

Not comparable - appears when the improvement calculation cannot be made. This could be for various reasons, for example either the PI was not collected in one or both of the years under comparison, or the council was not required to provide the PI in one or both years, or one or more data items used for the calculation was qualified.

Shaded areas for 2006 and 2007 show which indicators were included in the PIP; 2008 is based on 2007, except that satisfaction indicators have been removed.

	2006	2007 Performance		2008		
	Performance Information Profile	1-year improvement	1-year improvement	3-year improvement	1-year improvement	3-year improvement
<b>Corporate Health</b>						
BVPI 2b Duty to promote race equality	▲	▲	▲	▲	◄►	▲
Ombudsman: average number of days to respond to complaints	▲	▲	▲	▲	Data not yet available	
BVPI 8 Percentage of invoices paid by agreed date or within 30 days	▲	▲	▲	Not comparable	▼	▲
BVPI 9 Percentage of Council Tax collected	▼	▲	▲	▼	▲	▲
BVPI 10 Percentage of NNDR collected	▼	▲	▲	▼	▲	▲
BVPI 78a Housing benefit claims: Average time to process new claims (days)	▼	▲	▲	▲	▲	▲
BVPI 78b Housing benefit claims: Average time to process changes of circumstances (days)	▼	▲	▲	▼	▲	▼
BVPI 79a Housing benefit claims: Cases processed correctly	▼	◄►	◄►	◄►	▲	▲
BVPI 79b i The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments.	Not comparable	▲	▲	Not comparable	▼	Not comparable
BVPI 79b ii Housing Benefit overpayments recovered as a percentage of the total amount of HB overpayment debt.	Not comparable	▲	▲	Not comparable	▼	Not comparable
BVPI 11a Ratio of percentage of top 5% of earners who are women to percentage of women in the population	▲	▼	▼	▼	▲	▲
BVPI 11b Ratio of percentage of top 5% of earners from BME communities to percentage of working age population from BME communities	▲	▲	▲	▲	▲	▲
BVPI 17 Percentage of staff from BME communities as a ratio of percentage of people of working age in the population from BME communities	▼	▲	▲	Not comparable	▲	▲
BVPI 11c Ratio of percentage of top 5% of earners with disabilities to percentage of working age population with a disability	Not comparable	▲	▲	Not comparable	▼	Not comparable
BVPI 16 Percentage of staff with disabilities as a ratio of percentage of people of working age in the population with a disability	▼	▲	▲	Not comparable	▼	▼
BVPI 178 Percentage of footpaths that are easy to use	▲	▲	▼	▲	▼	▼
BVPI 157 Percentage of interactions with public which are capable of electronic service delivery	▲					
BV 3 Overall satisfaction with the council			Not comparable	▼		

BVPI 4 Percentage of user satisfaction with complaints handling			Not comparable	◄		
BVPI 12 Average number of days lost to sickness absence			▲	Not comparable		▼ ▲
BVPI 14 Percentage of employees retiring early (excluding ill health retirements)			▲	▼		▼ ▼
BVPI 15 Percentage of employees retiring on grounds of ill health			▲	▼		▼ ▼
BV 187 Condition of footways: Percentage in need of repair (CPA indicator E18)			◄	▲		▲ ▲
BV 165 Percentage of pedestrian crossings with facilities for disabled people (CPA indicator E16)			▲	▲		◄ ▼
BV 223 Condition of principal roads			▲	Not comparable		▲ Not comparable
<b>Regulation</b>						
BVPI 166a Score against a checklist of enforcement best practice for environmental health	▼		▲	▲		▲ ▲
BVPI 166b Score against a checklist of enforcement best practice for Trading Standards	▼		▲	▲		▲ ▲
BVPI 109a Percentage of major planning applications determined within 13 weeks (also under Sustainable Communities and Transport)	Not comparable		▲	▲		▼ ▲
BVPI 109b Percentage of minor planning applications determined within 8 weeks (also under Sustainable Communities and Transport)	Not comparable		▲	▲		▼ ▲
BVPI 109c Percentage of other planning applications determined within 8 weeks (also under Sustainable Communities and Transport)	Not comparable		▲	▲		▼ ▲
BVPI 204 Planning appeals: percentage allowed	▼		▲	Not comparable		▼ ▼
BVPI 205 Planning: Quality of service checklist (also under Sustainable Communities and Transport)	▲		◄	Not comparable		◄ ▲
BV 111 Satisfaction of applicants with planning service (CPA indicator E3)			Not comparable	◄		
<b>Local environment</b>						
BVPI 84a Household waste collection (kilograms per head)	▲		▲	▼		▲ ▲
BVPI 91a Percentage of households served by a kerbside collection of recyclables	▲		▲	▼		▲ ▲
BV 82a & 82b Actual recycling & composting rate (CPA indicator E6)			▲	▲		▲ ▲
BV 86 Cost of waste collection per household			▼	▼		▼ ▼
BV 87 Cost of waste disposal per tonne of municipal waste			▲	▼		▼ ▼
BV 91b Percentage of population served by kerbside collection of recyclables (two recyclables) (CPA indicator E45)			▲	Not comparable		▲ Not comparable
BV 90a Satisfaction with waste collection (CPA indicator E8A)			Not comparable	▼		
BV 90b Satisfaction with recycling- adjusted for deprivation (CPA indicator E8B)			Not comparable	◄		
BV 90c Satisfaction with Waste Disposal (CPA indicator E8c)			Not comparable	◄		

BV 199a Percentage of land littered to a significant or heavy extent (CPA indicator E4)		▲	▲	▲	▲
BV 199b Percentage of relevant land and highways from which unacceptable levels of graffiti are visible.		▲	Not comparable	◄►	Not comparable
BV 199c Percentage of land from which unacceptable levels of fly-posting are visible		▲	Not comparable	▲	Not comparable
BV 89 Satisfaction with cleanliness of public space - adjusted for deprivation (CPA indicator E38)		Not comparable	◄►		
Percentage of residents that felt that abandoned or burnt out cars in their local area was a very big or fairly big problem. (BVPI user survey)		Not comparable	▼		
BV 106 Percentage of new homes built on previously developed land. (CPA indicator E23) (also under Sustainable Communities and Transport)		▲	▲	▼	▲
Percentage of Brownfield land that is derelict (NLUD) (also under Sustainable Communities and Transport)		▲	▲	Data not available until year-end	
<b>Housing</b>					
BVPI 64 Number of non-LA-owned vacant dwellings returned to occupation or demolished during the year as a direct result of action by the authority (also under Sustainable Communities and Transport)	▲	▼	▲	▲	▲
BVPI 183a Average length of stay in B&B accommodation (in weeks)	▼	▼	▼	▲	▼
BVPI 183b Average length of stay in hostel accommodation (in weeks)	Not comparable	▲	▼	▼	▼
Percentage change in the number of households in temporary accommodation at 31st March	▼	▲	Not comparable	▲	▲
HIP Percentage of private sector homes vacant for six months or more - adjusted for deprivation (CPA indicator H18) (also under Sustainable Communities and Transport)		▼	Not comparable	Data not yet available	
HSSA Hse1ba Percentage of homelessness acceptances that are repeat applications (HSSA e1b&a)		Not comparable	Not comparable	Data not yet available	
<b>Culture</b>					
BV 119a Satisfaction with sports and leisure facilities (CPA indicator C5)		Not comparable	▲		
BV 119e Satisfaction with parks and open spaces (CPA indicator C9)		Not comparable	◄►		
Participation in sport and active recreation – from the Sport England active people survey (CPA indicator C17)		Not comparable	Not comparable	Data not yet available	
Volunteering in sport and active recreation – from the Sport England active people survey (CPA indicator C18)		Not comparable	Not comparable	Data not yet available	
Leisure facilities - choice and opportunity the percentage of the population that are within 20 minutes travel time (urban - walking; rural - driving) of a range of 3 different sports facility types (taken from the Sport England active places database) (CPA indicator C19)		▲	Not comparable	Data not yet available	
BV 119c Satisfaction with museums and galleries (CPA indicator C7)		Not comparable	◄►		

BV 119d Satisfaction with theatre & concert halls (CPA indicator C8)			Not comparable	▼		
BV 119b Satisfaction with library facilities (CPA indicator C6)			Not comparable	◄►		
BV 219b Preserving the special character of conservation areas: character appraisals (also under Sustainable Communities and Transport)			▲	Not comparable	▲	Not comparable
<b>Sustainable communities and transport</b>						
BVPI 64 Number of non-LA-owned vacant dwellings returned to occupation or demolished during the year as a direct result of action by the authority (also under Housing)	▲		▼	▲	▲	▲
BVPI 204 Planning appeals: percentage allowed (also under Regulation)	▼		▲	Not comparable	▼	▼
BVPI 205 Planning: Quality of service checklist (also under Regulation)	▲		◄►	Not comparable	◄►	▲
BVPI 109a Percentage of major planning applications determined within 13 weeks (also under Regulation).	Not comparable		▲	▲	▼	▲
BVPI 109b Percentage of minor planning applications determined within 8 weeks (also under Regulation).	Not comparable		▲	▲	▼	▲
BVPI 109c Percentage of other planning applications determined within 8 weeks (also under Regulation)	Not comparable		▲	▲	▼	▲
Percentage of economically active population aged 16+ in employment (LFS)	▲					
BV 103 Satisfaction with passenger transport information			Not comparable	◄►		
BV 104 Satisfaction with bus services			Not comparable	◄►		
BV 219b Preserving the special character of conservation areas: character appraisals (also under Culture)			▲	Not comparable	▲	Not comparable
BV 175 Percentage of racial incidents reported to the council that resulted in further action (CPA indicator H19)			▲	Not comparable	▲	▲
BV 39 Percentage of pupils achieving 5 or more GCSE's or equivalent at grades A* to G (Inc English & Maths) (also under Children and Young People)			▲	▲	▲	▲
HIP Percentage of private sector homes vacant for six months or more - adjusted for deprivation (CPA indicator H18) (also under Housing)			▼	Not comparable	Data not yet available	
BV 106 Percentage of new homes built on previously developed land. (CPA indicator E23) (also under Local Environment)			▲	▲	▼	▲
Percentage of Brownfield land that is derelict (NLUD) (also under Local Environment)			▲	▲	Data not yet available	
<b>Safer and stronger</b>						
BVPI 224a Condition of non principal classified roads: Percentage in need of repair	Not comparable					
BVPI 224b Condition of non principal unclassified roads: Percentage in need of repair	Not comparable					

CDRP: Domestic burglaries per 1,000 households	▲					
CDRP: Robberies per 1,000 persons	▼					
CDRP: Theft of a motor vehicle per 1,000 persons	▲					
CDRP: Theft from a motor vehicle crimes per 1,000 persons	▲					
CDRP: Violence against the person per 1000 persons	▲					
CDRP: Sexual Offences per 1000 population	▼					
YOT: Percentage change in reoffending rate (24 months) since 2001 cohort baseline	▼					
BVPI 174 Number of racial incidents involving the council and recorded by the council per 100,000 population	▼					
Percentage reduction in the number of people slightly injured on the road incidents (3 year average DFT) compared to the 1994-98 average	Not comparable	▲	Not comparable	▲	▲	
Percentage reduction in the number of people killed or seriously injured on the road incidents (3 year average DFT) compared to the 1994-98 average	Not comparable	▲	Not comparable	▲	▲	
PAF Percentage of children looked after aged 10 to 17 given a final warning, reprimand, cautioned or convicted in year		▲	▼	▼	▼	
BV 175 Percentage of racial incidents reported to the council that resulted in further action (CPA indicator H19) (also under Sustainable Communities and Transport)		▲	Not comparable	▲	▲	
BV 99ai Number of people killed or seriously injured in the road		▼	Not comparable	▲	▲	
BV 99bi Number of casualties - children killed or seriously injured (also under Children and Young People)		▼	Not comparable	▲	▼	
BV 99ci Road accident - Number of casualties - All slightly injured		▲	Not comparable	▲	▲	
<b>Older people and healthier communities</b>						
BV 54/PAF C32 Older People (aged 65 and over) receiving support from social services to live independently in their own homes per 1,000 population aged 65 and over		▼	▼	▲	▲	
BV 56/PAF D54 Percentage of items of equipment delivered within 7 working days		▲	▲	▲	▲	
PAF C29 Adults with a physical disability helped to live at home per 1000 population aged 18 to 64		▲	▲	▼	▲	
PAF C31 Adults with mental health problems helped to live at home per 1000 population aged 18 to 64		▲	▲	▲	▲	
BV 195/PAF D55 Percentage of new assessments of older people where waiting time was within standard		▲	▲	▲	▲	
BV 196/PAF D56 Percentage of new care packages for older people where waiting time was within standard		▼	▼	▲	▲	
BV 53/ PAF C28 Intensive Home Care per 1000 population aged 65 or over		▲	▲	▲	▲	
PAF C30 Adults with a learning disability helped to live at home per 1000 population aged 18 to 64		▲	▲	▲	▲	
<b>Children and young people</b>						
BV 38 Percentage of 15 year olds achieving five or more GCSE's grade A* to C		▲	▲	▲	▲	

BV 39 Percentage of pupils achieving 5 or more GCSE's or equivalent at grades A* to G (Inc English & Maths) (also under Sustainable Communities and Transport)		▲	▲		▲	▲
BV 40 Percentage of pupils achieving level 4 or above in the Key Stage 2 Mathematics test		▼	▲		▲	▲
BV 41 Percentage of pupils achieving level 4 or above in the Key Stage 2 English test		▼	▲		▲	◀▶
BV 181a Percentage of pupils achieving Level 5 or above in Key Stage 3 English test		▲	▲		▲	▲
BV 181b Percentage of pupils achieving Level 5 or above in Key Stage 3 Mathematics test		▲	▲		▼	▲
BV 181c Percentage of pupils achieving Level 5 or above in Key Stage 3 Science test		▲	▲		▲	▲
BV 181d Percentage of pupils achieving Level 5 or above in Key Stage 3 ICT test		▼	▼		▲	▲
BV 194a Percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics test		▼	◀▶		▲	▲
BV 194b Percentage of pupils achieving Level 5 or above in Key Stage 2 English test		▲	▲		▲	▲
BV 49 Percentage of children looked after with three or more placements in year (PAF A1)		▼	▼		▲	▲
BV 50 Percentage of young people leaving carer aged 16 or over with at least 1 GCSE at grade A* to G or equivalent (PAF A2)		▼	▲		▲	▲
BV 161 Percentage of care leavers engaged in education, training or employment at the age of 19		▲	Not comparable		▼	▲
BV 162/PAF C20 Reviews of child protection cases		▲	▲		▼	◀▶
BV 163/PAF C23 Adoptions of children looked after		▼	▼		▲	▲
BV 99bi Number of casualties - children killed or seriously injured (also under Safer and Stronger)		▼	Not comparable		▲	▼
<b>Healthier communities</b>						
Number of conceptions per 1,000 females aged 15 to 17 - percentage change against 1998 baseline	▼					
	48%	74%	51%	63%	77%	
	improvement	improvement	improvement	improvement	improvement	