage of users satisfied with the local provision of public transport information	High	48% (2003)	55% -	62%	48%	◀▶			50%
104	The percentage of users satisfied with local bus services	High	51% (2003)	61% -	62%	49%	▼			55%
165	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the Local Authority area	High	75.6%	99.6% 99.7%	90%	92%	▲	100%	100%	100%
178	The percentage of the total length of rights of way in the Local Authority area, that are easy to use by the general public	High	52%	88.2% 89.8%	48%	48%	▼	49%	50%	
187	The percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered	Low	30.68%	12% 10%	30%	31%	▲	27.5%	25%	22.5%
215a	The average number of days taken to repair a street lighting fault, which is under the control of the Local Authority	Low	10.33	3.43 3.72	5	8.85 days	▲	5	5	5

BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
215b	The average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator (DNO)	Low	47.1	14.03 11.76	33	56.15 days	▼	30	25	20
<u>Environment & Environmental Health & Trading Standards</u>										
166a	Score against a checklist of best practice for Environmental Health	High	45%	100% 100%	90%	98.75%	▲	100%	100%	100%
166b	Score against a checklist of best practice for Trading Standards	High	78.75%	100% 100%	90%	100%	▲	100%	100%	100%
216a	The number of 'sites of potential concern' [within the Local Authority area], with respect to land contamination	N/a	5,910	N/a	5,901	2,896	N/a	5,841	5,724	5,653
216b	The 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'	High	0.15	9 4	1	0.2	▲	2	3	4
217	The percentage of pollution control improvements to existing installations completed on time	High	95.29%	100% 95%	95.3%	96.80%	▲	96.80%	96.80%	96.80%
218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	High	83%	96.64% 95.78%	95%	98%	▲	100%	100%	100%
218b	The percentage of abandoned vehicles removed within 24 hours from the point at which the Local Authority is legally entitled to remove the vehicle	High	90%	95% 93.65%	95%	99%	▲	100%	100%	100%

BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
Planning										
106	The percentage of new homes built on previously developed land	High	71.3%	96.74% 95.03%	60%	Due June		60%	60%	60%
109a	The percentage of major applications determined within 13 weeks	High	56%	74.9% 72.22%	60%	75%	▲	70%	70%	70%
109b	The percentage of minor applications determined within 8 weeks	High	67%	81.07% 80.79%	65%	84%	▲	77%	77%	77%
109c	The percentage of 'other' applications determined within 8 weeks	High	78%	91.39% 89.21%	80%	92%	▲	92%	92%	92%
111	The percentage of applicants and those commenting on planning applications satisfied with the service received	High	78% (2003)	81% -	78%	76%	▼			80%
179	The percentage of standard searches carried out in 10 working days	High	75.94%	100% 100%	Deleted					
200a	Did the Local Planning Authority submit the Local Development Scheme (LDS) by 28 March 2006 and thereafter maintain a 3-year rolling programme?	N/a	Yes	N/a	Yes	Yes	N/a	Yes	Yes	Yes
200b	Has the Local Planning Authority met the milestones that the current Local Development Scheme (LDS) sets out?	N/a	Yes	N/a	Yes	Yes	N/a	Yes	Yes	Yes
200c	Did the Local Planning Authority publish an annual monitoring report by 31 st December of the last year?	N/a	Yes	N/a	Yes	Yes	N/a	Deleted		
204	The number of planning appeal decisions allowed against the Local Authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	Low	28%	25% 27.9%	< 25%	22%	▲	< 25%	< 25%	< 25%

BVPI Outturns 2006-07

Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
205	The Local Authority's score against a 'quality of planning services' checklist	High	94%	100% 97.2%	94%	94%	◀▶	94%	100%	100%
<u>Culture & Related Services</u>										
118a	The percentage of library users who found a book to borrow	High	78% (2003)	76% -	80%	89%	▲			
118b	The percentage of library users who found the information they were looking for	High	72% (2003)	72%	72%	83%	▲			
118c	The percentage of library users who were satisfied with the service they received overall	High	88% (2003)	94% -	94%	90%	▲			
119a	The percentage of residents satisfied with the Local Authority's sports / leisure facilities	High	49% (2003)	60% -	50%	58%	▲			
119b	The percentage of residents satisfied with the Local Authority's libraries	High	68% (2003)	72% -	65%	70%	▲			
119c	The percentage of residents satisfied with the Local Authority's museums / galleries	High	48% (2003)	50% -	43%	45%	▼			
119d	The percentage of residents satisfied with the Local Authority's theatres / concert halls	High	57% (2003)	56% -	53%	48%	▲			
119e	The percentage of residents satisfied with the Local Authority's parks and open spaces	High	67% (2003)	77% -	66%	69%	▲			
170a	The number of visits to/usages of Local Authority funded or part-funded museums and galleries per 1,000 population	High	774	958 1,850	800	876	▲	810	815	

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Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
170b	The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population	High	693	523 869	760	689	▼	770	780	
170c	The number of pupils visiting museums and galleries in organised school groups	High	3,810	8,156 21,138	6,250	6,491	▲	7,000	7,100	
219a	The total number of conservation areas in the Local Authority area	N/a	64	N/a	64	64	◀▶	Deleted		
219b	The percentage of conservation areas in the Local Authority area with an up-to-date character appraisal	High	1.56%	31.81% 35.42%	20.31%	12.5%	▼	26.56%	33%	39%
219c	The percentage of conservation areas with published management plans	High	0%	7.7% 14%	9.38%	0%	▼	Deleted		
220	Compliance against the Public Library Service Standards (PLSS)	High	2	N/a	2	1	▼	3	2	
<u>Community Safety & Well-Being</u>										
126	Domestic burglaries per year, per 1,000 households in the Local Authority area	Low	4.9	6.4 10.5	7.9	4.2	▲	7.9		
127a	Violent crime per year, per 1,000 population in the Local Authority area	Low	14.7	12.5 19.7	15.2	15.1	▼	14.8		
127b	Robberies per year, per 1,000 population in the Local Authority area	Low	0.2	0.3 0.7	2.08	0.4	▼	2.08		
128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	Low	5.5	7.3 11.4	6.1	5.1	▲	6.1		

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Indicator No.	Definition	Polarity	2005-06		2006-07		Direction	Targets		
			Actual	All England & Unitaries TQ	Target	Actual		2007-08	2008-09	2009-10
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	N/a	88.50 (corrected to 27.22)	N/a	95	28.33	▼	57	68	76
175	The percentage of racial incidents reported to the Local Authority that resulted in further action	High	100%	100% 100%	100%	100%	◀▶	100%	100%	
225	Actions against domestic violence	N/a	63.6%	N/a	Not set	81.8%	▲			
226a	The total amount spent by the Local Authority on advice and guidance services provided by external organisations	N/a	£413,399	N/a	£194,801	Due June	N/a	£197,155	£197,155	
226b	The percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	N/a	17%	N/a	14%	Due June	N/a	17%	17%	
226c	The total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the Local Authority to the public	N/a	£319,715	N/a	£638,895	Due June	N/a	£703,034	£703,034	
198	The number of drug users in treatment per 1,000 population aged 15-44	High	10.2	78.25	10.9	11	▲	Deleted		

BVPI Outturns 2006-07

Statement on Contracts

Contracts awarded during the past year comply with the Code of Practice on Workforce Matters where applicable