



HEREFORDSHIRE
COUNCIL

**Best Value Performance Indicators 2006/07
(Outturns for 2005/06)**

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BV Ref.	Indicator Detail	Audited Outturn for 2004/05	Top Quartile for all England 2004/05	Target for 2005/06	Outturn for 2005/06	Performance compared to last year	Aim	Targets for 2006/07 2007/08 2008/09
Corporate Health								
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 2 Level 2 Level 3
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	47%	72%	70%	68%	▲	High	79% 79% 85%
3	The percentage of citizens satisfied with the overall service provided by their Local Authority						High	55% n/a n/a
4	The percentage of complainants satisfied with the handling of their complaint						High	40% 50% 50%
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	90.22%	95.97%	100%	92.33%	▲	High	100% 100% 100%
9	The percentage of council tax collected by the Local Authority in the year	98.2%	98.3%	98.4%	97.7%	▼	High	98.3% 98.6% 98.8%
10	The percentage of non-domestic rates collected	98.3%	99.14%	98.9%	97.4%	▼	High	98.7% 99.1% 99.3%

11a	The percentage of the top-paid 5% of Local Authority staff who are women	37.4%	40.23%	50%	40.57%	▲	High	55% 55% 55%
11b	The percentage of the top-paid 5% of Local Authority staff who are from an ethnic minority	2.44%	3.48%	2.9%	1.89%	▼	High	3% 3% 3%
11c	The percentage of the top-paid 5% of staff who have a disability (excluding those in maintained schools)				0%	n/a	High	1% 1.5% 1.5%
12	The number of working days/shifts lost to the Local Authority due to sickness absence	10.4 FTE	8.4 FTE	7 FTE (Amended to 10 FTE following Audited Outturn)	10.5 FTE	▼	Low	9 FTE 7 FTE 7 FTE
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.25%	0.16%	0.2%	0.31%	▼	Low	0.1% 0.1% 0.1%
15	The percentage of Local Authority employees retiring on grounds of ill health as a percentage of the total workforce	0.14%	0.12%	0.06%	0.38%	▼	Low	0.04% 0.04% 0.04%
16a	The percentage of Local Authority employees with a disability	0.42%	3.73%	1.25%	0.39%	▼	High	1.35% 1.5% 1.5%
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	n/a	7.8% 7.8% 7.8%

17a	The percentage of Local Authority employees from ethnic minority communities	0.37%	4.6%	1%	0.33%	▼	High	1.2% 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	0.8%	n/a	0.8%	0.8%	n/a	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	32%	n/a	40%	45.9%	▲	High	55% 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	85.13%	87.5%	100%	Not yet available		High	Deleted
Education								
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			60%	46.7%	n/a	n/a	60% 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			30%	32.3%	n/a	n/a	30% 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	58%	56.2%	63%	58%	◀▶	High	66% 67% Yet to be set
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	88%	90.2%	94%	88%	◀▶	High	96% Yet to be set

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	76%	77%	82%	76%	◀▶	High	82% Yet to be set
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	81%	80%	81%	81%	◀▶	High	81% Yet to be set
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	56.52%	100%	90%	56.52%	◀▶	High	92% 92% Yet to be set
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	44.05%	90.2%	90%	44.1%	▲	High	92% 92% Yet to be set
45	The percentage of half days missed due to total absence in secondary schools maintained by the Local Education Authority	7.8%	7.56%	7.3%	7.4%	▲	Low	7.3% 7.3% Yet to be set
46	The percentage of half days missed due to total absence in primary schools maintained by the Local Education Authority	5.2%	5.14%	5.2%	5.1%	▲	Low	5.2% 5.2% Yet to be set
159	The percentage of permanently excluded pupils offered full-time alternative educational provision of 21 hours or more			60%	Not yet available		High	Deleted
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	76%	75%	82%	76%	◀▶	High	82% Yet to be set

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	79%	76.1%	83%	79%	◀▶	High	83% Yet to be set
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	72%	70%	84%	72%	◀▶	High	84% Yet to be set
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	74%	72%	84%	74%	◀▶	High	84% Yet to be set
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				24%	n/a	High	31% 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				20%	n/a	High	20% 25% Yet to be set
194a	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in English	29%	28%	31%	29%	◀▶	High	32% Yet to be set
194b	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 test in Mathematics	32%	33%	34%	32%	◀▶	High	35% Yet to be set
Health and Social Care – Children								
49	The percentage of Looked After Children at 31 March with three or more placements during the financial year	7%	n/a	9%	5.8%	▲	Low	8% 8% Yet to be set
50	The percentage of young people leaving care aged	65%	58%	71%	91.7%	▲	High	71%

	16 or over with at least 1 GCSE at Grade A*-G or a GNVQ							71% Yet to be set
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	0.96	0.84	0.74	0.84	▼	High	0.74 0.74 Yet to be set
162	The percentage of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year	92.6%	100%	100%	100%	▲	High	100% 100% Yet to be set
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	9.5%	9.5%	10%	10.8%	▲	High	10% 10% Yet to be set
197	The percentage change in the number of conceptions amongst 15-17 year olds	- 20.7% (adjusted from 20.8% after audit)	-17.2%	- 15%	1.4%	▼	Low	-19% -24% Yet to be set
Health & Social Care – Adults								
53	The number of households receiving intensive home care per 1,000 population aged 65 or over	5.3 (qualified)	n/a	6	5.7	n/a	n/a	7.5 10 Yet to be set

54	Older people helped to live at home per 1,000 population aged 65 or over	60	98.54	75	79.8	▲	High	100 80 Yet to be set
56	The percentage of items of equipment delivered and adaptations made within 7 working days	81% (adjusted from 60% after audit)	89	70%	94%	▲	High	94% 80% Yet to be set
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	64%	77.2%	75%	70%	▲	High	80% 85% Yet to be set
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	81.3%	89.9%	83%	79%	▼	High	83% 90% Yet to be set
201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)	61	n/a	100	79.8	n/a	n/a	100 100 Yet to be set
Housing								
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	33	56.25	45	54	▲	High	50 75 Yet to be set
Homelessness								
183a	The average length of stay in bed and breakfast accommodation of households that are	4 weeks	1 week	0 weeks	10.65 weeks	▼	Low	0 weeks 0 weeks

	unintentionally homeless and in priority need							Yet to be set
183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	15 weeks (adjusted from 16 weeks after audit)	0 weeks	12 weeks	29.29 weeks	▼	Low	12 weeks 12 weeks Yet to be set
202	The number of people sleeping rough on a single night within the area of the Local Authority	0	0	< 3	0	◀▶	Low	< 3 < 3 Yet to be set
203	The percentage change in the average number of families placed in temporary accommodation	14.4%	-6.94%	0%	26.1%	▼	Low	0% -15% Yet to be set
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				68	n/a	High	Yet to be set
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				2.88%	n/a	Low	Yet to be set
Housing Benefit and Council Tax Benefit								
76a	The number of housing benefit claimants in the Local Authority area visited, per 1,000 caseload	131.66	n/a	340	158.42	n/a	n/a	220 200 200

76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.21	n/a	0.25	0.26	n/a	n/a	0.28 0.28 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	38.62	n/a	29	56.61	n/a	n/a	30 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	7.5	n/a	5	9.24	n/a	n/a	6 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	31.73 days	29.38 days	25 days	52.15 days	▼	Low	28 days 26 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	12.93 days	7.4 days	14 days	42.56 days	▼	Low	16 days 15 days 14 days
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	97.6%	99%	99%	98.2%	▲	High	98.6% 98.8% 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			45%	61.9%	n/a	High	65% 66% 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			42%	38.79%	n/a	High	45% 55% 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			12%	5.45%	n/a	n/a	10% 9% 8%
80a	Satisfaction with the Benefit Service – contact with the office						High	83%
80b	Satisfaction with the Benefit Service – service in the office						High	85%
80c	Satisfaction with the Benefit Service – telephone service						High	77%
80d	Satisfaction with the Benefit Service – staff in the office						High	85%
80e	Satisfaction with the Benefit Service – forms						High	67%
80f	Satisfaction with the Benefit Service – speed of service						High	76%
80g	Overall Satisfaction with the Benefit Service						High	83%

Waste & Cleanliness								
82a i	The percentage of household waste arisings which have been sent by the Local Authority for recycling	15.03%	17.89%	14.95%	17.31%	▲	High	15.5% 17.14% Yet to be set
82a ii	Tonnage of household waste arisings which have been sent by the Local Authority for recycling			14,109 t	16,059 t	n/a	High	14,688 t 16,306 t Yet to be set
82b i	The percentage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion	6.69%	9.8%	6.85%	6.58%	▼	High	7.1% 7.86% Yet to be set
82b ii	The tonnage of household waste sent by the Local Authority for composting or treatment by anaerobic digestion			6,465 t	6,102t	n/a	High	6,728 t 7,478 t Yet to be set
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%	7.03%	0%	0%	◀▶	High	0% 0% Yet to be set
82c ii	The tonnage of household waste arisings which have been used to recover heat, power and other energy sources			0 t	0 t	n/a	High	0 t 0 t Yet to be set
82d i	The percentage of household waste arisings which have been landfilled	78.28%		78.2%	76.1%	▲	Low	77.4% 75% Yet to be set

82d ii	The tonnage of household waste arisings which have been landfilled			73,801 t	70,599 t	n/a	Low	73,348 t 71,352 t Yet to be set
84a	The number of kilograms of household waste collected per head of the population	528.03 kg	397.7 kg	530 kg	521.7 kg	▲	Low	530 kg 530.8 kg Yet to be set
84b	The percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population			0.37%	1.42%	n/a	Low	0% 0.15% Yet to be set
86	The cost of household waste collection per household	£42.59	£35.31	£42.99	Not yet available		Low	£45.19 £47.55 Yet to be set
87	The cost of waste disposal per tonne of municipal waste	£58.51	£35.40	£65.30	Not yet available		Low	£68.57 £72.00 Yet to be set
89	The percentage of people satisfied with the cleanliness standard in their area						High	65% Yet to be set
90a	The percentage of people satisfied with household waste collection						High	89% Yet to be set
90b	The percentage of people satisfied with waste recycling						High	86% Yet to be set

90c	The percentage of people satisfied with waste disposal						High	82% Yet to be set
91a	The percentage of households resident in the Local Authority's area served by a kerbside collection of recyclables	60.28%	100%		62.28%	▲	High	Yet to be set
91b	The percentage of households resident in the Local Authority's area served by a kerbside collection of at least 2 recyclables				60.28%	n/a	High	Yet to be set
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	27%	11%	31%	18%	▲	Low	18% 17% 15%
199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible				3%	n/a	Low	2% 2% 1%
199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible				2%	n/a	Low	2% 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'				Grading 1 (Very Effective)	n/a	Low	Grading 1 Grading 1 Grading 1
Transport								
223	The percentage of the Local Authority principal road network where structural maintenance should be considered				Not yet available		Low	Yet to be set
224a	The percentage of the non-principal classified road network where maintenance should be considered				Not yet available	n/a	Low	Yet to be set
224b	The percentage of the unclassified road network where structural maintenance should be considered				Not yet available	n/a	Low	Yet to be set
99a i	The number of people killed or seriously injured (KSI)	146	94	< 197	141	▲	Low	< 187

	in road traffic collisions							< 177 < 167
99a ii	The percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year	-3%	-13.16%	-6%	-3%	▲	Low	-5% -5% -6%
99a iii	The percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	-41%	-31.57%	-21%	-43%	▲	Low	-25% -29% -33%
99b i	The number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	6	13	< 18	8	▼	Low	< 17 < 15 < 14
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	-25%	-25.78%	-6%	33%	▼	Low	-6% -7% -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	-73%	-52.66%	-20%	-64%	▼	Low	-25% -30% -35%
99c i	The number of people slightly injured in road traffic collisions	719	724	< 744	783	▼	Low	< 750 < 756 < 762
99c ii	The percentage change in the number of people slightly injured in road traffic collisions since the previous year	-15%	-8%	1%	9%	▼	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	0%	-14.2%	3%	9%	▼	Low	4% 5% 6%

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	3.1861	0.1	1.1	0	▲	Low	0 0 0
102	The number of local bus passenger journeys originating in the Local Authority area undertaken each year	3,447,528	19,020,944	3,928,000	Not yet available		High	3,938,000 3,948,000 4,017,000
103	The percentage of users satisfied with the local provision of public transport information						High	62% Yet to be set
104	The percentage of users satisfied with local bus services						High	62% Yet to be set
165	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the Local Authority area	93.1%	100%	65%	80%	▼	High	90% 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	45%	87%	47%	Not yet available		High	48% 49% Yet to be set
187	The percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered	32.35%	16%	34%	30.68%	▲	Low	30% 27.5% 25%
215a	The average number of days taken to repair a street lighting fault, which is under the control of the Local Authority				6.43%	n/a	Low	5% 5% 5%
215b	The average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator (DNO)				34.15%	n/a	Low	33% 30% 25%
Environment & Environmental Health								
166a	Score against a checklist of best practice for	90%	97%	90%	45%	▼	High	90%

	Environmental Health							90% 100%
166b	Score against a checklist of best practice for Trading Standards	86.6%	100%	90%	78.75%	▼	High	90% 100% 100%
216a	The number of 'sites of potential concern' [within the Local Authority area], with respect to land contamination				5,910	n/a	n/a	5,901 5,841 5,724
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'				0.15	n/a	High	1 2 3
217	The percentage of pollution control improvements to existing installations completed on time				95.29%	n/a	High	Yet to be set
218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification				83%	n/a	High	95% 95% 95%
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				90%	n/a	High	95% 95% 95%
Planning								
106	The percentage of new homes built on previously developed land	68.3%	94%	60%	71.3%	▲	High	60% 60% 60%
109a	The percentage of major applications determined within 13 weeks	46%	68.9%	60%	61%	▲	High	60% 60% 60%
109b	The percentage of minor applications determined within 8 weeks	51%	75.4%	65%	74%	▲	High	65% 65% 65%
109c	The percentage of 'other' applications determined	64%	88%	80%	82%	▲	High	80%

	within 8 weeks							80% 80%
111	The percentage of applicants and those commenting on planning applications satisfied with the service received						High	78%
179	The percentage of standard searches carried out in 10 working days	95.32%	100%	100%	75.94%	▼	High	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?	No	n/a		Yes	n/a	n/a	Yes Yes Yes
200b	Has the Local Planning Authority met the milestones that the current Local Development Scheme (LDS) sets out?	Yes	n/a		Yes	n/a	n/a	Yes Yes Yes
200c	Did the Local Planning Authority publish an annual monitoring report by 31 st December of the last year?				Yes	n/a	n/a	Yes Yes Yes
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	21%	25%	< 25%	28%	▼	Low	< 25% < 25% < 25%
205	The Local Authority's score against a 'quality of planning services' checklist	89%	88.9%	90%	94%	▲	High	94% 94% 94%

Culture and Related Services								
118a	The percentage of library users who found a book to borrow						High	Yet to be set
118b	The percentage of library users who found the information they were looking for						High	Yet to be set
118c	The percentage of library users who were satisfied with the service they received overall						High	Yet to be set
119a	The percentage of residents satisfied with the Local Authority's sports / leisure facilities						High	Yet to be set
119b	The percentage of residents satisfied with the Local Authority's libraries						High	Yet to be set
119c	The percentage of residents satisfied with the Local Authority's museums / galleries						High	Yet to be set
119d	The percentage of residents satisfied with the Local Authority's theatres / concert halls						High	Yet to be set
119e	The percentage of residents satisfied with the Local Authority's parks and open spaces						High	Yet to be set
170a	The number of visits to/usages of Local Authority funded or part-funded museums and galleries per 1,000 population	781	877	790	774	▼	High	800 810 Yet to be set
170b	The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population	715	514	750	693	▼	High	760 770 Yet to be set
170c	The number of pupils visiting museums and galleries in organised school groups	3,835	7,031	6,000	3,810	▼	High	6,250 7,000 Yet to be set

219a	The total number of conservation areas in the Local Authority area				Not yet available	n/a	n/a	Yet to be set
219b	The percentage of conservation areas in the Local Authority area with an up-to-date character appraisal				Not yet available	n/a	High	Yet to be set
219c	The percentage of conservation areas with published management plans				Not yet available	n/a	High	Yet to be set
220	Compliance against the Public Library Service Standards (PLSS)				2	n/a	High	Yet to be set
Community Safety & Well-being								
126	Domestic burglaries per year, per 1,000 households in the Local Authority area	7.6	6.9	7.7	4.9	▲	Low	7.7 7.7 Yet to be set
127a	Violent crime per year, per 1,000 population in the Local Authority area			15.5	14.7	n/a	Low	15.5 15.5 Yet to be set
127b	Robberies per year, per 1,000 population in the Local Authority area			2.08	0.2	n/a	Low	2.08 2.08 Yet to be set
128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	6	7.77	6.1	5.5	▲	Low	6.1 6.1 Yet to be set
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	13.57	n/a	19	88.5	▼	Low	95 100 110

175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100%	n/a	100%	100%	◀▶	High	100% 100% 100%
225	Actions against domestic violence				63.6%	n/a	High	Yet to be set
226a	The total amount spent by the Local Authority on advice and guidance services provided by external organisations			£399,103	Not yet available	n/a	n/a	£191,103 £193,014 Yet to be set
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			17%	Not yet available	n/a	High	18% 18% Yet to be set
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			£272,669	Not yet available	n/a	n/a	£472,669 £477,396 Yet to be set
198	The number of drug users in treatment per 1,000 population aged 15-44			7.2	10.2	n/a	n/a	Yet to be set

Statement on Contracts

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