

Best Value Performance Indicators 2005/06

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
Corporate Health							
1a	Does the Local Authority have a community strategy developed in collaboration with the local strategic partnership for improving the economic, social and environmental well being in a way that is sustainable?	Yes	N/a	Yes	Yes	N/a	Deleted
1b	By when will a full review of the community strategy be completed? If such a review was scheduled for this year was it completed on time?	December 2005	N/a	December 2005	January 2006	N/a	Deleted
1c	Has the Local Authority reported progress towards implementing the community strategy to the wider community this year? If no, by when will this be undertaken?	Yes	N/a	Yes	Yes	N/a	Deleted
2a	The level of the Equality Standard for local government to which the Local Authority conforms in respect of gender, race and disability	Level 1	N/a	Level 1	Level 1	High	Level 1 Level 2 Level 2
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	47%	63%	60%	47%	High	70% 80% 80%
3	The percentage of citizens satisfied with the overall service provided by their Local Authority	48%	60%			High	The next User Satisfaction Survey will be in autumn 2006
4	The percentage of complainants satisfied with the handling of their complaint	29%	36%			High	The next User Satisfaction Survey will be in autumn 2006
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	90.62%	95.9%	100%	90.22%	High	100% 100% 100%

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9	The percentage of council tax collected by the Local Authority in the year	98.6%	98.29%	98.5%	98.2%	High	98.4% 98.8% 98.8%
10	The percentage of non-domestic rates collected	99.2%	99.1%	98.9%	98.3%	High	98.9% 99.2% 99.3%
11a	The percentage of the top-paid 5% of Local Authority staff who are women	42.4%	39.05%	45%	37.4%	High	50% 55% 55%
11b	The percentage of the top-paid 5% of Local Authority staff who are from an ethnic minority	2.4%	3.7%	2.75%	3.25%	High	2.9% 3% 3%
11c	The percentage of the top-paid 5% of staff who have a disability (excluding those in maintained schools)					High	No requirement to set targets until next year
12	The number of working days/shifts lost to the Local Authority due to sickness absence	7.16 FTE	8.9 FTE	7 FTE	10.3 FTE	Low	7 FTE 7 FTE 7 FTE
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.11%	0.17%	0.2%	0.27%	Low	0.2% 0.1% 0.1%
15	The percentage of Local Authority employees retiring on grounds of ill health as a percentage of the total workforce	0.06%	0.17%	0.06%	0.14%	Low	0.06% 0.04% 0.04%
16a	The percentage of Local Authority employees with a disability	0.6%	N/a	1%	0.58%	High	1.25% 1.35% 1.5%

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16b	The percentage of the economically active population in the Local Authority area who have a disability	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	0.5%	N/a	0.7%	0.51%	High	1% 1.2% 1.2%
17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the Local Authority area	0.9%	N/a	0.8%	0.8%	N/a	0.8% 0.8% 0.8%
156	The percentage of Local Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	28.2%	64.83%	35%	32%	High	40% 50% 53%
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	75%	74%	100%	85.13%	High	100% 100% 100%
Education							
33	Youth Service expenditure per head of population in the Youth Service target age range	£53.34	£99.71	£65.60	£76.78	High	Replaced by BV221a&b below
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					N/a	No requirement to set targets until next year
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					N/a	No requirement to set targets until next year
34a	Percentage of primary schools with 25% or more (and at least 30) of their places unfilled	9.5%	8%	10%	4.8%	Low	Deleted

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34b	Percentage of secondary schools with 25% or more (and at least 30) of their places unfilled	0%	0%	0%	0%	Low	Deleted
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	58.3%	55%	62%	58%	High	63% 66% 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	92.4%	90.1%	95.5%	88%	High	94% 96% †
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	74%	75%	82%	76%	High	82% 82% +
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	76.8%	77.6%	81%	81%	High	81% 81% +
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	69.6%	100%	85%	60.9%	High	90% 92% 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	42.9%	83.9%	85%	46.2%	High	90% 92% 92%
44	Number of pupils permanently excluded during the year from all schools maintained by the Local Authority per 1,000 pupils at all maintained schools	1.3	0.84	1.3	1.3	Low	Deleted
45	The percentage of half days missed due to total absence in secondary schools maintained by the Local Education Authority	7.4%	7.7%	7.5%	7.8%	Low	7.3% 7.3% 7.3%

† Targets for 2007/08 are currently being negotiated with schools

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46	The percentage of half days missed due to total absence in primary schools maintained by the Local Education Authority	5.5%	5.4%	4.9%	5.2%	Low	5.2% 5.2% 5.2%
48	Percentage of schools maintained by the Local Authority - subject to special measures	0 %	0%	0 %	0.95%	Low	Deleted
159a	The percentage of permanently excluded pupils provided with alternative tuition of 5 hours or less	7.4%	N/a	5%	17%	N/a	Replaced by BV159 below
159b	The percentage of permanently excluded pupils provided with alternative tuition of 6-12 hours	22.2%	N/a	20%	19.1%	N/a	Replaced by BV159 below
159c	The percentage of permanently excluded pupils provided with alternative tuition of 13-19 hours	7.4%	N/a	20%	17%	N/a	Replaced by BV159 below
159d	The percentage of permanently excluded pupils provided with alternative tuition of 20 hours or more	63%	93.2%	55%	46.8%	High	Replaced by BV159 below
159	The percentage of permanently excluded pupils offered full-time alternative educational provision of 21 hours or more					High	60% 62% 65%
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	72%	73%	76%	76%	High	82% 82% †
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	76%	74%	78%	79%	High	83% 83% +
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	74%	73%	77%	72%	High	84% 84% +

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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	73%	72.13%	73%	74%	High	84% 84% +
192a	Average days access to relevant training and development per practitioner delivering Foundation Stage education	4.04	4.8	4	7.64	High	Replaced by BV222a&b below
192b	Average number of Qualified Teacher Status teachers per 10 non-maintained settings	9	11	10	7.92	High	Replaced by BV222a&b below
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	No requirement to set targets until next year
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	No requirement to set targets until next year
193a	Schools budget as a percentage of the Schools Funding Assessment	98%	102.1%	98%	98.5%	High	Deleted
193b	Increase in schools budget on the previous year as a percentage of the increase in the Schools Funding Assessment on the previous year	99%	108%	99%	104%	High	Deleted
194a	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in English	27.4%	29%	30%	29%	High	31% 32% †
194b	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in Mathematics	30%	31%	34%	32%	High	34% 35% +
Health and Social Care – Children							
49	Stability of placements of looked after children	8.7%	N/a				Amended indicator below

† Targets for 2007/08 are currently being negotiated with schools

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49	The percentage of Looked After Children at 31 March with three or more placements during the financial year			9%	7%	Low	9% 9% 9%
50	The percentage of young people leaving care aged 16 or over with at least 1 GCSE at Grade A*-G or a GNVQ	52.2%	57%	71%	65%	High	71% 71% †
51	Cost of services for children looked after by the Local Authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home	£454	N/a	£441	£518	N/a	Deleted
161	Employment, education and training for care leavers	68%	65.9%				Amended indicator below
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			0.74	0.96	High	0.74 0.74 +
162	The percentage of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year	100%	100%	100%	92.6%	High	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	4.8%	9.1%	9%	9.5%	High	10% 10% 10%
197	The percentage change in the number of conceptions amongst 15-17 year olds	- 10%	-14.9%	- 15%	- 20.8%	Low	- 15% - 19% -24%
Health & Social Care – Adults							
52	Cost of intensive social care for adults and older people by reference to the average gross weekly costs of providing care for adults and elderly people	£438.69	N/a	£441	£488	N/a	Deleted

† Targets for 2007/08 are currently being negotiated as part of LPSA2

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53	The number of households receiving intensive home care per 1,000 population aged 65 or over	5.9	15.7	6	5.3	N/a	6 8 10
54	Older people helped to live at home per 1,000 population aged 65 or over	83.6	101.17	75	60	High	61 65 70
56	The percentage of items of equipment delivered and adaptations made within 7 working days	38%	88%	50%	68%	High	70% 75% 80%
58	Percentage of people receiving a statement of their needs and how they will be met	85.2%	96.1%	86%	87%	High	Deleted
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	69.8%	74.7%	70%	64%	High	75% 80% 85%
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	75.8%	89%	71.4%	81.3%	High	83% 85% 90%
201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)			Target was not required	61	N/a	100 100 100
Housing							
62	Proportion of unfit private sector dwellings made fit or demolished as a result of action by the Local Authority	2.52%	4.32%	3%	2.73%	High	Deleted
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	42	N/a	40	33	High	45 50 75

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Homelessness							
183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	5 weeks	1.21 weeks	0 weeks	4 weeks	Low	0 weeks 0 weeks 0 weeks
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	13 weeks	0 weeks	12 weeks	16 weeks	Low	12 weeks 12 weeks 12 weeks
202	The number of people sleeping rough on a single night within the area of the Local Authority			Target was not required	0	Low	< 3 < 3 < 3
203	The percentage change in the average number of families placed in temporary accommodation			Target was not required	14.4%	Low	0% 0% -15%
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	No requirement to set targets until next year
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	No requirement to set targets until next year
Housing Benefit and Council Tax Benefit							
76a	The number of housing benefit claimants in the Local Authority area visited, per 1,000 caseload	174.25	310.45	255	131.66	N/a	340 350 200
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.34	0.44	0.33	0.21	N/a	0.25 0.25 0.36

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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	40.37	52.61	38	38.62	N/a	29 30 44
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	5.64	4.84	7	7.5	N/a	5 6 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	52.34 days	32 days	32 days	31.73 days	Low	25 days 25 days 24 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	10.77 days	7.7 days	8 days	12.93 days	Low	14 days 10 days 9 days
78c	The number of renewal claims decided before the end of the existing benefit period as a percentage of all renewal claims for which the date of decision is within the period being reported on	26.6%	80.15%				Deleted
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	98.4%	98.8%	98.5%	97.6%	High	99% 99.5% 99.5%
79b	The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	62.16%	55.1%	67.5%	53.04%	High	Replaced by BV79b i-iii below
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	45% 47% 48%
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	42% 44% 45%

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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	12% 11% 10%
80a	Satisfaction with the Benefit Service – contact with the office	82%	83%			High	The next User Satisfaction Survey will be in autumn 2006
80b	Satisfaction with the Benefit Service – service in the office	84%	85%			High	The next User Satisfaction Survey will be in autumn 2006
80c	Satisfaction with the Benefit Service – telephone service	71%	77%			High	The next User Satisfaction Survey will be in autumn 2006
80d	Satisfaction with the Benefit Service – staff in the office	85%	85%			High	The next User Satisfaction Survey will be in autumn 2006
80e	Satisfaction with the Benefit Service – forms	62%	67%			High	The next User Satisfaction Survey will be in autumn 2006
80f	Satisfaction with the Benefit Service – speed of service	71%	76%			High	The next User Satisfaction Survey will be in autumn 2006
80g	Overall Satisfaction with the Benefit Service	82%	83%			High	The next User Satisfaction Survey will be in autumn 2006

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Waste & Cleanliness							
82a i	The percentage of household waste arisings which have been sent by the Local Authority for recycling	13.56%	16%	14.4%	15.03%	High	14.95% 15.5% 17.14%
82a ii	Tonnage of household waste arisings which have been sent by the Local Authority for recycling					High	14,109 t 14,688 t 16,306 t
82b i	The percentage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion	5.94%	6.01%	6.6%	6.69%	High	6.85% 7.1% 7.86%
82b ii	The tonnage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion					High	6,465 t 6,728 t 7,478 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	0%	3.9%	0%	0%	High	0% 0% 0%
82c ii	The tonnage of household waste arisings which have been used to recover heat, power and other energy sources					High	0 t 0 t 0 t
82d i	The percentage of household waste arisings which have been landfilled	80.5%	73.44%	79%	78.28%	Low	78.2% 77.4% 75%
82d ii	The tonnage of household waste arisings which have been landfilled					Low	73,801 t 73,348 t 71,352 t

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84a	The number of kilograms of household waste collected per head of the population	497.81 kg	390 kg	515 kg	528.03 kg	Low	530 kg 530 kg 530.8 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	0.37% 0% 0.15%
86	The cost of household waste collection per household	£38.99	N/a	£40.93	£42.59	Low	£42.99 £45.19 £47.55
87	The cost of waste disposal per tonne of municipal waste	£59.09	N/a	£62.19	£58.51	Low	£65.30 £68.57 £72.00
89	The percentage of people satisfied with the cleanliness standard in their area	62%	66%			High	The next User Satisfaction Survey will be in autumn 2006
90a	The percentage of people satisfied with household waste collection	89%	89%			High	The next User Satisfaction Survey will be in autumn 2006
90b	The percentage of people satisfied with waste recycling	67%	75%			High	The next User Satisfaction Survey will be in autumn 2006
90c	The percentage of people satisfied with waste disposal	82%	84%			High	The next User Satisfaction Survey will be in autumn 2006

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91a	The percentage of households resident in the Local Authority's area served by a kerbside collection of recyclables	56%	100%	59%	60.28%	High	No requirement to set targets until next year
91b	The percentage of households resident in the Local Authority's area served by a kerbside collection of at least 2 recyclables					High	No requirement to set targets until next year
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	34%	14%	33%	27%	Low	31% 29% 27%
199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible					Low	No requirement to set targets until next year
199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible					Low	No requirement to set targets until next year
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	No requirement to set targets until next year
Transport							
96	Condition of principal roads	3.86%	3.13%				Amended indicator below
96	Condition of principal roads using TRACS survey technique for measurement			Target was not required	55.38%	Low	Replaced by BV223 below
223	The percentage of the Local Authority principal road network where structural maintenance should be considered					Low	No requirement to set targets until next year
97a	Condition of non-principal roads – classified	58.01%	12.28%	51%	29.05%	Low	Replaced by BV224a below

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224a	The percentage of the non-principal classified road network where maintenance should be considered						No requirement to set targets until next year
97b	Condition of non-principal roads - unclassified	38.74%	11.52%	44%	19.9%	Low	Replaced by BV224b below
224b	The percentage of the unclassified road network where structural maintenance should be considered						No requirement to set targets until next year
99a i	The number of pedestrians killed or sustaining serious injury in road accidents per 100,000 population	7.93	11			Low	Amended indicator below
99a ii	The number of pedestrians sustaining slight injury in road accidents per 100,000 population	28.33	36.78			Low	Amended indicator below
99b i	The number of pedal cyclists killed or sustaining serious injury in road accidents per 100,000 population	6.8	2.91			Low	Amended indicator below
99b ii	The number of pedal cyclists sustaining slight injury in road accidents per 100,000 population	22.1	18.4			Low	Amended indicator below
99c i	The number of two wheeled motor vehicle users killed or sustaining serious injury in road accidents per 100,000 population	14.73	9.02			Low	Amended indicator below
99c ii	The number of two wheeled motor vehicle users sustaining slight injury in road accidents per 100,000 population	28.9	25.84			Low	Amended indicator below
99d i	The number of car users killed or sustaining serious injury in road accidents per 100,000 population	48.73	16.87			Low	Amended indicator below
99d ii	The number of car users sustaining slight injury in road accidents per 100,000 population	342.83	242.32			Low	Amended indicator below
99e i	The number of other vehicle users killed or sustaining serious injury in road accidents per 100,000 population	6.8	1.58			Low	Amended indicator below
99e ii	The number of other vehicle users sustaining slight injury in road accidents per 100,000 population	57.8	25.17			Low	Amended indicator below

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99a i	The number of people killed or seriously injured (KSI) in road traffic collisions			< 209	146	Low	< 197 < 187 < 177
99a ii	The percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year			-6%	-3%	Low	-6% -5% -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			-16%	-41%	Low	-21% -25% -29%
99b i	The number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions			19	6	Low	< 18 < 17 < 15
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			-6%	-25%	Low	-6% -6% -7%
99b iii	The percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average			-15%	-73%	Low	-20% -25% -30%
99c i	The number of people slightly injured in road traffic collisions			738	719	Low	< 744 < 750 < 756
99c ii	The percentage change in the number of people slightly injured in road traffic collisions since the previous year			1%	-15%	Low	1% 1% 1%
99c iii	The percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average			3%	0%	Low	3% 4% 5%

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
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	0.41	0.1	0.2	1.86	Low	1.1 1.0 0.9
102	The number of local bus passenger journeys originating in the Local Authority area undertaken each year	3,946,746	N/a	3,820,500	3,447,528	High	3,928,000 3,938,000 3,948,000
103	The percentage of users satisfied with the local provision of public transport information	48%	55%			High	The next User Satisfaction Survey will be in autumn 2006
104	The percentage of users satisfied with local bus services	51%	61%			High	The next User Satisfaction Survey will be in autumn 2006
165	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the Local Authority area	90.91%	98%	96%	93.1%	High	65% 75% 85%
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	43.5%	85.3%	46%	45%	High	47% 48% 49%
186a	The percentage of the principal road network where major structural treatment is not considered necessary	170.77	103.84	168	^t	Low	Deleted
186b	The percentage of the non-principal road network where major structural treatment is not considered necessary	235	365.02	237	+	Low	Deleted
187	The percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered	35.83%	18%	34.5%	32.35%	Low	34% 33% 32%

^t Outturn for 2004/05 is currently being calculated by the Treasurer's Department

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
215a	The average number of days taken to repair a street lighting fault, which is under the control of the Local Authority					Low	No requirement to set targets until next year
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	No requirement to set targets until next year
Environment & Environmental Health							
166a	Score against a checklist of best practice for Environmental Health	55.3%	90%	56%	90%	High	90% 90% 100%
166b	Score against a checklist of best practice for Trading Standards	66.3%	100%	72%	86.6%	High	90% 90% 100%
216a	The number of 'sites of potential concern' [within the Local Authority area], with respect to land contamination					N/a	No requirement to set targets until next year
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	No requirement to set targets until next year
217	The percentage of pollution control improvements to existing installations completed on time					High	No requirement to set targets until next year
218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification					High	No requirement to set targets until next year
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	No requirement to set targets until next year

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
Planning							
106	The percentage of new homes built on previously developed land	69%	93.5%	60%	68.3%	High	60% 60% 60%
107	The planning cost per head of population	£18.90	N/a			N/a	Deleted
109a	The percentage of major applications determined within 13 weeks	53%	63.64%	60%	46%	High	60% 60% 60%
109b	The percentage of minor applications determined within 8 weeks	67%	70.28%	65%	51%	High	65% 65% 65%
109c	The percentage of 'other' applications determined within 8 weeks	76%	85%	80%	64%	High	80% 80% 80%
111	The percentage of applicants and those commenting on planning applications satisfied with the service received	78%	81%			High	The next User Satisfaction Survey will be in autumn 2006
179	The percentage of standard searches carried out in 10 working days	89.02%	100%	100%	95.32%	High	100% 100% 100%
188	The number of decisions delegated to officers as a percentage of all decisions	88%	91.2%				Deleted
200a	Did the Local Planning Authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme?	No	N/a	No	No	N/a	No requirement to set targets until next year
200b	Has the Local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	N/a	Yes	Yes	N/a	No requirement to set targets until next year

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
200c	Did the Local Planning Authority publish an annual monitoring report by 31 st December of the last year?					N/a	No requirement to set targets until next year
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			No target set	21%	Low	< 25% < 25% < 25%
205	The Local Authority's score against a 'quality of planning services' checklist			No target set	89%	High	90% 92% 94%
Culture and Related Services							
114	Cultural Strategy – score against a checklist of the "Creating Opportunity" guidance issued in December 2000	100%	100%			High	Deleted
117	Number of physical visits to public libraries per 1,000 population	4,522	6,605	5,000	5,177	High	Deleted
118a	The percentage of library users who found a book to borrow	78%	76%			High	The next User Satisfaction Survey will be in autumn 2006
118b	The percentage of library users who found the information they were looking for	72%	72%			High	The next User Satisfaction Survey will be in autumn 2006
118c	The percentage of library users who were satisfied with the service they received overall	88%	94%			High	The next User Satisfaction Survey will be in autumn 2006
119a	The percentage of residents satisfied with the Local Authority's sports / leisure facilities	49%	60%			High	The next User Satisfaction Survey will be in autumn 2006

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
119b	The percentage of residents satisfied with the Local Authority's libraries	68%	72%			High	The next User Satisfaction Survey will be in autumn 2006
119c	The percentage of residents satisfied with the Local Authority's museums / galleries	48%	50%			High	The next User Satisfaction Survey will be in autumn 2006
119d	The percentage of residents satisfied with the Local Authority's theatres / concert halls	57%	56%			High	The next User Satisfaction Survey will be in autumn 2006
119e	The percentage of residents satisfied with the Local Authority's parks and open spaces	67%	77%			High	The next User Satisfaction Survey will be in autumn 2006
170a	The number of visits to/usages of Local Authority funded or part-funded museums and galleries per 1,000 population	812	771	815	781	High	790 800 810
170b	The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population	785	513	795	715	High	750 760 770
170c	The number of pupils visiting museums and galleries in organised school groups	6,471	7,294	7,000	3,835	High	6,000 6,250 7,000
219a	The total number of conservation areas in the Local Authority area					N/a	No requirement to set targets until next year
219b	The percentage of conservation areas in the Local Authority area with an up-to-date character appraisal					High	No requirement to set targets until next year

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
219c	The percentage of conservation areas with published management plans					High	No requirement to set targets until next year
220	Compliance against the Public Library Service Standards (PLSS)					High	No requirement to set targets until next year
Community Safety & Well-being							
126	Domestic burglaries per year, per 1,000 households in the Local Authority area	9.8	N/a	7.9	7.6	Low	7.7 7.7 7.7
127a	The number of violent offences committed by a stranger per 1,000 population	1.73	N/a	1.75	1.5	Low	Amended indicator below
127a	Violent crime per year, per 1,000 population in the Local Authority area					Low	15.5 15.5 15.5
127b	The number of violent offences committed in a public place per 1,000 population	2.05	N/a	2.08	2.7	Low	Incorporated into indicator BV127a above
127b	Robberies per year, per 1,000 population in the Local Authority area					Low	2.08 2.08 2.08
127c	The number of violent offences committed in connection with licensed premises per 1,000 population	0.77	N/a	0.78	0.6	Low	Incorporated into indicator BV127a above
127d	The number of violent offences committed under the influence per 1,000 population	1.77	N/a	1.78	2	Low	Incorporated into indicator BV127a above

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	7.2	N/a	7.2	6	Low	6.1 6.1 6.1
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	29	N/a	22	^t	Low	28 34 +
175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100%	100%	100%	+	High	100% 100% +
176	Number of domestic violence refuge places per 10,000 population which are provided or supported by the Local Authority	0.42	0.77	0.42	0.4	High	Replaced by BV176 below
225	Actions against domestic violence					High	No requirement to set targets until next year
177	The percentage of Local Authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan	20.5%	96.9%	39%	43%	High	Replaced by BV226a, b & c below
226a	The total amount spent by the Local Authority on advice and guidance services provided by external organisations					N/a	£399,103 £191,103 £193,014
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					High	17% 18% 18%
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	£272,669 £472,669 £477,396

^t The outturns for BVPIs 174 & 175 are currently being verified by internal audit. Targets will be set following verification.

BV Ref.	Indicator Detail	Audited Outturn for 2003/04	Top Quartile for all England 2003/04	Target for 2004/05	Outturn for 2004/05	Aim	Targets for 2005/06 2006/07 2007/08
198	The number of drug users in treatment per 1,000 population aged 15-44					N/a	Outturn and targets are not expected to be reported this year

Local Performance Indicators

(local indicators and their targets are now contained in the Council's Annual Operating Plan)

Indicator Detail	Outturn for 2003/04	Target for 2004/05	Outturn for 2004/05	Aim
Number of recorded complaints, both formal and informal	434	440	308	High
Number of recorded formal complaints		250	229	High
Number of telephone calls answered as a percentage of all telephone calls received	78.93%	85%	80%	High
Percentage of telephone calls answered in 15 seconds		90%	94.8%	High
Percentage of Staff Review and Development interviews completed in previous 12 months	71%	80%	76%	High
Percentage of employees receiving corporate induction within 3 months of commencing employment	73%	80%	72%	High
Percentage variance on budget	2.1% underspend	1% underspend	2.5% underspend	N/a
Capital spend	6.1% underspend	100%	5% underspend	N/a

Statement on Contracts

There have been no contracts awarded during the past year to which the Code of Practice on Workforce Matters applies