

Appendix 3

Legend

	Top Quartile	✓	On or Above Target	↑	Direction Of Travel Improving
	2nd Quartile	✗	Below Target	↔	Direction of Travel Maintained
	3rd Quartile			↓	Direction of Travel Declining
	Bottom Quartile				

SHORT DESCRIPTION		2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC DIRECTION OF TRAVEL	RBC 2004/05 OUTTURN	RBC 2005/6 OUTTURN	RBC 2005/6 TARGET	TARGET ACHIEVED?	RBC 2006/7 TARGET	RBC 2007/8 TARGET	RBC 2008/9 TARGET
CORPORATE HEALTH										
BV 2a - KSI	Equality Standard for Local Government		↑	level 1	level 2	level 2	✓	level 2	level 3	level 4
BV 2b	Duty to Promote Race Equality	63.00	↑	52.63	58	57.89	✓	63.16	68.42	73.64
BV 3 - KSI	The percentage of citizens satisfied with the overall service provided		↑	27	60.8	30	✓	50	60	70
BV 4 - KSI	The percentage of citizens satisfied with complaint handling		↓	40	30	50	✗	60	65	70
BV 8 - KSI	Percentage of invoices paid on time	97.00	↑	84.10	84.14	90	✗	92.5	100	100
BV 9 - KSI	Percentage of Council Tax Collected	98.50	↑	96.1	96.37	97.5	✗	98	98.5	99
BV 10 - KSI	Percentage of non-domestic rates collected	99.20	↑	97.5	98.29	98.5	✗	99	99.25	99.5
BV 11a - KSI	Top 5% earners: women	28.93	↑	34.93	62.5	35	✓	50.00	50.00	50.00
BV 11b	Top 5% earner: minority ethnic communities	1.98	↓	4.99	0	5	✗	0.5	0.75	1
BV 11c	Top 5% earners: with a disability		New 2005/6		7.84	1	✓	5.50	6.00	7.00
BV 12- KSI	Working days lost due to sickness absence	8.48	↓	12.62	13.53	6.8	✗	12	11	10
BV 14	Percentage of early retirements	0.00	↓	1.68	3.69	1	✗	3.00	2.00	1.00
BV 15	Percentage of ill health retirements	0.00	↓	0.48	1.34	0.16	✗	0.14	0.14	0.14

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BV 16a	Percentage of employees with a disability	4.10	↑	4.73	4.76	5	×	5.50	6.00	6.50
BV 16b	Percentage of economically active disabled community population		Contextual	17.9	17.9	17.9		17.90	17.90	17.90
BV 17a	Percentage of black and ethnic minority employees	2.5	↑	1.25	1.67	3	×	1.70	2	2.30
BV 17b	Percentage of economically active minority ethnic community population		Contextual	3.8	3.8	3.8		3.80	3.80	3.80
BV 156	Buildings accessible to people with a disability	81.80	↔	79	79	100	×	100	100	100
BV 157	E-government: e-enabled interactions	84.69	↑	47	100	100	✓	Deleted		
HOUSING										
BV 63	Energy efficiency - Average SAP Rating	67	↑	66.5	67	68	×	Not being collected from 2006/7		
BV 64	Number of private sector dwellings returned into occupation	25.00	↑	27	30	30	✓	35	40	45
BV 66a - KSI	Rent collection and arrears recovery: rent collected	98.74	↑	97.97	98.04	98	✓	Not being collected from 2006/7		
BV 66b - KSI	Rent collection and arrears recovery: 7 weeks arrears		Amended 2005/6		3.4	4.5	✓	Not being collected from 2006/7		
BV 66c	Rent collection and arrears recovery: NSPs		Amended 2005/6		15.4	40	✓	Not being collected from 2006/7		
BV 66d	Rent collection and arrears recovery: evictions		Amended 2005/6		1	1	✓	Not being collected from 2006/7		
BV 164	Commission for Racial Equality's code of practice in rented housing		↔	No	No	Yes	×	Not being collected from 2006/7		
BV 184a - KSI	Non-decent Local Authority Dwellings (%)	17	↓	60.42	71	67.5	×	Not being collected from 2006/7		
BV 184b	Non-decent Local Authority Dwellings – change	25.2	↓	-3.2	-5.85	-3.9	×	Not being collected from 2006/7		
BV 212	Average time to re-let Local Authority housing		New 2005/6		21.67	22	✓	Not being collected from 2006/7		

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HOMELESSNESS										
BV 183a	Length of stay in temporary accommodation – B&B	1	↓	0	7	3	×	2	0	0
BV 183b	Length of stay in temporary accommodation – Hostel	0	↑	5	1	2	✓	4	3	2
BV 202	Number of Rough Sleepers		↑	3	0	3	✓	3	3	2
BV 203	Number of Families in Temporary Accommodation	-9.40	↑	-50	57.14	0	×	-9.40	-9.40	-9.40
BV 213	Housing Advice Service: Preventing Homelessness		New 2005/6		0.08	0.08	Baseline Target	1	1	1.5
BV 214	Repeat Homelessness		New 2005/6		1.83	1.83	Baseline Target	3	2	1
HOUSING BENEFIT & COUNCIL TAX BENEFIT										
BV 76a	Housing Benefit Security – Number of claimants visited per 1000 caseload	296.60	↑	62.93	207.36	203	✓	204	204	204
BV 76b	Housing Benefit Security – Number of investigators per 1000 caseload		Contextual	0.27	0.25	0.25	✓	0.27	0.27	0.27
BV 76c	Housing Benefit Security – Number of investigations per 1000 caseload	59.53	↓	30.42	28.18	28	✓	28	30	33
BV 76d	Housing Benefit Security – Number of prosecutions and sanctions per 1000 caseload	6.25	↑	2.4	6.24	2.6	✓	6.9	7.4	8
BV 78a - KSI	Speed of processing new claim to HB/CTB	28.0	↑	43.59	39.5	39	×	32	26	20
BV 78b	Speed of processing changes of circumstances to HB/CTB	6.8	↓	7.44	21.4	9	×	9	7	5
BV 79a	Accuracy of HB/CTB claims	99.00	↓	98	96.8	99	×	99	100	100
BV 79b i	Overpayments recovered as % of all HB overpayments		Amended 2005/6		64.88	100	×	85	95	100
BV 79b ii	Overpayments recovered as % of all HB overpayment debt outstanding at start & identified during year	53.59	↑	29.2	38.73	33	✓	80	90	95
BV 79b iii	Overpayments written off as % of total HB overpayment		Amended 2005/6		17.41	10	×	Under 10%	Under 8%	Under 5%

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WASTE & CLEANLINESS										
BV 82a i - KSI	Percentage household waste recycled	19.33	↑	16.48	17.71	17.5	✓	21.5	24.5	26.5
BV 82a ii	Tonnage of Household waste recycled		Amended 2005/6		4399.81	4348.48	✓	5341.46	6086.95	6583.84
BV 82b i	Percentage of household waste composted	10.55	↑	5.4	6.04	5.8	✓	6.0	6.2	7.5
BV 82b ii	Tonnage of Household waste composted		Amended 2005/6		1500.54	1440	✓	1490.68	1540.37	1863.35
BV 84a	Household Waste Collection: kilograms	380.4	↑	377.06	377	378	✓	378	378	378
BV 84b	Household Waste Collection: % change		Amended 2005/6		-0.01	-0.05	✗	0.05 decrease	0.05 decrease	0.05
BV 86 - KSI	Cost of household waste collection per household	35.66	↑	39.99	34.17	41.52	✓	50.00	50	50
BV 91a	Kerbside Collection of Recyclables: one recyclable	100.00	↔	95	95	95	✓	95	95	95
BV 91 b	Kerbside Collection of Recyclables: two recyclables		Amended 2005/6		95	95	✓	95	95	95
BV 199a - KSI	Local street and environmental cleanliness -Litter	10.0	↑	20	18	20	✓	17	16	14
BV 199b	Local street and environmental cleanliness - Graffiti		New 2005/6			2	3	2	1	1
BV 199c	Local street and environmental cleanliness - Fly-post		New 2005/6			1	3	2	1	1
BV 199d	Local street and environmental cleanliness - Fly-tipping		New 2005/6			454	Baseline Target	2	1	1
ENVIRONMENT & ENVIRONMENTAL HEALTH										
BV 166a	Environmental health checklist of best practice	93.4	↑	36.2	88.8	85	✓	90	95	97
BV 216a	Remediation of Contaminated Land		New 2005/6			450	410	445	440	435
BV 216b	Information on Contaminated Land		New 2005/6			3	1	1.25	1.5	3

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BV 217	Pollution Control Improvements		New 2005/6		60	50	✓	70	90	90
BV 218a	Abandoned vehicles - Investigation		New 2005/6		98.75	90	✓	95	98	98
BV 218b	Abandoned Vehicles - Removal		New 2005/6		100	90	✓	95	98	100
PLANNING										
BV 106	New homes on previously developed land	90.08	↑	73.02	89.02	70	✓	80	85	
BV 109a	Planning applications: Major applications	71.25	↑	33	36	60	✗	60	60	60
BV 109b	Planning applications: Minor applications	75.28	↓	79	74	65	✓	65	65	65
BV 109c	Planning applications: 'Other' applications	88.01	↓	93	92	80	✓	80	80	80
BV 179	Standard Searches within 10 Days	100.00	↔	100	100 - At Max	100	✓	Deleted		
BV 200a	Plan Making – Development Plan		Amended 2005/6	No	Yes	Yes	✓	Yes	Yes	Yes
BV 200b	Plan Making - Milestones		Amended 2005/6	Yes	No	No		Yes	Yes	Yes
BV 200c	Plan Making – Monitoring Report		Amended 2005/6		Yes	Yes	✓	Yes	Yes	Yes
BV 204	Planning Appeals	24.0	↓	35	43	20	✗	20	20	20
BV 205	'Quality of Planning Services' Checklist	88.9	↑	27.78	44	40	✓	70	100	100
BV 219a	Conservation Areas – Number		New 2005/6		8	8	✓	8	8	8
BV 219b	Conservation Areas – Character Appraisals		New 2005/6		0	100	✗	25	75	100
BV 219c	Conservation Areas – Management Plans		New 2005/6		0	100	✗	25	75	100

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CULTURE & RELATED SERVICES										
BV 170a	Visits to/usage of museums per 1000 population	810	↑	76.12	150	140	✓	156	164	170
BV 170b	Visits to museums in person per 1000 population	463	↑	73.92	149	139	✓	155	163	170
BV 170c	Visits to museums & galleries by pupils in organised groups	3181	↑	93	491	156	✓	180	195	210
COMMUNITY SAFETY & WELL-BEING										
BV 126	Domestic burglaries per 1000 household	6.18	Amended 2005/6	10.23	10.18	10.23	✓	10.23	10.23	10.23
BV 127a	Violent Crime per 1000 population	2.42	Amended 2005/6		17.45	17.98	✓	17.98	17.98	17.98
BV 127b	Robberies per 1000 population	5.20	Amended 2005/6		0.41	0.52	✓	0.52	0.52	0.52
BV 128	Vehicle crimes per 1000 population	6.84	Amended 2005/6	13.88	11.85	13.88	✓	13.88	13.88	13.88
BV 174	Racial incidents per 100,000 population		Contextual	4.55	3.03	5	✓	5.00	5.00	3.00
BV 175	Racial incidents with further action	100	↑	33	100	90	✓	90	90	100
BV 225	Actions against Domestic Violence		Amended 2005/6		27.27	27	✓	45	45	45
BV 226a	Advice and Guidance Services: Total Expenditure		Amended 2005/6		119710	119710.29	✓	119710.29	119710.29	119710.29
BV 226b	Advice and Guidance Services: CLS Quality Mark		Amended 2005/6		58	58	✓	50	50	50
BV 226c	Advice and Guidance Services: Direct Provision		Amended 2005/6		3341.93	3341.93	✓	23,000	23,000	23,000