



HEREFORDSHIRE
COUNCIL

Best Value Performance Indicators 2007-08

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BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|--------------------------------|---|----------|----------------|--------------|--------------------------|-------------------------------|---------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| <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 | Level 2 | | Level 3 | Level 3 | △ |
| 2b | The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application | High | 68% | 79% Q2 | 84% | 79% | 79% | ◁▷ |
| 3 | The percentage of citizens satisfied with the overall service provided by their Local Authority | High | Not applicable | 43% | 58% | Survey not required this year | | |
| 4 | The percentage of complainants satisfied with the handling of their complaint | High | Not applicable | 36% | 37% | Survey not required this year | | |
| 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% | 92.67% Q3 | 97% | 100% | 91.9% | ▽ |
| 9 | The percentage of council tax collected by the Local Authority | High | 97.7% | 98.34% | | 98.6% | 98.62% | △ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|---------------|---|----------|----------|----------------|--------------------------|---------|----------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | in the year | | | Q2 | 98.48% | | | |
| 10 | The percentage of non-domestic rates collected | High | 97.4% | 98.9% Q3 | 99.3% | 99.1% | 98.63% | ▽ |
| 11a | The percentage of the top-paid 5% of Local Authority staff who are women | High | 40.57% | 38.57% Q2 | 43.56% | 42% | 40.94% | △ |
| 11b | The percentage of the top-paid 5% of Local Authority staff who are from an ethnic minority | High | 1.89% | 2.14% Q2 | 4.53% | 2.85% | 2.36% | △ |
| 11c | The percentage of the top-paid 5% of staff who have a disability (excluding those in maintained schools) | High | 0% | 0.71% Q3 | 5.49% | 1.4% | 0.79% | △ |
| 12 | The number of working days/shifts lost to the Local Authority due to sickness absence | Low | 10.5 FTE | 8.41 FTE Q2 | 8.09 FTE | 8 FTE | 8.58 FTE | ▽ |
| 14 | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force | Low | 0.31% | 0.16% Q1 | 0.18% | 0.14% | 0.28% | ▽ |
| 15 | The percentage of Local Authority employees retiring on grounds of ill health as a percentage of the total | Low | 0.38% | 0.14% Q2 | 0% | 0.13% | 0.16% | ▽ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|-------------------------|---|----------|---------|-------------|--------------------------|-------------------|--------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | workforce | | | | | | | |
| 16a | The percentage of Local Authority employees with a disability | High | 0.39% | 0.69% Q4 | 4.43% | 0.75% | 0.86% | △ |
| 16b | The percentage of the economically active population in the Local Authority area who have a disability | N/a | 7.8% | 7.8% | | 7.8% | 13.53% | |
| 17a | The percentage of Local Authority employees from ethnic minority communities | High | 0.3% | 0.64% Q4 | 5.2% | 0.8% | 0.73% | △ |
| 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% | 0.8% | | Indicator Deleted | | |
| 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% | 63.8% | | 70% | 80% | △ |
| <u>Education</u> | | | | | | | | |
| 221a | Youth Work – The percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of | High | 47% | 58.2% Q2 | 63% | 60% | 82.9% | △ |

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| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | young people in the Local Authority area | | | | | | | |
| 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% | 33.4% Q1 | 30% | 30% | 54% | △ |
| 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% | 61.8% Q2 | 61.9% | 66% | 62% | △ |
| 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% | 92.80% Q1 | 91.5% | 96% | 93.6% | △ |
| 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% | 75.5% Q2 | 78% | 82% | 77% | △ |
| 41 | The percentage of pupils in schools maintained by the Local Education Authority achieving | High | 81% | 80.6% Q2 | 81.3% | 83% | 81% | △ |

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| | Education Authority achieving Level 4 or above in the Key Stage 2 English test | | | | | | | |
| 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 | 56.5% | 100% Q1 | 100% | 100% | 100% | △ |
| 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% | 100% Q1 | 98.5% | 100% | 100% | △ |
| 45 | The percentage of half days missed due to total absence in secondary schools maintained by the Local Education Authority | Low | 7.4% | 7.9% Q3 | 7.4% | 6% | 7.9% | ◁▷ |
| 46 | The percentage of half days missed due to total absence in primary schools maintained by the Local Education Authority | Low | 5.1% | 5.67% Q2 | 5.34% | 4% | 5.1% | △ |
| 181a | The percentage of 14 year old pupils in schools maintained by the Local Education Authority | High | 76% | 76.5% Q2 | 76.55% | 83% | 80.5% | △ |

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| | achieving Level 5 or above in the Key Stage 3 test in English | | | | | | | |
| 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% | 79.8% Q2 | 80% | 83% | 79.2% | ▽ |
| 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% | 77.50% Q1 | 76.95% | 84% | 79.3% | △ |
| 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% | 72% Q2 | 75% | 84% | 75.2% | △ |
| 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% | 29.24% Q3 | 42% | 34.9% | 36.89% | △ |
| 222b | The percentage of leaders of integrated early education and childcare settings funded or | High | 20% | 100% Q1 | 100% | 100% | 100% | △ |

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|---|--|----------|---------|-------------|--------------------------|---------|---------------------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | part-funded by the Local Authority which have input from staff with graduate or post graduate training in teaching or child development | | | | | | | |
| 194a | The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in English | High | 29% | 31% Q3 | 35% | 33% | 35% | △ |
| 194b | The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in Mathematics | High | 32% | 30.2% Q3 | 35% | 35% | 34% | △ |
| <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 | Low | 5.77% | 8.9% | | 8% | 5% | △ |
| 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 | 92% | 76.5% | | 90% | 80% | △ |
| 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 | High | 1.06 | 1.25 | | 0.99 | 1.06 provisional | ▽ |

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| | in the population who were engaged in education, training or employment at the age of 19 | | | | | | | |
| 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% | 93% | ▽ |
| 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% | 4.1% | | 8% | 11.8% | △ |
| 197 | The percentage change in the number of conceptions amongst 15-17 year olds | Low | 1.4% | -15.6% Q2 | -11.21% | -19% | -29.6% | △ |
| <u>Social Care & Health - Adults</u> | | | | | | | | |
| 53 | The number of households receiving intensive home care per 1,000 population aged 65 or | High | 5.67 | 6.7 | | 8.10 | 7.5 | △ |

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| | over | | | | | | | |
| 54 | Older people helped to live at home per 1,000 population aged 65 or over | High | 81.61 | 81.1 | | 83 | 81.3 | △ |
| 56 | The percentage of items of equipment delivered and adaptations made within 7 working days | High | 94% | 96% | | 96% | 96.4% | △ |
| 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 | 70.1% | 83.6% | | 90% | 89.6% | △ |
| 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 | 79.1% | 76% | | 85% | 84.7% | △ |

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| 201 | Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised) | High | 78 | 88 | | 100 | 97.6 | △ |
| <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 | 52 Q2 | 95 | 55 | 115 | △ |
| <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 | 11 weeks | 15 weeks Q4 | 1 week | Indicator Deleted | | |
| 183b | The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need | Low | 29 weeks | 26 weeks Q4 | 0 weeks | 6 weeks | 27 weeks | ▽ |
| 202 | The number of people sleeping rough on a single night within the area of the Local Authority | Low | | 0 Q1 | 0 | < 3 | 0 | △ |

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| | the area of the Local Authority | | | | | | | |
| 203 | The percentage change in the average number of families placed in temporary accommodation | Low | 26.1% | -19.47% Q2 | -26.12% | Indicator 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 | 1 | 3.12 Q2 | 5 | 4 | 4 | △ |
| 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% | 5.40% Q4 | 0% | Indicator 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 | 265 | | Indicator Deleted | | |
| 76b | The number of fraud investigators employed by the Local Authority, per 1,000 | N/a | 0.26 | 0.29 | | 0.28 | 0.34 | |

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| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | caseload | | | | | | | |
| 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 | 40 | | 35 | 37 | |
| 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 | 7.5 | | 8 | 12 | |
| 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 | 52.2 days | 29.8 days Q3 | 24.5 days | 26 days | 27.08 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 | 42.6 days | 15.6 days Q4 | 7.8 days | 15 days | 13.26 days | △ |

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| 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% | 98.4% Q2 | 99.2% | 98.8% | 98.4% | ◁▷ |
| 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% | 66.58% Q2 | 80.61% | 66% | 62.3% | ▽ |
| 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% | 51.24% Q1 | 38.38% | 55% | 48.9% | ▽ |
| 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 | N/a | 5.45% | 4.78% | | 9% | 6.09% | |

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| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | identified during the period | | | | | | | |
| 80a | Satisfaction with the Benefit Service – contact with the office | High | Not applicable | 73% | 82% | Survey not required this year | | |
| 80b | Satisfaction with the Benefit Service – service in the office | High | Not applicable | 77% | 84% | Survey not required this year | | |
| 80c | Satisfaction with the Benefit Service – telephone service | High | Not applicable | 69% | 79% | Survey not required this year | | |
| 80d | Satisfaction with the Benefit Service – staff in the office | High | Not applicable | 79% | 84% | Survey not required this year | | |
| 80e | Satisfaction with the Benefit Service – forms | High | Not applicable | 56% | 65% | Survey not required this year | | |
| 80f | Satisfaction with the Benefit Service – speed of service | High | Not applicable | 68% | 75% | Survey not required this year | | |
| 80g | Overall Satisfaction with the Benefit Service | High | Not applicable | 76% | 82% | Survey not required this year | | |
| <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% | 18.59% Q3 Q3 | 24.19% 21.71% | 23.97% | 22.8% | △ |
| 82a ii | Tonnage of household waste arisings which have been sent by the Local Authority for | High | 16,231.4 t | 16,877.08 t Q1 | 16,862.25 t | 22,444.11 t | 19,706.03 t | △ |

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| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | recycling | | | | | | | |
| 82b i | The percentage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion | High | 6.61% | 7.33% Q3 | 15.53% | 6.85% | 7.63% | △ |
| 82b ii | The tonnage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion | High | 6,148.21 t | 6,657.02 t Q2 | 10,795.86 t | 6,413.94 t | 6,594.37 t | ▽ |
| 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% | 1.31% Q2 | 11.66% | 1.05% | 0% | ▽ |
| 82c ii | The tonnage of household waste arisings which have been used to recover heat, power and other energy sources | High | 0t | 1,188.83t Q2 | 25,480.64t | 983.16t | 0 t | ▽ |
| 82d i | The percentage of household waste arisings which have been landfilled | Low | 76.1% | 72.72% Q4 | 55.63% | 68.5% | 69.57% | △ |
| 82d ii | The tonnage of household waste arisings which have been landfilled | Low | 70,599 t | 66,012.79 t Q2 Q3 | 49,145.76 t 38,193.41 t | 63,792.96 t | 60,634.73 t | △ |

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| 84a | The number of kilograms of household waste collected per head of the population | Low | 521.7 kg | 507.7 kg Q4 | 395 kg | 505 kg | 483.33 kg | △ |
| 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% | -2.69% Q1 | -1.78% | -0.15% | -4.45% | △ |
| 86 | The cost of household waste collection per household | Low | £44.69 | £47.71 Q2 | £42.04 | £52.13 | £55.01 | ▽ |
| 87 | The cost of waste disposal per tonne of municipal waste | Low | £78.99 | £73.91 Q4 | £40.45 | £82.33 | £86.48 | ▽ |
| 89 | The percentage of people satisfied with the cleanliness standard in their area | High | Not applicable | 66% | 73% | Survey not required this year | | |
| 90a | The percentage of people satisfied with household waste collection | High | Not applicable | 82% | 85% | Survey not required this year | | |
| 90b | The percentage of people satisfied with waste recycling | High | Not applicable | 70% | 75% | Survey not required this year | | |
| 90c | The percentage of people satisfied with waste disposal | High | Not applicable | 86% | 85% | Survey not required this year | | |
| 91a | The percentage of households resident in the Local Authority's area served by a kerbside | High | 62.3% | 69.4% Q4 | 100% | 70% | 73% | △ |

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| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | collection of recyclables | | | | | | | |
| 91b | The percentage of households resident in the Local Authority's area served by a kerbside collection of at least 2 recyclables | High | 60.3% | 69.4% Q4 | 100% | 70% | 73% | △ |
| 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% | 17% Q4 | 7% | 15% | 14% | △ |
| 199b | The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible | Low | 3% | 2% Q2 | 1% | 2% | 2% | ◁▷ |
| 199c | The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible | Low | 2% | 1% Q4 | 0% | 1% | 0% | △ |
| 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 | Grading 1 Q1 | Grading 1 | Grading 1 (Very Effective) | Grading 3 | ▽ |

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| <u>Transport</u> | | | | | | | | |
| 223 | The percentage of the Local Authority principal road network where structural maintenance should be considered | Low | 21% | 14% Q4 | 6% | 5% | 6% | △ |
| 224a | The percentage of the non-principal classified road network where maintenance should be considered | Low | 49.5% | 21% Q4 | 9% | 19% | 11% | △ |
| 224b | The percentage of the unclassified road network where structural maintenance should be considered | Low | 22.2% | 24.28% Q4 | 10% | 19% | 32% | ▽ |
| 99a i | The number of people killed or seriously injured (KSI) in road traffic collisions | Low | 141 | 147 Q3 | 77 | < 134 | 119 | △ |
| 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% | 4% Q3 | -14% | -28% | -19% | △ |
| 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% | -41% Q2 | -44% | -46% | -52.2% | △ |

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| 99b i | The number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions | Low | 8 | 13 Q2 | 10 | < 15 | 10 | △ |
| 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% | 63% Q4 | -31.6% | -7% | -23.1% | △ |
| 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% | -41% Q3 | -60.6% | -30% | -54.5% | △ |
| 99c i | The number of people slightly injured in road traffic collisions | Low | 783 | 732 Q2 | 654 | < 788 | 663 | △ |
| 99c ii | The percentage change in the number of people slightly injured in road traffic collisions since the previous year | Low | 9 | -6% Q2 | -10% | 5% | -9.4% | △ |
| 99c iii | The percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average | Low | 9% | 2% Q4 | -24.8% | 10% | -7.8% | △ |
| 100 | The number of days of temporary traffic controls or | Low | 0 | 0 | | 0 | 0 | △ |

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| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|---------------|--|----------|----------------|-----------------|--------------------------|-------------------------------|-----------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road | | | Q1 | 0.1 | | | |
| 102 | The number of local bus passenger journeys originating in the Local Authority area undertaken each year | High | 3,248,935 | 3,433,043 Q4 | 24,014,677 | 3,948,000 | 3,355,213 | ▽ |
| 103 | The percentage of users satisfied with the local provision of public transport information | High | Not applicable | 48% | 60% | Survey not required this year | | |
| 104 | The percentage of users satisfied with local bus services | High | Not applicable | 49% | 68% | Survey not required this year | | |
| 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% | 92% Q3 | 99.9% | 100% | 92% | ◁▷ |
| 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% | 48% Q4 | 90.7% | 50% | 39% | ▽ |
| 187 | The percentage of the category 1, 1a and 2 footway network where structural maintenance | Low | 31% | 31% Q4 | 17% | 27.5% | 11.2% | △ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|--|---|----------|------------|------------------|--------------------------|---------|-----------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | should be considered | | | | | | | |
| 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 days | 8.78 days Q4 | 3.07 days | 5 days | 6.61 days | △ |
| 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 days | 57.16 days Q4 | 14.83 days | 30 days | 9.5 days | △ |
| <u>Environment & Environmental Health & Trading Standards</u> | | | | | | | | |
| 166a | Score against a checklist of best practice for Environmental Health | High | 45% | 98.75% Q3 | 100% | 100% | 100% | △ |
| 166b | Score against a checklist of best practice for Trading Standards | High | 78.8% | 100% Q1 | 100% | 100% | 100% | △ |
| 216a | The number of 'sites of potential concern' [within the Local Authority area], with respect to land contamination | | 5,910 | 2,896 | | 5,841 | 2,892 | |
| 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 | High | 0 | 0.2 Q4 | 10 | 2 | 0.04 | ▽ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|-----------------|--|----------|---------|--------------|--------------------------|---------|--------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | all 'sites of potential concern' | | | | | | | |
| 217 | The percentage of pollution control improvements to existing installations completed on time | High | 95% | 96.8% Q3 | 100% | 96.80% | 97.90% | △ |
| 218a | The percentage of new reports of abandoned vehicles investigated within 24 hours of notification | High | 83% | 98% Q2 | 98.55% | 100% | 94.74% | ▽ |
| 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% | 99% Q1 | 97.87% | 100% | 97.83% | ▽ |
| Planning | | | | | | | | |
| 106 | The percentage of new homes built on previously developed land | High | 71.3% | 76.7% Q3 | 96.92% | 60% | 74.6% | ▽ |
| 109a | The percentage of major applications determined within 13 weeks | High | 56% | 76.56% Q2 | 80.65% | 76% | 68% | ▽ |
| 109b | The percentage of minor applications determined within 8 weeks | High | 67% | 84.24% Q1 | 83.38% | 85% | 79% | ▽ |
| 109c | The percentage of 'other' applications determined within 8 | High | 78% | 90.98% | | 93% | 89% | ▽ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|---------------|--|----------|----------------|-----------|--------------------------|-------------------------------|--------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | weeks | | | Q2 | 92.46% | | | |
| 111 | The percentage of applicants and those commenting on planning applications satisfied with the service received | High | Not applicable | 76% | 80% | Survey not required this year | | |
| 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 | Yes | | Yes | Yes | |
| 200b | Has the Local Planning Authority met the milestones that the current Local Development Scheme (LDS) sets out? | N/a | Yes | 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 | Yes | | Indicator 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% | 22% Q1 | 25.6% | 21% | 36% | ▽ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|--|--|----------|----------------|-----------|--------------------------|-------------------------------|--------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| 205 | The Local Authority's score against a 'quality of planning services' checklist | High | 94% | 94% Q3 | 100% | 94% | 94% | ◀▶ |
| <u>Culture & Related Services</u> | | | | | | | | |
| 118a | The percentage of library users who found a book to borrow | High | Not applicable | 89% | 90% | Survey not required this year | | |
| 118b | The percentage of library users who found the information they were looking for | High | Not applicable | 83% | 80.5% | Survey not required this year | | |
| 118c | The percentage of library users who were satisfied with the service they received overall | High | Not applicable | 90% | 94.3% | Survey not required this year | | |
| 119a | The percentage of residents satisfied with the Local Authority's sports / leisure facilities | High | Not applicable | 58% | 63% | Survey not required this year | | |
| 119b | The percentage of residents satisfied with the Local Authority's libraries | High | Not applicable | 70% | 77% | Survey not required this year | | |
| 119c | The percentage of residents satisfied with the Local Authority's museums / galleries | High | Not applicable | 45% | 51% | Survey not required this year | | |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|---------------|--|----------|----------------|-------------|--------------------------|-------------------------------|--------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| 119d | The percentage of residents satisfied with the Local Authority's theatres / concert halls | High | Not applicable | 48% | 53% | Survey not required this year | | |
| 119e | The percentage of residents satisfied with the Local Authority's parks and open spaces | High | Not applicable | 69% | 78% | Survey not required this year | | |
| 170a | The number of visits to/usages of Local Authority funded or part-funded museums and galleries per 1,000 population | High | 774 | 876 Q2 | 1,067 | 880 | 749 | ▽ |
| 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 | 689 Q1 | 620 | 720 | 680 | ▽ |
| 170c | The number of pupils visiting museums and galleries in organised school groups | High | 3,810 | 6,491 Q2 | 8,866 | 6,500 | 4,467 | ▽ |
| 219a | The total number of conservation areas in the Local Authority area | N/a | 64 | 64 | | Indicator Deleted | | |
| 219b | The percentage of conservation areas in the Local Authority area with an up-to-date | High | 1.56% | 12.5% Q3 | 43.63% | 26.56% | 25% | △ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|---|---|----------|---------|------------|--------------------------|-------------------|--------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | character appraisal | | | | | | | |
| 219c | The percentage of conservation areas with published management plans | High | 0% | 0% Q4 | 23.2% | Indicator Deleted | | |
| 220 | Compliance against the Public Library Service Standards (PLSS) | High | 2 | 1 | | 3 | 1 | ▽ |
| <u>Community Safety & Well-Being</u> | | | | | | | | |
| 126 | Domestic burglaries per year, per 1,000 households in the Local Authority area | Low | 4.9 | 4.2 Q1 | 5.8 | 4.2 | 3.9 | △ |
| 127a | Violent crime per year, per 1,000 population in the Local Authority area | Low | 14.7 | 15.1 Q2 | 13.1 | 14.7 | 15.6 | ▽ |
| 127b | Robberies per year, per 1,000 population in the Local Authority area | Low | 0.2 | 0.4 Q2 | 0.3 | 0.4 | 0.2 | △ |
| 128 | The number of vehicle crimes per year, per 1,000 population in the Local Authority area | Low | 5.5 | 5.1 Q1 | 7 | 5.1 | 5.0 | △ |
| 174 | The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population | Low | 88.5 | 28.33 | | 57 | 32.62 | ▽ |
| 175 | The percentage of racial incidents reported to the Local | High | 100% | 100% | | 100% | 100% | △ |

BVPI Outturns 2007-08

| Indicator No. | Definition | Polarity | 2005/06 | 2006/07 | | 2007/08 | | Annual Direction |
|---------------|--|----------|----------|----------|--------------------------|-------------------|----------|------------------|
| | | | Actual | Actual | All England Top Quartile | Target | Actual | |
| | incidents reported to the Local Authority that resulted in further action | | | Q1 | 100% | | | |
| 225 | Actions against domestic violence | N/a | 63.6% | 81.8% | | 81.8% | 81.8% | ◀▶ |
| 226a | The total amount spent by the Local Authority on advice and guidance services provided by external organisations | N/a | £413,399 | £195,232 | | £195,232 | £184,375 | |
| 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% | 12% | | 12% | 11% | |
| 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 | £756,997 | | £756,997 | £767,967 | |
| 198 | The number of drug users in treatment per 1,000 population aged 15-44 | High | 79.98 | 11 | | Indicator Deleted | | |

BVPI Outturns 2007-08

Statement on Contracts

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