

Agenda Item 5.1

Delivery of our 2006/07 Performance Agreement

Monitoring of the Council's performance is undertaken using the PerformancePlus system for local government. Reporting through this system uses the following symbols to visually indicate performance:

- ★ performance is better than target
- performance is at target
- △ performance is below target

We have used these symbols in appendices D and E to indicate our performance against our targets.

Strategic Objectives

In 2006/07 the Council had 25 outcomes aligned to its 7 strategic objectives

Performance is visually indicated at measure level, which is then aggregated for each outcome.

Delivery of our 2006/07 Performance Agreement

Strategic Objective : Improve health and social well-being	Council Outcome : improved health and quality of life	Performance Indicator	Target	Actual
Reduce smoking prevalence amongst local population (currently estimated at 29%)				
Increase the number of people accessing preventative mental health services from 100 to 110 by March 2007				
Increase uptake of physical activity opportunities amongst people aged 50+				
Increase the number of people accessing care network from 2,100 to 2,205 by March 2007				
Reduce admissions to residential care from 106 to 101 by March 2007				
Reduce the rate of suicide and undetermined injury by 20% by 2010				
Council Outcome : improved life expectancy	Council Outcome : Reduced Health & Social inequalities	Performance Indicator	Target	Actual
Reduce the gap in premature (under 75) mortality from cardiovascular disease between Darwen and England and Wales				
Council Outcome : Increased safety of vulnerable adults	Council Outcome : increased choice and control in assessing health and social care services	Performance Indicator	Target	Actual
Increase access to exercise and leisure opportunities for all residents				
Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week (New performance indicator)				
note 1				
note 2				
Improve reporting and detection of cases of adult abuse from 75 to 80 by March 2007				
Increase take up of direct payments from 78 to 155 by March 2007				
Increase adult placements by 10% by March 2007				

note 1 - reviewed national best practice and suggested replacement with a new indicator see (New performance indicator)

note 2 - baseline year performance is 16.3%

Strategic Objective : create sustainable communities and neighbourhoods	
Council Outcome : improved resident perception of the quality of life in the borough	Outcome
Increase the number of residents who are satisfied with their neighbourhood as a place to live from 77% in 2003/04 to 80% in 2007	
Council Outcome : Improved community cohesion	Outcome
Increase the number of residents who feel that people from different backgrounds get on well together and belong to Blackburn with Darwen, from 66% in 2003/04 to 77% by 2007	
Council Outcome : Community leadership driving better co-ordination of public services at local level	Outcome
Increase the number of residents who feel that they can influence decisions affecting their local area from 33% in 2005 to 40% by 2007	
Council Outcome : more effective engagement with local people and neighbourhoods	Outcome
Increase the number of residents who feel that they can influence decisions affecting their local area from 38% in 2005 to 40% by 2007	
Strategic Objective : Improve the environment and housing	
Council Outcome : cleaner and greener borough	Outcome
Increase land and highways cleanliness – no more than 18% of land and highways assessed against indicators, to fall below the acceptable standard	
Increase levels of recycling and composting to 27% of all municipal solid waste	★
Reduce pollution at five sites failing national air quality standards	
Increase public transport use by 0.5%	note 1
Maintain current traffic levels	★
Council Outcome : a sustainable type and pattern of development delivering housing choice, quality, affordability and independence	Outcome
Achieve milestones for creating local development framework as set out in the local development scheme	
Increase house building on previously developed land from 60% in 2004/05 to 65%	▲
Achieve 100 affordable housing association new homes started	★
Achieve 50 dwellings for sale started within the housing market renewal (HMR) pathfinder	★
Reduce the number of empty private sector properties by 200, including 50 long-term vacancies	●
Achieve 80 older private sector properties improved to decent homes standard (*)	▲
Improve by 5% the convergence with sub-regional house prices	▲
Improve by 5% the convergence with regional house prices	note 2
	note 2

note 1 - initial consultation completed and draft plans in production for second stage of consultation
 note 2 - This data is expected from third party suppliers and has not been received in time for publication
 (*) unfortunately the reliability of this data cannot be guaranteed and is therefore an estimate of performance

Strategic Objective : Cut crime and improve community safety
Council Outcome : reduced crime levels in the borough
Reduce the number of violent crimes from 2003/04 by 10% by March 2007
Reduce the number of recorded crimes by 9% by March 2007
Council Outcome : Increased confidence through reassurance within neighbourhoods
Reduce the number of anti-social behaviour problems in neighbourhoods
Council Outcome : reduction in the impact of drugs and alcohol misuse
Increase the number of clients in contact with drug treatment services by 7%
Increase in the number retained for more than 12 weeks

Strategic Objective : Promote economic regeneration
Council Outcome : create a competitive and sustainable local economy that generates employment opportunities for local people
Create or safeguard 1,322 jobs within the local economy
Increase by 757 the number of disadvantaged residents into employment
Enable 75 businesses to adopt innovation and new technology
Secure £15.2m private sector investment
Increase town centre private sector investment by 10%
Achieve a local transport plan (LTP) rating of "good", with £1.5m investment into transport infrastructure through LTP2 and third party funding
Increase business compliance for trading standards to 95% in all risk categories
Increase basic skills for adults in the borough by 20%

note1 - unfortunately the reliability of this data cannot be guaranteed and therefore it has been decided not to report a figure for this indicator

Strategic Objective : Deliver positive outcomes for all children and young people	
Council Outcome : improve the health of children and young people	
Reduce teenage conception rate to 40.4 per 1,000 in 2006 from 52.1 in 2004	●
Reduce infant mortality rates to a yearly average of 5.3 deaths under-1 year per 1,000 live births for the period 2005-2007	▲
Council Outcome : improve the safety of children and young people	▲
Increase the stability of looked after children's (LAC) placements to 73% by end of March 2007	●
Reduce the % of looked after children who are placed with parents by 20% in 2006/07	▲
Council Outcome : improve the achievements and enjoyment of children and young people	●
Increase the performance of under achieving groups at GCSE level looked after children – 25% to achieve 5 A*-C	▲
Increase the performance of under achieving groups at GCSE level white heritage pupils entitled to free school meals – 26% to achieve 5 A*-C	▲
Increase the performance of under achieving groups at GCSE level Pakistani heritage pupils – 40% to achieve 5 A*-C	●
Increase performance for pupils achieving level 4+ at key stage 2 to 77% for English	●
Increase performance for pupils achieving level 4+ at key stage 2 to 78% for maths	●
Improve take-up of BeeZ cards by under 17s	●
Increase active participation rate to 8,745	●
Council Outcome : improve the positive contribution to society of children and young people	●
Reduce the offending ratio (final warnings and convictions) of looked after children to 2.9	▲
Council Outcome : improve the economic well-being of children and young people	▲
Increase the rate of year 11 school leavers participating in post-16 learning to 88%	●
Reduce the proportion of 16 to 18-year-olds not in employment education and training (NEET) to 10.2%	●
Reduce the proportion in jobs without training (JWOT) to 6.8%	●

note 1 - monitoring period is to December 2007

Strategic Objective : Deliver the highest quality services	
Council Outcome : improved public perception of the council	
Increase satisfaction with the Council overall as a service provider from 50% in 2005/06	●
Ensure 85% of customers are satisfied with bdirect service	▲ ●
Council Outcome : all services demonstrating value for money	
Achieve the cumulative (Gershon) efficiency target of 2.5% (~£3.3M) per annum to 2007/08 (*)	● ★
Council Outcome : effective use of resources	
Increase the number of staff who feel well informed through internal communications from 46% in 2004/05	●
Maintain corporate performance assessment (CPA) classification of three overall for use of resources	● ★
Council Outcome : recognition as a top performing council from peers, central government and regulators	
Maintain four star CPA classification	● ★
Council Outcome : effective collaboration with partners on service delivery	
Achieve LSP accreditation/LAA delivery	★
Achieve a set of Capita key performance indicators with baselines agreed for contract year-six and achievement monitored	note 1 ★
Achieve the production of plans to enable the management of the strategic client role	note 1 ★

note 1 - Renegotiation of Capita key performance indicators has been carried forwards as a 2007/08 Objective as part of the ongoing Fundamental Best Value Review.

(*) - target changed to £3.3 million from £3million by Department of Communities and Local Government

Our Best Value Performance indicators 2006/07

This tab sets out how we performed against the best value performance indicators (BVPI) set by the Government.

The performance indicators have been arranged by portfolio. For each performance indicator, where possible, figures have been collected to show our performance in 2005/06 and 2006/07, our targets for 2006/07, 2007/08, 2008/09 and 2009/10 and also to demonstrate how we compare against the England average for 2005/06. For each BVPI we have indicated whether good performance is a high or low number where this is directed by government. We have assessed our performance using *PerformancePlus* symbols for our 2006/07 performance based on a 10% variance unless stated. Reporting through this system uses the following symbols to indicate performance:

- ★ performance is better than target
- performance is at target
- ▲ performance is below target

We have also indicated whether performance in 2006/07 has improved or declined since 2005/06.

Where performance or targets show significant variation we have included an explanatory comment. In some cases the following notes also apply.

Note 1: Satisfaction indicator. These indicators are collected every three years. There is no 2006/07 performance comparative data and will next be collected 2009/10.

Note 2: All England average not published by the Audit Commission

Following the review of the council's reporting priorities only statutory BVPIs and not local indicators are reported.

If you would like additional information on our BVPIs, please contact the policy department on: (01254) 585512 or e-mail: policy@blackburn.gov.uk

Best Value Performance Indicators (continued)

Adult social care		BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target	Performance in 2005 / 06 Vs last year	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10	Comments
BV53	Households receiving intensive home care per 1,000 of the population aged 85 or over	N/A	20.80	21.50	?	N/A	20.70	13.81	22.00	23.00	23.00		
BV54	Older people helped to live at home per 1,000 of the population aged 85 or over	High	77.50	78.00	?	?	80.25	88.07	77.00	77.00	75.00	We predict a slight downward trend as services are targeted more intensively at fewer people	
BV55	% of items of equipment delivered within 7 working days	High	77.36	82.26	?	?	83%	88%	84%	85%	85%		
BV195	Acceptable waiting time for assessment- for new older clients (aged 65 or over)	High	83.0%	78.0%	?	?	76.0%	76.3%	94.5%	95.0%	98.0%		
BV196	Acceptable waiting time for care packages- for new older clients (aged 65 or over)	High	91.0%	93.0%	?	?	91.4%	86.7%	95.0%	95.0%	95.0%		
BV201	Adults and older people receiving direct payments at 31 March, per 100,00 of the population aged 18 or over	N/A	124	151	?	N/A	127	94	135	175	185		

Children's services

BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07 To target year	How are we performing? ↑ ↓ → ←	Performance in 2005 / 06 To last year	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10	Comments
BV38	% of 15 year old pupils in schools maintained by the LEA achieving 5 or more GCSE's at grades A* - C or equivalent	High	51.4%	54.0%	↑	47.0%	54.2%	55.0%	50.5%	60.0%	+/- 5 % variance from target
BV39	% of 15 year old pupils in schools maintained by the LEA achieving 5 or more GCSE's at grades A* - G including English and maths	High	83.8%	85.0%	↑	88.0%	88.2%	90.0%	91.0%	91.0%	+/- 5 % variance from target
BV40	% of pupils in schools maintained by the LEA achieving level 4 or above in Key Stage 2 maths	High	74.0%	78.0%	↓	72.0%	74.7%	78.0%	78.0%	80.0%	+/- 5 % variance from target
BV41	% of pupils in schools maintained by the LEA achieving level 4 or above in Key Stage 2 English test	High	75.0%	77.0%	↑	73.0%	78.5%	77.0%	78.0%	80.0%	+/- 5 % variance from target
BV43a	% of proposed statements of special educational needs prepared within 18 weeks excluding exception cases as a proportion of all such statements issued in the year	High	100.0%	100.0%	→	100.0%	98.0%	100.0%	100.0%	100.0%	
BV43b	% of proposed statements of special educational need issued by the authority in a financial year and prepared within 18 weeks including exceptions to the rule under the SEN code of practice	High	100.0%	95.0%	↓	94.0%	82.8%	100.0%	100.0%	100.0%	
BV45	% of half days missed due to total absence in secondary schools maintained by the LEA	Low	8.35%	8.21%	↑	7.81%	7.30%	8.08%	8.08%	8.00%	
BV46	% of half days missed due to total absence in primary schools maintained by the LEA	Low	8.31%	5.85%	↓	5.88%	5.56%	5.74%	5.66%	5.80%	
BV49	% of looked after children at 31 March with three or more placements during the last financial year	Low	11.60%	12.00%	↓	11.00%	N/A	12.00%	11.50%	11.00%	
BVED	% of young people leaving care aged 16 or over with at least one GCSE at grade A* - G or a GNVQ	High	62%	72%	↓	68%	54%	70%	75%	80%	
BV161	The ratio of the % of young people (aged 16) in care, engaged in education, training or employment at the age of 18	High	0.74	0.40	★	0.30	0.78	0.80	0.75	0.80	+/- 5 % variance from target
BV162	% of child protection cases reviewed regularly as a % of those that should have been reviewed during the year	High	100%	100%	→	100%	98%	100%	100%	100%	

Children's services		BVPI description		Good performance is		How are we performing? To target		Performance in 2005 / 06 vs last year		Target for 2007 / 08		Target for 2008 / 09		Comments	
BVPI Code		Performance in 2006 / 07	Target for 2006 / 07	Performance in 2006 / 07	Target for 2006 / 07	To target		Performance in 2005 / 06	Target for 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	To target		Target for 2008 / 09	Comments
Bv183	The number of children in care granted an adoption or special guardianship order, as a % of the number of children looked after for 8 months or more	High	8.0%	8.5%	▲	↓	8.1%	7.9%	8.7%	9.1%	9.5%				
Bv181a	% of 14 year old pupils in schools maintained by the LEA achieving level 5 or above at Key Stage 3 test in English	High	70.05%	72.00%	●	↑	68.00%	73.02%	72.00%	78.00%	77.00%	+/- 5 % variance from target			
Bv181b	% of 14 year old pupils in schools maintained by the LEA achieving level 5 or above at Key Stage 3 test in mathematics	High	76.00%	74.00%	●	↑	70.00%	72.90%	74.00%	78.00%	79.00%	+/- 5 % variance from target			
Bv181c	% of 14 year old pupils in schools maintained by the LEA achieving level 5 or above at Key Stage 3 test in science	High	68.00%	72.00%	▲	↑	64.00%	68.40%	72.00%	72.00%	73.00%	+/- 5 % variance from target			
Bv181d	% of 14 year old pupils in schools maintained by the LEA achieving level 5 or above at Key Stage 3 test in teacher assessment in ICT	High	72.00%	73.00%	●	↑	65.00%	67.64%	73.00%	73.00%	74.00%	+/- 5 % variance from target			
Bv184a: Key Stage 2 English	% of 11 year old pupils achieving level 5 in Key Stage 2 English	High	25%	22%	★	↑	18%	20%	27%	29%	30%	+/- 5 % variance from target			
Bv184b: Key Stage 2 maths	% of 11 year old pupils achieving level 5 in Key Stage 2 maths	High	29%	27%	●	↑	26%	30%	30%	31%	32%	+/- 5 % variance from target			
Bv197	% change in the number of conceptions amongst 15 - 17 year olds	Low	-18.2%	-27.1%	▲	↓	-10.5%	-10.2%	-30.5%	-32.8%	-41.2%				
Bv221a	% of young people aged 13 - 19 gaining a recorded outcome compared to % participation in youth work in the LA area	N/A	49%	53%	★	↑	51%	44%	60%	60%	60%	Targets are in line with national benchmarks. The aim is to increase participation whilst still achieving the BVPI targets			
Bv221b	% of young people aged 13 - 19 gaining an accredited outcome compared to % participating in youth work	N/A	45%	25%	●	↑	22%	19%	30%	30%	30%	As above			
Bv222a	% of leaders of integrated early education and childcare setting, funded or part-funded by the local authority, with a qualification at level 4 or above	High	45%	35%	●	↑	32%	26%	50%	53%	56%				
Bv222b	% of leaders of integrated early education and childcare setting, funded or part-funded by the local authority, which have input from staff with graduate or postgraduate training in teaching or child development	High	100%	100%	●	→	100%	56%	100%	100%	100%				

Citizen and consumer rights

BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target year	Performance in 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Comments
BV4	% of complainants satisfied with the handling of their complaint	High	32%	35%	⬆️ N/A	N/A	N/A	N/A	40%	Note 1 Performance in 2003/04 was 22%
BV78a	The average processing time taken for all new housing and council tax benefit claims submitted to the local authority	Low	25.8 days	25.0 days	⬇️ ⬆️ 26.0 days	34.5 days	25.0 days	24.0 days	23.0 days	
BV78b	The average processing time taken for all written notifications of changes to a claimant's circumstances that require a new decision % of cases, within a random sample, for which the authority's calculation of housing and council tax benefit is found to be correct	Low	12.0 days	8.0 days	⬇️ ⬆️ 14.6 days	15.2 days	10.0 days	10.0 days	10.0 days	DWP has revised the targets on the basis that significant numbers of LA's were unable to meet the 8 day target
BV78a	The amount of housing benefit overpayments recovered as a % of that deemed recoverable	High	97.60%	98.00%	⬇️ ⬆️ 98.00%	97.48%	98.00%	98.00%	98.00%	
BV78bi	Housing benefit overpayments recovered during the period as a % of the total amount of housing benefit overpayment debt outstanding at the start of the period plus amount of housing benefit overpayments identified during the period	High	74.39%	85.00%	⬇️ ⬆️ 50.00%	69.53%	75.00%	75.00%	75.00%	
BV78bii	Housing benefit overpayments written off during the period as a % of the total amount of housing benefit overpayment debt outstanding at the start of the period, plus amount of housing benefit overpayments identified during the period	N/A	28.45%	30.00%	⬇️ ⬆️ 25.00%	33.66%	30.00%	30.00%	30.00%	
BV78biii	% of users satisfied with the benefit service-contact with the office	High	8.97%	10.00%	N/A	8.00%	N/A	10.00%	10.00%	
BV80b	% of users satisfied with the benefit service-service in the office	High	78%	80%	⬇️ ⬆️ N/A	N/A	N/A	N/A	85%	Note 1 Performance in 2003/04 was 73%
BV80c	% of users satisfied with the benefit service-telephone service	High	83%	80%	⬇️ ⬆️ N/A	N/A	N/A	N/A	85%	Note 1 Performance in 2003/04 was 66%
BV80d	% of users satisfied with the benefit service-staff in the office	High	77%	80%	⬇️ ⬆️ N/A	N/A	N/A	N/A	85%	Note 1 Performance in 2003/04 was 47%
BV80e	% of users satisfied with the benefit service-forms	High	84%	80%	⬇️ ⬆️ N/A	N/A	N/A	N/A	85%	Note 1 Performance in 2003/04 was 76%
BV80f	% of users satisfied with the benefit service-speed of service	High	68%	80%	⬇️ ⬆️ N/A	N/A	N/A	N/A	85%	Note 1 Performance in 2003/04 was 63%
BV80g	% of users satisfied with the benefit service-overall satisfaction	High	78%	80%	⬇️ ⬆️ N/A	N/A	N/A	N/A	85%	Note 1 Performance in 2003/04 was 72%

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Citizen and consumer rights		BVPI Code		BVPI description		Good performance is		Performance in 2008 / 07		Target for 2008 / 07		How are we performing? To target		Performance in 2005 / 06		All England average 2005 / 06		Target for 2007 / 08		Target for 2008 / 09		Target for 2008 / 10		Comments	
BV168a	% score against a checklist of best practise for environmental health	High	100.0%	100.0%	100.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	100.0%	100.0%		
BV168b	% score against a checklist of best practise for trading standards	High	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
BV228a	Total amount spent by the local authority on advice and guidance services provided by external organisations	N/A	£88,431	£88,431	£88,431	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	£83,889	Note 2	
BV228b	% of monies spent on advice and guidance services provision which was give to organisations holding the CLS quality mark at general help level and above	High	77.53%	65.00%	65.00%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	77.40%	Note 2
BV228c	Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	N/A	£524,623	£388,581	£388,581	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	£303,844	Note 2	

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Housing and neighbourhood services

BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target year	Performance in 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10	Comments
BV64	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	110	130	▲ ↗	63	74	200	285	110	Future targets have been adjusted due to the likelihood that more work will be carried out during 07/08 and 08/09 than was originally expected. The repair work and demolition measured by this indicator is subject to external funding and therefore may change.
BV86	Cost of waste collection per household	Low	£53.27	£48.00	▼ ↘	£39.52	£40.15	£51.00	£60.00	£85.00	Cost have increased as the provision for debt for the procurement of recycling vehicles has been moved from BV 87 to this indicator. Additional recycling collection costs have also been included as there is more recycling tonnage collected since the roll out of further separated weekly collections in October 2006 and also the introduction of doorstep cardboard collections in August 2006.
BV88	% of people satisfied with cleanliness standards	High	55%	55%	● ↗	N/A	N/A	N/A	N/A	59%	Note 1 Performance in 2003/04 was 38%.
BV90a	% of people satisfied with household waste collection	High	73%	82%	▲ ↗	N/A	N/A	N/A	N/A	81%	Note 1 A significant number of properties had a variation to their collection service following the introduction of recycling initiatives within the borough, which meant a major revision of collection methods. Performance in 2003/04 was 78%.
BV90b	% of people satisfied with recycling facilities	High	75%	75%	● ↗	N/A	N/A	N/A	N/A	77%	Note 1 Performance in 2003/04 was 68%.
BV183a	The average length of stay in bed and breakfast accommodation for those that are unintentionally homeless and in priority need	Low	0.00 weeks	0.00 weeks	● ↗	0.00 weeks	2.08 weeks	N/A	N/A	N/A	Ceased to be an indicator for 2007/08
BV183b	The average length of stay in hostel accommodation for those that are unintentionally homeless and in priority need	Low	0.86 weeks	8.00 weeks	★ ↘	6.00 weeks	10.69 weeks	8.00 weeks	8.00 weeks	8.00 weeks	The targets have remained static due to the planned changes in the hostel provision over the next few years
BV180a	The proportion of relevant land and highways having combined deposits of litter and derritus that fall below an acceptable level	Low	6.0%	18.0%	★ ↗	17.7%	15.3%	12.0%	11.0%	10.0%	
BV180b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible	Low	28%	45%	★ ↗	4%	4%	4%	4%	3%	

Housing and neighbourhood services										
BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To Vs last target year	Performance in 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	Target for 2009 / 10	Comments
BV198c	The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible	Low	0%	0%	→	0%	1%	0%	0%	
BV199d	The year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	Low	Level 2	Level 3	↑	Level 3	N/A	Level 2	Level 2	Additional enforcement action has taken place over the year when compared to the previous year, which has resulted in the improvement in level.
BV202	The number of people sleeping rough on a single night within the area of the authority	Low	0	3	★	2	4	3	1	Targets are set above current performance due to the nature of the homeless count used to inform this indicator. The last count showed zero, although as this is based on a one-off count, there is the possibility that this figure could fluctuate
BV203	% change in the average number of families placed in temporary accommodation	Low	47.65%	5.00%	▲	→	-42.34%	6.29%	N/A	Ceased to be an indicator for 2007/08
BV213	Number of households who considered themselves as homeless, who approached the local housing authority housing advice services, and for whom housing advice casework intervention resolved their situation	High	4	1	★	↑	1	21	4	5
BV214	Proportion of households accepted as statutorily homeless by the same authority within the last two years	Low	0.85%	1.50%	■	↓	0.53%	3.05%	N/A	Ceased to be an indicator for 2007/08

Leaders											
BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To Vs last target year	Performance in 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10	Comments
BV3	% of people satisfied with the overall service provided by the council	High	43%	48%	▲	N/A	N/A	N/A	N/A	60%	Note 1 Performance in 2003/04 was 45%

Leisure and culture

BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? Vs last year	Performance target	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10	Comments
BV118a	% of library users that found a book to borrow	High	85%	81%	★ N/A	N/A	N/A	N/A	N/A	87%	Note 1 Performance in 2003/04 was 81%
BV118b	% of library users that found the information they were looking for	High	77%	64%	★ N/A	N/A	N/A	N/A	N/A	80%	Note 1 Performance in 2003/04 was 84%
BV118c	% of library users satisfied with the library overall	High	85%	94%	● N/A	N/A	N/A	N/A	N/A	97%	Performance in 2003/04 was 93%
BV118a	% of residents satisfied with cultural and recreational activities- sports/ leisure facilities	High	65%	59%	● N/A	N/A	N/A	N/A	N/A	59%	Performance in 2003/04 was 82%
BV118b	% of residents satisfied with cultural and recreational activities- libraries	High	72%	78%	● N/A	N/A	N/A	N/A	N/A	78%	Performance in 2003/04 was 75%
BV119c	% of residents satisfied with cultural and recreational activities- museums/ galleries	High	48%	51%	● N/A	N/A	N/A	N/A	N/A	51%	Performance in 2003/04 was 49%
BV119d	% of residents satisfied with cultural and recreational activities- theatres/ concert halls	High	48%	52%	● N/A	N/A	N/A	N/A	N/A	52%	Performance in 2003/04 was 53%
BV119e	% of residents satisfied with cultural and recreational activities- parks and open spaces	High	73%	73%	● N/A	N/A	N/A	N/A	N/A	75%	Performance in 2003/04 was 70%
BV117a	The number of visits to usages of local authority funded or part-funded museums per 1,000 population	High	330	505	▲ ↓	501	1687	510	515	515	
BV170b	The number of visits to local authority funded, or part-funded museums, and galleries that were in person, per 1,000 population	High	218	400	▲ ↓	398	832	410	420	420	
BV170c	The number of pupils visiting museums and galleries in organised school groups	High	4,090	5,000	▲ ↓	4,727	7,153	5,050	5,100	5,100	
BV219a	Total number of conservation areas in the local authority area	N/A	14	14	● →	14	N/A	N/A	N/A	N/A	Ceased to be an indicator for 2007/08
BV219b	% of conservation areas in the local authority area with an up-to-date character appraisal	High	28.57%	60.00%	▲ →	28.57%	22.81%	71.43%	100.00%	100.00%	
BV219c	% of conservation areas with published management proposals	High	0.00%	25.71%	▲ →	0.00%	0.41%	N/A	N/A	N/A	Ceased to be an indicator for 2007/08
BV220	Compliance against the Public Library Service Standards	High	3	4	▲ →	3	N/A	4	4	4	Note 2

Regeneration									
BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target year	Performance in 2005 / 06	All England average 2005 / 08	Target for 2007 / 08	Target for 2008 / 09
BV82ai	% of household waste sent for recycling	High	20.03%	20.00%	↑	17.88%	17.61%	22.00%	23.00%
BV82aii	Total tonnage of household waste sent for recycling	High	14,140.02 tonnes	14,395.00 tonnes	↓	12,208.55 tonnes	16,926.15 tonnes	14,683.00 tonnes	15,350.00 tonnes
BV82bi	% of household waste sent for composting or treatment by anaerobic digestion	High	8.73%	7.00%	↓	8.45%	8.85%	7.00%	8.00%
BV82bii	Total tonnage of households waste sent for composting or treatment by anaerobic digestion	High	4,491.75 tonnes	5,038.00 tonnes	↓	4,404.11 tonnes	36,749.22 tonnes	4,872.00 tonnes	5,339.00 tonnes
BV82ci	% of the total tonnage of household waste used to recover, heat, light and power and other energy sources	High	0.00%	0.00%	↔	0.00%	11.35%	0.00%	0.00%
BV82cii	Total tonnage of household waste used to recover, heat, light and power and other energy sources	Low	72.34%	73.00%	↓	0.00 tonnes	62,293.00 tonnes	0.00 tonnes	0.00 tonnes
BV82di	% of household waste which landfilled	Low	48,284.22 tonnes	52,643.00 tonnes	↓	51,857.12 tonnes	52,5787.42 tonnes	71.00%	69.00%
BV82dii	Total tonnage of household waste landfilled	Low	48,284.22 tonnes	52,643.00 tonnes	↓	51,857.12 tonnes	52,5787.42 tonnes	71.00%	69.00%
BV83a	Number of kilograms of household waste collected per head of the population	Low	457.9 Kgs	501.0 Kgs	↑	486.8 Kgs	438.8 Kgs	475.9 Kgs	475.8 Kgs
BV84b	% change from the previous financial year in the number of kilograms of household waste collected per head of the population	Low	-2.26%	3.00%	★	-2.57%	-1.10%	0.00%	0.00%
BV87	Cost of waste disposal per tonne of municipal waste	Low	£38.95	£60.00	★	£43.47	N/A	£41.40	£45.00
BV90c	% of people satisfied with civic amenity sites	High	85%	84%	↔	N/A	N/A	N/A	N/A
BV91a	% of households resident in the authority's area served by kerbside collection of recyclables	High	89.1%	89.0%	↔	90.7%	94.7%	98.0%	98.0%



Comments

Target for 2008 / 10

26.00%

16,085.00 tonnes

8.00%

0.00%

5,339.00 tonnes

0.00%

0.00%

44,716.00 tonnes

The volumes of waste collected are expected to rise from the 457kg reported this year. Targets have been revised in light of this, we aim to maintain below the 475kg target in light of the anticipated rise in waste collected per household as per BV84a targets for BV84b mirror this trend.

Cost of waste disposal expected to increase over the next three years for a number of reasons including increased levels of landfill tax, waste disposal gate fees and cost of recycling processing.

Note 1

Performance in 2003/04 was 82%

Difficult to achieve 100% due to the location of some properties. Likely to over achieve on this target each year

Regeneration

BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing?	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Comments
Bv91b	% of households resident in the authority's area served by kerbside collection of at least two recyclables	High	92.1%	92.0%	↔	90.7%	90.8%	90.0%	As above
Bv98ai	Number of people killed or seriously injured in road traffic collisions	Low	72	70	↓	69	223.0	85	The Council has two sets of targets for these indicators. Those set by the Department for Transport (DfT), which are being achieved, and a series of more stretching targets which are those reported in this document.
Bv98aii	% change in the number of people killed or seriously injured in road traffic collisions since the previous year	Low	5.0%	-5.4%	↑	-8.1%	-8.7%	-7.1%	-3.2% As above
Bv98aiii	% change in the number of people killed or seriously injured in road traffic collisions since the 1984-1998 average	Low	-40.1%	-47.6%	↓	-48.1%	-26.0%	-51.3%	-52.8% -54.3% As above
Bv98bi	Number of children (aged under 16 years) killed or seriously injured in road traffic collisions	Low	22	13	↑	13	28	12	11 10 As above
Bv98bii	% change in the number of children (aged under 16 years) killed or seriously injured inroad traffic collisions since the previous year	Low	80.2%	-13.3%	↑	18.2%	4.5%	-7.7%	-9.3% -9.1% As above
Bv98biii	% change in the number of children (aged under 16 years) killed or seriously injured inroad traffic collisions since the 1984-1998 average	Low	-38.2%	-62.5%	↓	-63.5%	-30.1%	-65.3%	-69.1% -71.0% As above
Bv98ci	Number of people slightly injured in road traffic collisions	Low	614	628	↓	610	1,858	608	634 As above
Bv98cii	% change in the number of people slightly injured in road traffic collisions since the previous year	Low	0.7%	-3.0%	↑	-2.1%	-2.0%	-3.2%	-7.0% -4.3% As above
Bv98ciii	% change in the number of people slightly injured in road traffic collisions since the 1984-1998 average	Low	-17.9%	-16.3%	↓	-18.5%	-8.5%	-10.0%	-25.4% -28.5% As above
Bv100	Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadwork's	Low	4.84 days	2.16 days	↑	2.85 days	1.17 days	2.00 days	1.75 days 1.70 days
Bv102	Number of local bus passenger journeys originating in the authority area undertaken each year	High	8,099,737	7,080,000	★	8,167,316	50,060,802	7,210,000	750,000 Targets are increasing as per the local transport plan

Regeneration									
BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target year	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10
BV103	% of users satisfied with local provision of public transport information	High	42%	51%	● N/A	N/A	N/A	N/A	56% Note 1 Performance in 2003/04 was 44%
BV104a	% of users satisfied with local bus service	High	56%	61%	● N/A	N/A	N/A	N/A	64% Note 1 Performance in 2003/04 was 59%
BV104b	Bus Satisfaction Users	High	61%	65%	● N/A	N/A	N/A	N/A	75% Note 1 Performance in 2003/04 was 63%
BV104c	Bus Satisfaction Non Users	High	40%	42%	● N/A	N/A	N/A	N/A	45% Note 1 Performance in 2003/04 was 39%
BV106	% of new homes built on previously developed land	High	84.64%	70.00%	★ ↑	77.80%	77.12%	75.00%	80.00% 85.00% 85.00% These targets account of all land with permission granted for housing. Historical permissions on greenfield sites may be developed during the year, which means improvement on 08/07 cannot be forecast. However as approvals are built our target will be raised
BV109a	% of major planning applications determined within 13 weeks	High	72.00%	60.00%	★ ↑	58.75%	64.92%	60.00%	60.00% 60.00% These targets are statutory national development control targets set by government
BV109b	% of minor applications determined within 8 weeks	High	75.73%	65.00%	★ ↑	66.44%	74.23%	65.00%	65.00% 65.00% As above
BV109c	% of 'other' applications determined within 8 weeks	High	87.27%	80.00%	● ↑	80.75%	85.49%	80.00%	80.00% 80.00% As above
BV111	% of applicants and those commenting on planning applications satisfied with the service	High	65%	82%	▲ N/A	N/A	N/A	N/A	71% Note 1 Performance in 2003/04 was 73%
BV128	Domestic burglaries per year, per 1,000 households in the local authority area	Low	11.42	14.65	● ↓	13.81	10.78	14.85	14.85 14.85 Community safety figures are set in conjunction with the police authority. The Police are not required to set targets for different classification of crime. It is difficult for the council to set targets without police direction. These figures are maintenance targets
BV127a	Violent crime per year, per 1,000 population in the local authority area	Low	24.37	21.40	▲ ↓	28.04	16.24	21.40	21.40 As above
BV127b	Robberies per year, per 1,000 population in the local authority area	Low	1.22	1.14	● ↓	1.14	5.22	1.14	1.14 As above

Regeneration										
BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target	Performance in 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Comments
BV128	The number of vehicle crimes per year, per 1,000 population in the local authority area	Low	11.30	14.25	↘	12.44	11.51	14.25	14.25	As above
BV185	% of pedestrian crossings with facilities for disabled people	High	93.2%	100.0%	↗	91.8%	82.8%	100.0%	100.0%	
BV174	The number of racial incidents reported to the local authority and subsequently recorded, per 10,000 population	Low	47.77	N/A	↓	24.95	N/A	N/A	N/A	
BV175	% of racial incidents reported to the local authority that resulted in further action	High	100.00%	100.00%	→	100.00%	94.70%	100.00%	100.00%	
BV178	% of the total length of rights of way in the local authority area that are easy to use by the general public	High	82.2%	80.0%	↗	78.8%	74.6%	81.0%	82.0%	83.0%
BV187	% of the category 1, 1a and 2 footway network where structural maintenance should be considered	Low	4.1%	7.8%	↗	7.8%	23.7%	7.7%	7.6%	5.0%
BV200a	Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	N/A	Yes	Yes	→	Yes	N/A	Yes	Yes	
BV200b	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	N/A	No	Yes	↖	Yes	N/A	Yes	Yes	
BV200c	Did the local planning authority publish an annual report by 31st December of each year?	N/A	Yes	Yes	↗	Yes	N/A	N/A	N/A	Ceased to be an indicator for 2007/08
BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications	Low	41.3%	27.0%	↗	28.0%	30.9%	25.0%	25.0%	
BV205	The local authority's score against a 'quality of planning services' checklist	High	100.0%	100.0%	→	100.0%	80.1%	100.0%	100.0%	
BV215a	The average number of days taken to repair a street lighting fault which is under the control of the local authority	Low	5.67 days	5.00 days	↗	4.52 days	6.74 days	5.00 days	5.00 days	
BV215b	The average time taken to repair a street lighting fault where response time is under the control of a distribution network operator	Low	61.30 days	44.00 days	↗	44.42 days	28.45 days	40.00 days	35.00 days	35.00 days

Regeneration		BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target	Performance in 2005 / 06 Vs last year	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2008 / 10	Comments
Bv216a	Number of 'sites of potential concern' within the local authority area with respect to land contamination	N/A	2,898	2,898	2,898	→	2,696	1,495	2,698	2,698	2,698	2,698	
Bv216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary as a % of all 'sites of potential concern'	High	2%	1%	★	↑	1%	11%	23%	2%	2%	2%	
Bv217	% of pollution control improvements to existing installations completed on time	High	80%	80%	80%	↓	83%	95%	90%	90%	90%	90%	Targets have been set at this level in a bid to build steady performance improvement. These will be reviewed again in 07/08 to see if the necessary actions have resulted in improvements
Bv218a	% of new reports of abandoned vehicles investigated within 24 hours of notification	High	100.00%	100.00%	100.00%	→	100.00%	81.50%	100.00%	100.00%	100.00%	100.00%	
Bv218b	% of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	High	98.38%	98.00%	98.00%	↓	86.98%	74.39%	100.00%	100.00%	100.00%	100.00%	
Bv223	% of the local authority principal road network where structural maintenance should be considered	Low	N/A	25.50%	N/A	N/A	26.00%	N/A	25.50%	24.50%	24.00%	24.00%	Note 2 The necessary data required to calculate this indicator has not yet been received, we have therefore been unable to report a figure for 06/07 at time of publication
Bv224a	% of the non-principal classified road network here maintenance should be considered	Low	N/A	33.00%	N/A	N/A	39.00%	N/A	37.50%	37.00%	36.50%	36.50%	
Bv224b	% of the unclassified road network where structural maintenance should be considered	Low	10.51%	8.00%	★	↓	9.04%	N/A	8.90%	8.80%	8.70%	8.70%	Note 2
Bv225	The provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence	High	90.0%	90.0%	★	↑	72.7%	N/A	100.0%	100.0%	100.0%	100.0%	Note 2

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Resources	BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	To target	Performance in 2005 / 06	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2009 / 10	Comments
Bv2a	The level of the equality standard for local government to which the authority conforms in respect of gender, race and disability	High	Level 3	Level 4	→	Level 3	N/A	Level 4	Level 4	Level 4	Level 5	3 year target to achieve Level 4, currently on target to achieve Level 4 by 08/09. The Equality Standard was revised in May 2007, therefore target date has been reviewed and re-set to reflect the revised version
Bv2b	The quality of an authority's race equality scheme and the improvements resulting from its application	High	62%	82%	↑	72%	63%	84%	86%	87%	87%	As part of the Race Relation Amendments Act the council has to develop a race equality scheme and every year it has to stipulate what % of the scheme has been delivered
Bv8	% of invoices for commercial goods and services paid by the authority within 30 days of receipt or within the agreed payment terms	High	94.67%	97.50%	↑	93.25%	92.64%	97.50%	97.50%	97.50%	97.50%	Amendment made to performance in 05/06
Bv9	% of council tax collected by the authority in the year	High	96.21%	98.30%	↑	98.26%	97.15%	98.40%	98.40%	98.40%	98.40%	This indicator has performance standards set. Here, local authorities must aim to reach the performance level of the top quartile in last years outturns
Bv10	% collection rate of national non-domestic tax	High	98.68%	99.14%	↓	99.63%	98.58%	99.28%	99.28%	99.28%	99.28%	As above
Bv11a	% of top-paid 5% of local authority staff who are women	High	51.01%	51.00%	↑	49.38%	31.80%	50.00%	50.00%	50.00%	50.00%	Performance remains above all England average and aim should be to now stabilise at equal distribution
Bv11b	% of top-paid 5% of local authority staff who are from an ethnic minority	High	1.81%	5.00%	↓	3.13%	3.22%	5.25%	5.50%	5.75%	5.75%	Action is to be taken as part of HR diversity action plan to improve performance
Bv11c	% of top-paid 5% of local authority staff who have a disability	High	2.68%	0.00%	↓	0.04%	3.08%	6.25%	6.50%	6.75%	6.75%	Action is to be taken as part of HR diversity action plan to improve performance
Bv12	The number of working days/ shifts lost to the local authority due to sickness absence	Low	2.81 days	3.40 days	↓	3.30 days	2.80 days	3.34 days	3.34 days	3.34 days	3.34 days	This indicator has performance standards set. Here, local authorities must aim to reach the performance level of the top quartile in last years outturns
Bv14	% of employees retiring early as a % of the total workforce	Low	0.42%	0.18%	↓	0.34%	0.57%	0.17%	0.17%	0.17%	0.17%	As above

Resources	BVPI Code	BVPI description	Good performance is	Performance in 2006 / 07	Target for 2006 / 07	How are we performing? To target	Performance in 2005 / 06 Vs last year	All England average 2005 / 06	Target for 2007 / 08	Target for 2008 / 09	Target for 2008 / 10	Comments
Bv15	% of local authority employees retiring on grounds of ill health as a % of the total workforce	Low	0.15%	0.12%	▲	↑	0.18%	0.28%	0.10%	0.10%	0.10%	As above
Bv16a	% of local authority employees with a disability	High	1.75%	3.00%	▲	↓	2.28%	3.22%	3.25%	3.50%	3.75%	Action is to be taken as part of HR diversity action plan to improve performance
Bv16b	% of economically active population in the local authority area who have a disability	N/A	19.00%	20.00%	●	N/A	19.00%	N/A	20.00%	20.00%	20.00%	Although performance remains good, action is to be taken as part of HR diversity action plan to improve performance further
Bv17a	% of local authority employees from ethnic minority communities	High	13.1%	13.0%	●	↑	12.7%	4.8%	12.3%	13.5%	13.8%	
Bv17b	% of the economically active (persons aged 16-65) population from ethnic minority communities in the local authority area	N/A	20.7%	20.7%	●	N/A	20.7%	N/A	N/A	N/A	N/A	Ceased to be an indicator for 2007/08
Bv17ba	The number of housing benefit claimants in the local authority area visited per 1,000 caseload	N/A	200.02	250.00	N/A	N/A	289.00	N/A	N/A	N/A	N/A	Ceased to be an indicator for 2007/08
Bv17bb	The number of fraud investigators employed by the local authority per 1,000 caseload	N/A	0.22	0.25	N/A	N/A	0.32	N/A	0.24	0.25	0.35	
Bv17bc	The number of housing benefit and council tax benefit fraud investigations carried out by the local authority per year, per 1,000 caseload	N/A	35.09	49.00	N/A	N/A	32.18	N/A	28.80	54.00	55.00	
Bv17bd	The number of housing benefit and council tax benefit prosecutions and sanctions, per year, per 1,000 caseload in the local authority area	N/A	8.30	8.10	N/A	N/A	6.90	N/A	5.71	6.80	7.00	
Bv158	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	High	24.04%	16.00%	★	↑	18.87%	€3 11%	25.00%	27.50%	30.00%	Future targets are subject to additional funding