

COUNCIL-WIDE - All statutory PIs broken down by corporate priorities

PERCENTAGE IMPROVEMENT BETWEEN 06/07 AND 07/08

Average improvement	8.72%
Number of PIs that have Improved	87
Number of PIs that have Stayed the Same	9
Number of PIs that have Deteriorated	40
Total number of PIs	136

DIRECTION OF TRAVEL BETWEEN 04/05 AND 07/08

Number of PIs that have Improved	74
Number of PIs that have Stayed the Same	2
Number of PIs that have Deteriorated	23
Total number of PIs	99

TARGET 07/08

Number of PIs that hit their target	74
Number of PIs that have missed their target	61
Number of PIs where target data is not available/applicable	43

SINGLE TIER AVERAGE QUARTILE 06/07

3

Quartile 4 = Best quartile,
Quartile 1 = Worst quartile

Notes

Where a PI is on maximum performance for any analysis timeframe, then it has been scored as having "improved"

Single Tier Quartile ranks are shaded to demonstrate direction of travel from previous year (red = deterioration and green = improvement)

Single Tier quartiles are based on 06/07 final audited data published December 2007

Satisfaction PIs are not included in the performance analysis

Optimising the health and well-being of all children

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
197	Change in the number of conceptions to females aged under 18, resident in an area, per 1000 females 15-17	-16.20	-19.10	-16.90	-15.70	✗	✗	3	3
PAF A70	Progress made towards a comprehensive children and adolescents Mental Health Services	N/A	N/A	15.00	16.00	✓			
PAF B79	Looked after children between 10 and 16 in foster placements or placed for adoption	N/A	N/A	71.70	72.30	✓			
PAF B8	Cost of services for children looked after	900.00	835.00	805.00	800.00	✓	✓		
PAF C19	Health of children looked after	82.73	83.00	90.50	90.10	✓	✓		
PAF C63	% of children looked after who communicated their views to a statutory review	N/A	77.00	98.40	91.70	✗			
PAF C64	% of core assessments that were completed within 35 working days of their commencement	78.50	83.40	96.20	87.00	✗	✓		
PAF C69	Distance children newly looked after are placed from home	N/A	11.00	21.60	18.33	✓			
PAF D78	Improved stability for children looked after	N/A	71.60	69.00	73.91	✓			
PAF E44	Relative spend on family support - gross expenditure on children in need but not looked after as a % of gross expenditure on children's services	29.00	32.00	32.00	34.00	✓	✓		

Optimising the health and well-being of all children

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				

Average % change in performance between 06/07 and 07/08 1.27

Ensuring children and young people grow up in safety and security

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
162	% of child protection cases that should have been reviewed that were reviewed. - PAF C20	97.22	100.00	98.00	100.00	✓	✓		1
163	% of looked after children who are adopted - PAF C23	10.60	8.80	5.18	10.10	✓	✗		1
49	% of looked after children with 3+ placements - PAF A1	14.10	12.00	15.20	10.34	✓	✓		2
PAF A3	The % of children entered on the child protection register in the year who had previously been on the register	23.98	19.00	22.60	18.18	✓	✓		
PAF C21	% of children de-registered from the CPR during the year who had been on the register continuously for longer than 2 years	10.00	5.90	4.70	5.11	✗	✓		

Average % change in performance between 06/07 and 07/08 27.97

Maximising their achievement and enjoyment through school and college life and through play, sport, leisure and cultural activities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				

Maximising their achievement and enjoyment through school and college life and through play, sport, leisure and cultural activities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
181a	% of pupils achieving level 5 or above in KS3: English	72.00	77.00	70.00	70.00	x	x	2	3
181b	% of pupils achieving level 5 or above in KS3: Mathematics	72.00	74.00	75.00	72.00	x		3	2
181c	% of pupils achieving level 5 or above in KS3: Science	65.00	72.00	69.00	69.00	x	✓	3	2
181d	% of pupils achieving level 5 or above in KS3: ICT assessment	76.40	76.00	64.00	69.10	x	x	2	1
194a	% of pupils achieving level 5 or above in KS2: English	25.00	25.00	33.00	31.00	✓	✓	3	4
194b	% of pupils achieving level 5 or above in KS2: Maths	27.00	29.00	30.00	29.00	x	✓	2	2
222a	% leaders of integrated early education and childcare settings with a level 4 qualification	N/A	18.18	49.18	53.23	✓		4	4
222b	% leaders of integrated early education and childcare settings which have input from staff with graduate or post graduate training	N/A	25.76	27.87	33.87	✓		1	2
38	% of pupils achieving 5 or more GCSE's, A*-C	49.50	53.80	55.40	55.20	x	✓	3	3
39	% of pupils achieving 5+ GCSEs, A*-G including English & Maths	87.80	87.10	87.90	92.30	✓	✓	2	2
40	% of pupils achieving level 4+ KS2 Maths	67.00	73.00	73.00	74.00	x	✓	2	2

Maximising their achievement and enjoyment through school and college life and through play, sport, leisure and cultural activities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
41	% of pupils achieving level 4+ KS2 English	74.00	76.00	77.00	78.00	✗	✓	2	3
43a	% of SENs in 18 weeks without exceptions	97.37	100.00	100.00	100.00	✓	✓	4	4
43b	% of SENs in 18 weeks with exceptions	61.29	87.96	85.00	91.40	✓	✓	2	1
45	% half days missed due to total absence in secondary schools	7.96	7.70	8.53	8.31	✗	✗	2	1
46	% half days missed due to total absence in primary schools	5.33	5.20	5.70	5.11	✗	✓	3	3
50	% of children leaving care with 1 or more A*-G GCSE's or GNVQs - PAF A2	50.00	54.20	54.00	55.00	✓	✓		2
PAF C24	Children absent from school (LAC 12 +) who have missed at least 25 days schooling for any reason during previous school year	0.93	8.70	24.13	18.46	✓	✗		

Average % change in performance between 06/07 and 07/08 4.56

Encouraging children and young people to make a positive contribution in supporting the community

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
221a	% young people aged 13 - 19 gaining a recorded outcome compared to the % of young people	N/A	34.91	24.52	33.53	✗		1	1

Encouraging children and young people to make a positive contribution in supporting the community

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
221b	% young people aged 13 - 19 gaining an accredited outcome compared to the % of young people	N/A	11.19	9.17	11.39	✗		1	1
PAF C81	Final warnings and convictions of children looked after (ratio)	N/A	N/A	1.70	3.40	✗			

Average % change in performance between 06/07 and 07/08 -13.02

Securing opportunities and ensuring access to employment and training for 13 - 21 year olds

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
161	The ratio of looked after young people in education /training /employment to all young people in education/ training /employment - PAF A4	0.81	0.90	0.69	1.11	✓	✓		1

Average % change in performance between 06/07 and 07/08 60.87

Maintaining a clean, quality environment

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
119e	% satisfied with parks & open spaces	72.89	72.89	70.00	70.00			2	2
199a	Proportion of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an acceptable level.	16.00	4.18	4.26	4.11	✓	✓	4	4
199b	% relevant land and highways from which unacceptable levels of graffiti are visible.	N/A	0.93	1.23	0.95	✓		4	4
199c	% relevant land and highways from which unacceptable levels of fly-posting are visible.	N/A	0.24	0.00	0.00	✓		4	4
199d	Annual reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'. (Graded 1 - 4, where 1 is best)	N/A		1.00	2.00			4	
218a	% new reports of abandoned vehicles investigated within 24 hours of notification	N/A	96.19	97.95	99.82	✓		3	3
218b	% of abandoned vehicles removed within 24 hours.	N/A	97.68	98.98	100.00	✓		4	3
89	% satisfied with cleanliness standard in their area	57.50	57.50	69.00	69.00			4	4

Average % change in performance between 06/07 and 07/08 -14.15

Promoting sustainable development and enhancing the natural environment

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
106	% of new homes built on brown field sites	53.00	85.00	81.00	85.00	✓	✓	1	3
109a	% of major planning applications decided in 13 weeks	50.00	77.00	66.00	74.03	✓	✓	2	2
109b	% of minor planning applications decided in government timescales	70.00	71.00	76.00	84.79	✓	✓	2	2
109c	% of other planning applications decided in government timescales	82.00	85.00	87.00	89.02	✗	✓	2	2
111	% applicants satisfied with the Planning service	73.00	73.00	69.00	69.00			2	2
200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme?	N/A	Yes	Yes	Yes				
200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	N/A	Yes	Yes	No				
204	% appeals allowed against the authority's decision to refuse planning applications	26.00	19.00	26.00	36.00	✗	✗	4	4
205	Quality of planning service checklist	83.00	94.00	94.00	94.00	✗	✓	1	2
219a	Number of conservation areas in the local authority area.	N/A	7.00	7.00	7.00				

Promoting sustainable development and enhancing the natural environment

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
219b	% conservation areas with an up to date character appraisal	N/A	28.00	57.00	57.00	✗		4	4
219c	% conservation areas with published management proposals.	N/A	14.00	14.00	29.00	✗		3	3

Average % change in performance between 06/07 and 07/08 11.57

Reducing waste and pollution

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
82ai	% of household waste which has been sent for recycling	11.30	17.60	19.82	19.86	✗	✓	3	3
82aii	Tonnage of household waste which has been sent for recycling	N/A	14844.52	17174.32	16958.96	✗		3	3
82bi	% of household waste sent for composting or treatment by anaerobic digestion.	8.40	12.90	15.09	16.58	✗	✓	4	4
82bii	Tonnage of household waste sent for composting or treatment by anaerobic digestion	N/A	10868.54	13070.27	14162.39	✗		4	3
82ci	% of household waste used to recover heat, power and other energy sources	0.00	0.00	0.09	0.17	✓	✓	2	3

Reducing waste and pollution

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
82cii	Tonnage of household waste arisings which have been used to recover heat, power and other energy sources	N/A	0.00	78.61	146.93	✓		2	3
82di	% of household waste which has been landfilled	80.30	69.60	64.95	63.38	✗	✓	3	3
82dii	Tonnage of household waste which has been landfilled	N/A	58584.48	56268.12	54127.20	✗		3	3
84a	Kilograms of household waste collected per head of the population	542.00	523.50	536.10	527.46	✗	✓	1	2
84b	% annual change in kilograms of household waste collected per head of population	N/A	-3.40	2.41	-1.61	✓		2	3
86	Cost of waste collection per household	59.20	67.34	61.66	No data			1	1
87	Cost of waste disposal per tonne	41.21	46.05	46.49	No data			2	2
90a	% satisfied with household waste collection	80.27	80.27	69.00	69.00			1	1
90b	% satisfied with waste recycling	65.56	65.56	74.00	74.00			4	3
90c	% satisfied with waste disposal (local tips)	80.07	80.07	84.00	84.00			4	3
91a	% households served by kerbside collection recyclables - one recyclable	59.00	97.00	92.90	93.02	✗	✓	1	1

Reducing waste and pollution

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
91b	% households served by kerbside collection of at least two recyclables	N/A	97.00	92.90	93.02	✗		2	2

Average % change in performance between 06/07 and 07/08 25.09

Improving access, mobility and public transport within the borough

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
100	Number of days that traffic controls are in place (on traffic sensitive roads)	0.14	0.86	0.55	0.62	✓	✗	2	3
102	Number of bus passenger journeys per year	6331000.00	6369000.00	5,306,000.00	6035000.00	✗	✗	2	2
103all	% satisfied with public transport information	48.66	48.66	50.00	50.00			1	3
103seen	% satisfied with public transport information	62.70	62.70	67.00	67.00			1	3
104	% satisfied with local bus service	59.90	59.90	59.00	59.00			2	3
104users	% of users satisfied with local bus services	67.75	67.75	70.00	70.00			3	3
165	% of pedestrian crossings with disabled facilities	100.00	100.00	100.00	100.00	✓	✓	4	4
178	% of public footpaths that are easy to use	65.00	64.00	70.00	76.00	✓	✓	2	2

Improving access, mobility and public transport within the borough

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
187	Condition of surface footways - % requiring maintenance	42.49	34.52	46.00	56.00	✗	✗	1	1
215a	Average number of days taken to repair a street lighting fault (under the control of LA)	N/A	8.85	6.63	4.91	✓		1	2
215b	Average time taken to repair a street lighting fault, where response time is under the control of a DNO	N/A	6.67	3.57	7.28	✗		4	4
223	% of principal road network where structural maintenance should be considered	N/A	2.07	2.00	No data			4	4
224a	% of non-principal classified road network where maintenance should be considered	19.58	7.32	13.00	No data			3	2
224b	% of unclassified road network where structural maintenance should be considered	15.65	17.94	16.00	17.00	✗	✗	2	2
99ai	Number of people killed or seriously injured (KSI) in road traffic collisions	82.00	86.00	58.00	52.00	✓	✓	4	4
99aii	Annual % change in the number of people killed or seriously injured (KSI) in road traffic collisions	28.00	5.00	-33.00	-10.00	✓	✓	4	4
99aiii	% change in the number of people killed or seriously injured (KSI) in road traffic collisions from the 1994-98 average	-38.00	-39.00	-59.00	-63.00	✓	✓	4	4

Improving access, mobility and public transport within the borough

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
99bi	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	14.00	14.00	11.00	3.00	✓	✓	3	2
99bii	Annual % change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	8.00	0.00	-21.00	-73.00	✓	✓	3	1
99biii	% change in the number of children killed or seriously injured (KSI) in road traffic collisions from the 1994-98 average	-36.00	-36.00	-50.00	-86.00	✓	✓	3	2
99ci	Number of people slightly injured in road traffic collisions	540.00	583.00	457.00	468.00	✓	✓	4	4
99cii	Annual % change in the number of people slightly injured in road traffic collisions	22.00	8.00	-22.00	2.00	✗	✓	4	4
99ciii	% change in the number of people slightly injured in road traffic collisions from the 1994-98 average.	10.00	13.00	-12.00	-10.00	✓	✓	2	2

Average % change in performance between 06/07 and 07/08 10.16

CREATING A SAFE STRONG AND COHESIVE COMMUNITY

PERCENTAGE IMPROVEMENT BETWEEN 06/07 AND 07/08

Average improvement	-3.25%
Number of PIs that have Improved	6
Number of PIs that have Stayed the Same	1
Number of PIs that have Deteriorated	4
Total number of PIs	11

DIRECTION OF TRAVEL BETWEEN 04/05 AND 07/08

Number of PIs that have Improved	6
Number of PIs that have Stayed the Same	0
Number of PIs that have Deteriorated	1
Total number of PIs	7

TARGET 07/08

Number of PIs that have hit their target	8
Number of PIs that have missed their target	3
Number of PIs without target data	9

SINGLE TIER AVERAGE QUARTILE 06/07 3

Quartile 4 = Best quartile,
Quartile 1 = Worst quartile

Notes

Where a PI is on maximum performance for any analysis timeframe, then it has been scored as having "improved"

Single Tier quartile ranks are shaded to demonstrate direction of travel from previous year (red = deterioration and green = improvement)

Reducing crime

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
126	Domestic burglaries per 1,000 households	15.02	10.98	6.89	12.40	x	✓	4	4
127a	Violent crime per 1,000 population	23.15	20.40	19.03	19.20	✓	✓	4	3
127b	Robberies per 1,000 population	0.87	0.63	0.77	0.90	x	x	4	4
128	Vehicle crimes per 1000 population	13.93	12.45	9.32	10.80	✓	✓	4	4

Average % change in performance between 06/07 and 07/08 -28.41

Reassuring the community and building involvement within neighbourhoods

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	N/A	471430.00	477733.00	420973.00				
226b	% spent on advice and guidance services at 'General Help' level	N/A	44.59	56.68	58.02	✓			2
226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters	N/A	1561163.00	1830935.48	1461031.00				

Average % change in performance between 06/07 and 07/08 2.36

Promoting equality and diversity and building stronger communities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
174	Racial incidents involving the local authority per 100,000 population	116.04	147.00	135.50	148.00				
175	% of racial incidents reported resulting in further action	100.00	100.00	100.00	100.00	✓	✓	4	4

Average % change in performance between 06/07 and 07/08 No data

Engaging local people through cultural and lifelong learning activities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
118a	% library users who found a book to borrow	81.66	81.66	90.00	90.00			4	3
118b	% of library users who found the information they were looking for	78.17	78.17	83.00	83.00			4	4
118c	% satisfied with library overall	93.11	93.11	94.00	94.00			4	3
119b	% satisfied with libraries	66.28	66.28	72.00	72.00			3	2
119d	% satisfied with theatres/concert halls	51.25	51.25	42.00	42.00			2	3
220	Compliance against the Public Library Service Standards (PLSS):	N/A	2.00	3.00	3.00	✓			3

Average % change in performance between 06/07 and 07/08 0.00

Protect consumers and the community through effective Trading Standards, Environmental Health and Emergency Planning

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
166a	% score against a checklist of enforcement best practice for Environmental Health	78.90	89.40	100.00	100.00	✓	✓	4	4
166b	% score against a checklist of enforcement best practice for Trading Standards	97.00	100.00	100.00	100.00	✓	✓	4	4
216a	Number of 'sites of potential concern' (within the local authority area), with respect to land contamination.	N/A	1125.00	1229.00	1203.00				
216b	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'.	N/A	3.00	3.00	5.15	✓		2	3
217	% pollution control improvements to existing installations completed on time.	N/A	60.00	75.00	85.20	✗		1	1

Average % change in performance between 06/07 and 07/08 42.63

PROMOTOING HEALTHY COMMUNITIES AND IMPROVING THE QUALITY OF LIFE AND OLDER PEOPLE

PERCENTAGE IMPROVEMENT BETWEEN 06/07 AND 07/08

Average improvement	9.85%
Number of PIs that have Improved	15
Number of PIs that have Stayed the Same	1
Number of PIs that have Deteriorated	7
Total number of PIs	23

DIRECTION OF TRAVEL BETWEEN 04/05 AND 07/08

Number of PIs that have Improved	13
Number of PIs that have Stayed the Same	1
Number of PIs that have Deteriorated	4
Total number of PIs	18

TARGET 07/08

Number of PIs that have hit their target	14
Number of PIs that have missed their target	9
Number of PIs without target data	6

SINGLE TIER AVERAGE QUARTILE 06/07 3

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Quartile 1 = Worst quartile

Notes

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Ensure good access for all to good quality, affordable housing

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
183b	Average length of stay in hostels (weeks)	11.00	18.00	18.30	15.83	✗	✗	1	1
202	The number of people sleeping rough	2.00	0.00	3.00	2.00	✓		3	3
213	Number of households who considered themselves as homeless, where housing advice casework intervention from local authority resolved their situation	N/A	2.22	3.53	4.00	✓		2	3
64	Number of vacant private sector dwellings returned to occupation or demolished	342.00	103.00	161.00	181.00	✓	✗	3	4

Average % change in performance between 06/07 and 07/08 18.14

Providing preventative health and social care

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
PAF A80	Retention in drug treatment programmes	N/A	N/A	108.00	107.00	✓		4	

Average % change in performance between 06/07 and 07/08 -0.93

Supporting older and vulnerable people to live independently

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				

Supporting older and vulnerable people to live independently

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
195	% of clients receiving assessment within acceptable waiting time	82.84	94.52	95.35	94.56	✗	✓	4	4
196	% of clients receiving all services in care packages in 4 weeks of completion of assessment PAF D43	66.73	77.78	87.00	92.20	✓	✓	2	3
201	Total number of adults and older people receiving direct payments per 100,000 population aged 18+	39.33	68.65	102.73	140.55	✓	✓	3	3
225	Actions against domestic violence (checklist)	N/A	63.60	63.60	73.00	✓		1	1
53	Households receiving intensive home care per 1,000 population (65+) - PAF C28	15.05	15.00	14.99	14.43	✗	✗	3	4
54	Older people helped to live at home per 1,000 population aged 65+ - PAF C32	91.99	102.14	99.76	97.10	✗	✓	3	3
56	% of equipment delivered within 7 working days - PAF D38	73.68	89.56	90.20	95.98	✓	✓	3	4
PAF B11	Intensive home care as a % of intensive home and residential care	N/A	28.00	30.34	No data			3	
PAF B12	Cost of intensive social care for adults (adults/elderly people)	522.64	548.44	567.84	No data			2	
PAF B17	Unit cost of home care for adults and older people	N/A	16.00	16.36	No data			2	

Supporting older and vulnerable people to live independently

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
PAF C29	Adults with physical disabilities helped to live at home per 1,000 population	6.47	6.70	6.73	6.80	✓	✓	4	
PAF C30	Adults with learning disabilities helped to live at home per 1,000 population	2.70	3.08	3.15	3.10	✓	✓	3	
PAF C31	Adults with mental health problems helped to live at home per 1,000 population	2.65	2.77	2.45	3.85	✓	✓	1	
PAF C62	Number of carers receiving specific carers' service as a % of clients receiving community based services	0.50	4.59	7.16	10.11	✓	✓	1	
PAF C72	Admissions of supported residents aged 65 or over to residential/nursing care	N/A	86.42	76.85	65.00	✓		3	
PAF C73	Admissions of supported residents aged 18-64 to residential/nursing care per 1,000 population	N/A	1.39	0.69	0.96	✗		4	
PAF D37	% of single adults going into residential care allocated a single room	94.88	94.22	95.50	95.50	✗	✓		
PAF D39	% of people receiving help from the authority who have been given a statement of what their needs are and how they will be met	94.75	96.00	96.73	97.61	✗	✓	2	
PAF D40	Clients receiving a review as a % of adult clients receiving a service	68.56	81.77	79.28	81.38	✗	✓	4	

Supporting older and vulnerable people to live independently

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
PAF D41	Delayed transfers of care	5.00	8.49	13.33	18.00	✗	✗	4	
PAF E82	Assessments of adults and older people leading to provision of service	25.62	42.36	65.70	61.93			2	

Average % change in performance between 06/07 and 07/08 5.84

Promoting healthy lifestyles and narrowing health inequalities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
PAF E47	Ethnicity of older people receiving assessment	1.27	1.14	1.15	1.79	✓	✓	2	
PAF E48	Ethnicity of older people receiving services following an assessment compared with local population	0.96	1.10	0.77	0.95			1	

Average % change in performance between 06/07 and 07/08 55.65

Encouraging participation in leisure activities

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
119a	% satisfied with sports/leisure facilities	57.43	57.43	62.00	62.00			4	3

Average % change in performance between 06/07 and 07/08 No data

AN EFFICIENT, EFFECTIVE AND CUSTOMER FOCUSED COUNCIL THAT DELIVERS VALUE FOR MONEY FOR OUR COMMUNITY

PERCENTAGE IMPROVEMENT BETWEEN 06/07 AND 07/08

Average improvement	8.89%
Number of PIs that have Improved	11
Number of PIs that have Stayed the Same	3
Number of PIs that have Deteriorated	8
Total number of PIs	22

DIRECTION OF TRAVEL BETWEEN 04/05 AND 07/08

Number of PIs that have Improved	12
Number of PIs that have Stayed the Same	0
Number of PIs that have Deteriorated	7
Total number of PIs	19

TARGET 07/08

Number of PIs that have hit their target	9
Number of PIs that have missed their target	13
Number of PIs without target data	10

SINGLE TIER AVERAGE QUARTILE 06/07 **3**

Quartile 4 = Best quartile,
Quartile 1 = Worst quartile

Notes

Where a PI is on maximum performance for any analysis timeframe, then it has been scored as having "improved"

Single Tier quartile ranks are shaded to demonstrate direction of travel from previous year (red = deterioration and green = improvement)

Purposeful strategic and operational people management

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
11a	% of top paid 5% earners that are women	46.72	46.72	48.95	48.44	x	✓	4	3
11b	% of top paid 5% earners that are from ethnic minorities	3.27	3.77	1.81	2.09	x	x	2	2
11c	Percentage of the top paid 5% of staff who have a disability	N/A	0.75	1.81	3.08	x		2	1
12	Average sickness (days) per member of staff	8.44	9.21	9.04	9.31	x	x	3	3
14	% of employees retiring early	0.75	0.57	1.85	1.10	x	x	1	1
15	% of employees retiring due to ill health	0.18	0.38	0.15	0.11	✓	✓	4	3
16a/b	% of disabled people employed (%) compared with the local disabled population (%)	8.31	6.73	23.72	23.29	✓	✓	4	4
17a/b	% of minority ethnic staff employed (%) compared with local working age minority ethnic population (%)	62.53	57.14	55.90	63.15	x	✓	1	1

Average % change in performance between 06/07 and 07/08 20.00

Ensuring that our customers are put at the centre of all that we do and that we listen and engage effectively with local people and res

BVPI ref	Short Definition	04/05	BTW Performance			On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
			05/06	06/07	07/08				
3	% satisfied overall with the Council	55.05	55.05	50.00	50.00			2	2

Ensuring that our customers are put at the centre of all that we do and that we listen and engage effectively with local people and res

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
4	% complainants satisfied with the handling of their complaint	30.05	30.05	28.00	28.00			1	1

Average % change in performance between 06/07 and 07/08 No data

A strong commitment to promoting equality and diversity and providing opportunities for 'hard to reach' groups

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
156	% of buildings with facilities for people with disabilities	49.00	55.00	63.60	68.00	✓	✓		2
2a	The level of the Equality Standard for Local Government to which the authority conforms	2.00	3.00	3.00	3.00	✓	✓	4	4
2b	% score against a race equality checklist	100.00	100.00	74.00	79.00	✗	✗	2	2

Average % change in performance between 06/07 and 07/08 4.56

A customer focussed proactive, effective and secure Revenues & Benefits Service

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
10	% of non-domestic rates collected (NNDR)	98.49	98.60	99.00	99.00	✓	✓	3	2
76b	Number of benefit fraud investigators/1000 caseload	0.41	0.41	0.39	0.32	✗	✗		4

A customer focussed proactive, effective and secure Revenues & Benefits Service

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
76c	Number of benefit fraud investigations/1000 caseload	37.11	40.53	41.32	45.42	✓	✓		3
76d	No. of benefit prosecutions & sanctions/1000 caseload	4.43	5.54	4.68	6.75	✓	✓		3
78a	Average time for new benefit claims (days) - National Performance Standard = 36 days	35.04	31.94	29.61	26.97	✓	✓	3	2
78b	Average time for processing notifications of changes of circumstance for benefits claims (National performance standard = 9 days)	8.33	14.36	8.54	8.86	✗	✗	4	3
79a	% of benefits claims processed accurately (National performance standard = 98%)	98.60	98.00	98.00	97.80	✗	✗	2	2
79bi	% of Housing Benefit over-payments recovered during the year.	N/A	81.37	70.36	67.96	✗		3	3
79bii	HB overpayments recovered as a percentage of the total amount outstanding	N/A	32.70	32.09	26.86	✗		3	3
79biii	Percentage of recoverable overpayments written off	N/A	11.02	7.93	4.31				
80a	Benefits User satisfaction surveys - Contact/access facilities at benefit office	73.22	73.22	76.00	76.00			3	3
80b	Service in benefit office	79.49	79.49	83.00	83.00			4	4

A customer focussed proactive, effective and secure Revenues & Benefits Service

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
80c	Telephone service	60.90	60.90	68.00	68.00			3	3
80d	Staff in benefit office	81.70	81.70	85.00	85.00			4	4
80e	Clarity etc. of forms & leaflets	59.29	59.29	62.00	62.00			3	4
80f	Time taken for a decision	72.36	72.36	71.00	71.00			3	3
80g	Overall satisfaction	79.66	79.66	78.00	78.00			3	3
9	% of Council Tax collected	96.28	97.01	97.40	97.90	✓	✓	4	4

Average % change in performance between 06/07 and 07/08 2.20

A corporate approach to financial and performance management to deliver value for money

BVPI ref	Short Definition	BTW Performance				On target? 07/08	Direction of Travel 04/05-07/08	Single Tier Quartile 06/07	Family Quartile 06/07
		04/05	05/06	06/07	07/08				
8	% of invoices paid on time	94.00	95.42	96.58	96.58	✗	✓	4	4

Average % change in performance between 06/07 and 07/08 0.00