



INVESTOR IN PEOPLE



2002-2003
Crime Reduction in Rural Areas
2004-2005
Services for Older People



Best Value Performance Plan 2005-6

'Making Stroud District a better place to live, work and visit'

■ Foreword

Welcome to Stroud District Council's performance plan for 2005/6.

Keeping up with the work of a busy council is no easy task.

Every day ideas are suggested, plans are drawn up, decisions are made and local services are delivered.

That's why we've taken a commonsense approach to this report, by setting our aims and goals for the next few years - and seeing how we've done against them in the past 12 months.

Hopefully you will quickly see that much has been achieved to fulfil our vision for Stroud District.

While keeping Council Tax levels as affordable as we can, we've really focused on what matters.

That means more regeneration projects across the district, a greener local environment, more affordable housing, safer streets with less crime and a more efficient council, communicating better with our customers.

We've set bold and far-reaching goals for our district, which means we still have a long way to go before our vision really takes shape.

But, as this report shows, we've started the journey and are definitely on the right road.



Chas Fellows, Leader



David Hagg, Chief Executive

'A Good and Improving Council' *Audit Commission, CPA 2004*

■ Introduction

Each year Stroud District Council is required to publish a Best Value Performance Plan looking at its progress over the previous year.

This report considers what the Council achieved in 2005-6 against its Corporate Delivery Plan, a four-year programme of action which is rolled forward each year.

We have reported our main achievements in key areas and matched them against what we set out to do.

Statement on Contracts and Workforce

No contracts have been awarded in the past year which have involved the transfer of staff to another organisation.

Any future contracts that are awarded that will involve the transfer of staff will comply with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts.



‘Making Stroud District a better place to live, work and visit’

■ Our Vision

Our vision is to make Stroud District a better place to live, work and visit for everyone. We aim to do this by:

- ❑ **Regenerating** the local area
- ❑ Protecting the **Environment**
- ❑ Providing **Affordable housing**
- ❑ Keeping the **Community safe**
- ❑ Helping people to live **Healthy** lives.

Everything we do strives to deliver our vision and this review explains what we've achieved in the last year.



‘Making Stroud District a better place to live, work and visit’

■ 'REACH'ing our Vision

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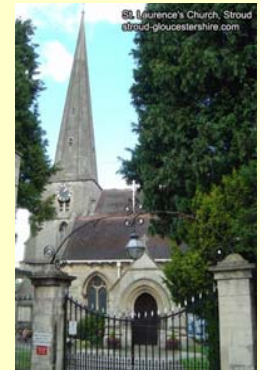
Our Corporate Delivery Plan

- ❑ We will deliver our vision through a Corporate Delivery Plan focusing on:
- ❑ **Regeneration:** promoting the economic vitality of towns and villages
- ❑ **Environment:** creating a better and greener local environment
- ❑ **Affordable housing:** providing affordable and decent public and private housing
- ❑ **Community safety:** creating safer and stronger communities
- ❑ **Healthy living:** promoting health and well-being.

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Our Service Plan

- ❑ We will support our Corporate Delivery Plan with a Service Plan focusing on:
- ❑ **Corporate Governance:** managing our responsibilities professionally
- ❑ **Citizen First:** addressing local people's needs
- ❑ **Financial Strategy:** carefully managing our finances
- ❑ **Organisational Development:** supporting our staff and councillors
- ❑ **Improving performance:** continually striving for excellence.



'Making Stroud District a better place to live, work and visit'

■ Regeneration

How we are doing against our aims

- ❑ Progressing the Cotswold Canal phase 1 project ✓ **£18m joint investment**
- ❑ Working to open a new Stroud cinema ✓ **Opened end 2005**
- ❑ Working to develop a new supermarket in Dursley **Agreed with Sainsbury's**
- ❑ Giving around £450k in grants to voluntary and community groups ✓
- ❑ Helping local towns and villages to deliver key projects **Working towards this**

Plus

- ❑ Adopting the Stroud District Local Plan in November 2005
- ❑ Generating more than £5,000 a year by rehousing Beanstalk Nursery
- ❑ Agreeing a lease to Minchinhampton Parish Council to develop 'Brad's Play Area'
- ❑ Upgrading disabled facilities at the Old Town Hall and Kingshill House, Dursley
- ❑ Improving car park security and the public toilets in Berkeley
- ❑ Assisting the redevelopment of Stroud College and agreeing an annual £10,000 car park licence



'Making Stroud District a better place to live, work and visit'

Environment

How we are doing against our aims

- Keeping household waste collected at 2003/4 levels ✓
- Increasing recycling by 30% by 2009 **More local schemes introduced**
- Maintaining 'Green Flag' standards in Stratford Park ✓
- Increasing domestic energy efficiency by 15% against 1996 ✓
- Appointing a Sustainable Energy Officer ✓
- Investing in public toilets ✓ **Berkeley 5 star 'Loo of the Year' grading**

Plus

- Targeting and improving 'hot spot' problem areas
- Producing plans for Council-owned commons and woodland areas
- Establishing a 'Warm and Well' scheme
- Developing a Hydro Electric Scheme on the River Frome behind the council offices at Ebley Mill.
- Maintaining EMAS accreditation for the 7th year running



“A Good and improving Council” *Audit Commission, CPA 2004*

■ Affordable Housing

How we are doing against our aims

- ❑ Gaining 'The Decent Homes Standard' for our housing stock **Working towards this**
- ❑ Helping to deliver 790 new affordable homes by 2011 **161 delivered**
- ❑ Reducing vulnerable private sector households by 58%. **Pilot launched**

Plus

- ❑ Spending £6m on 5,200 tenants' homes including 500 new kitchens or bathrooms, 130 new roofs, 180 homes rewired, 170 new central heating systems and 1,000 homes redecorated
- ❑ Awarding new supplier contracts for council housing repairs, refurbishing empty homes, debt collection and utilities
- ❑ Upgrading TV aerials for 2,000 tenants
- ❑ Completing a new Tenant Participation Compact Agreement
- ❑ Launching a Tenant Street Representative Initiative with seven representatives
- ❑ Improving rent collection from tenants through an awareness campaign.



'Making Stroud District a better place to live, work and visit'

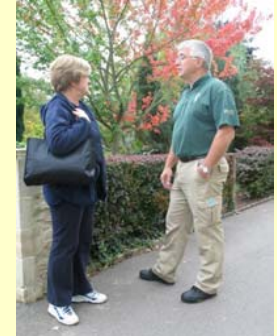
Community Safety

How we are doing against our aims

- ❑ Achieving a 15% reduction in crime and disorder **Crime levels falling**
- ❑ Reducing fear of crime by 5% by 2008 **Working towards this**
- ❑ Creating a district-wide Neighbourhood Warden Service **Working towards this**
- ❑ Putting at least one new Neighbourhood Warden into the community ✓ **Minchinhampton**
- ❑ Providing grants to organisations ✓ **£80,000 given to support groups**

Plus

- ❑ Appointing an Assistant Community Safety Officer for Older People Services
- ❑ Helping to buy a youth facility for Stonehouse (POD)
- ❑ Introducing eight new street lighting schemes
- ❑ Distributing over 50,000 Emergency Personal Information Cards
- ❑ Validating Proof of Age cards, with 1,422 cards now in use within the district
- ❑ Spending £6,000 on colour digital Sheltered Housing CCTV.



“A Good and improving Council” *Audit Commission, CPA 2004*

■ Healthy Living

How we are doing against our aims

- ❑ Making at least 20% of people moderately active by 2009 **Working towards this**
- ❑ Creating an Educational Service at the Museum in the Park ✓
- ❑ Help older and disabled people live independently at home ✓ **More support provided**
- ❑ Working with Parkwood Leisure to secure 'QUEST' Accreditation for Stratford Park Leisure Centre **Working towards this**
- ❑ Promoting healthy food awareness through the 'Fit to Eat' award ✓

Plus

- ❑ Bidding successfully for Food Standards Agency (FSA) funding to help small catering businesses comply with new food safety management requirements. The FSA granted more than £300,000 over 18 months to fund 'Safer Food Better Business' training courses.
- ❑ Providing a new sports centre at Maidenhill School, a new fitness suite and dance studio at Berkley Vale College and a new sports hall at Thomas Keble School.



'Making Stroud District a better place to live, work and visit'

■ Citizen First and Excellence

How we are doing against our aims

- ❑ Achieving an 'excellent' Comprehensive Performance Assessment from the Audit Commission by 2008 **Working towards this**
- ❑ Delivering 2.5% efficiency gains per year ✓
- ❑ Improving levels of satisfaction with the council by 10% ✓ **Budget consultation**
- ❑ Making revenue collection among the top 25% in the UK ✓
- ❑ Increasing 'public access points' with town and parish councils ✓
- ❑ Maintaining Investors in People Work Life Balance Standard ✓
- ❑ Achieving Level 2 of the Equality Standard for Local Government ✓
- ❑ Developing a Healthy Workplace scheme ✓
- ❑ Making benefits and rent collection among the top 25% in the UK **Working towards this**

Plus

- ❑ Developing one of the UK's best planning web sites, allowing visitors to monitor the progress of planning applications and designs.



“A Good and improving Council” *Audit Commission, CPA 2004*

Corporate Delivery Plan 2006-2010: Regeneration (1)

Vision

To make Stroud District a better place to live, work and visit

Priority

Regeneration

To promote the economic vitality of towns and villages

Action

- Implement the Regeneration Strategy and associated Market Town Action Plan.

- Implement the Regeneration Strategy and Rural Community Action Plan.

- Implement the Regeneration Strategy and develop a Business Growth Incentive Investment Plan.

- Implement Canal partnership Action Plan and invest £1m of Council Capital resources.

- Work with Partners to undertake development studies and master planning exercises in the Berkeley area and Sharpness Dock.

Measure

- Effective town partnerships established and annual assessment of the Market Town Vitality Index.

- Number of Parish Plans published.

- Production of BGIS action plan and quarterly assessment of performance.

- Annual assessment of Partnership Action Plan progress and spend against canal investment programme.

Target

- To support local towns and villages in the development and/or delivery of 25% of key projects by 2007.

- To improve the uptake of vacant employment premises by 15% by 2007.

- Cotswold Canal phase 1 completed by 2009.

Result

- **CO10:** Local towns and villages which are able to take action to tackle local needs, including improving the quality and coverage of public transport.

- **CO12:** Established a clear way forward for key regeneration sites – Cotswold Canals, Lister-Petter and Sharpness Docks with a particular emphasis upon attracting more business.

Corporate Delivery Plan 2006-2010: Regeneration (2)

Vision

To make Stroud District a better place to live, work and visit

Priority

Regeneration

To promote the economic vitality of towns and villages

Action

- Implement the Cultural Strategy and associated Tourism Action Plans.

- Implement the Planning Improvement Plan.

Measure

- Assessment of annual visitor numbers and data.

- Quarterly assessment against the planning improvement plan.

- Level of Planning Delivery Grant secured/ Planning Authority Status (ODPM)

Target

- By 2009 to increase the value of tourism to the district by 20%.

- By December 2006 to achieve upper quartile planning performance nationally.

Result

- **CO13:** The numbers of tourist visiting the District will have increased.

- **CO14:** Established a planning service which is business friendly and amongst the best in the country.

Corporate Delivery Plan 2006-2010: Environment

Vision

To make Stroud District a better place to live, work and visit

Priority

Environment

To create a better local environment

Action

- Implement the 'Green Spaces' Strategy and develop a 'public space' action plan.

- Develop a waste minimisation and recycling action plan.

- Implement HECA Strategy and devise new strategy and targets for post 2006.

- Contribute to the development and delivery of the Renewable Energy Strategy for Gloucestershire.

Measure

- Annual perception survey of local residents and BVPI 199.

- BVPI 82 and 84.

- Annual HECA performance.

Target

- To be established in light of work to develop a 'public space' action plan.

- To maintain household waste collected at 2003/04 levels and increase recycling rates to 30% by 2007.

- Against a 1996 baseline to have achieved a 15% improvement in domestic energy efficiency by 2006.

- Contribute to delivering the national target of 10% renewable energy generation by 2010.

Result

- **CO7:** Public spaces which are perceived to be cared for, clean and green.

- **CO8:** recycling rate. A community that is sending as little waste as possible to landfill.

- **CO9:** Greater domestic energy efficiency and the use of renewable technologies which are appropriate for the District.

Corporate Delivery Plan 2006-2010: Affordable Housing

Vision

To make Stroud District a better place to live, work and visit

Priority

Affordable Housing

To provide affordable and decent housing

Action

- Implement Affordable Homes Action Plan.

- Implement Housing Strategy/Decent Homes Action Plan.

- Implement Private Sector Housing Renewal Strategy and carry out a new condition survey in 2006/07.

Measure

- Annual performance against target.

- Quarterly assessment of Housing Standards Capital Programme spend and BVPI 184.

- Number of households assisted to achieve the decent homes standard.

Target

- To deliver 790* new affordable homes by 2011.

- To achieve the Decent Homes Standard in the Council's Housing stock by 2010.

- 58%* of vulnerable households in the private sector to occupy decent homes by 2010.

Result

- **CO4:** The private and social housing sectors delivering more affordable homes than would have been without Council intervention.

- **CO5:** The Decent Homes Standard achieved for the Council's own Housing stock.

- **CO6:** More homes in the private sector that meet the Decent Homes Standard.

Corporate Delivery Plan 2006-2010: Community Safety

Vision

To make Stroud District a better place to live, work and visit

Priority

Community Safety

To create safer and stronger communities

Action

- Implement with partners the CDRP Strategy 2005-2008.

- Implement Anti-Social Behaviour Strategy.

- Grant aid drug treatment /rehab organisations (e.g. Gloucestershire Drug & Alcohol Service, Nelson House Trust).

- Implement warden roll out programme (CS Service Plan)

Measure

- Quarterly performance against basket of 10 indicators.

- Annual fear of crime survey and numbers dealt with through Prolific Offenders, Prevent & Deter and Rehabilitation & Resettlement procedures.

- Level of arrests for drug dealing and number of people seeking support or treatment for alcohol or drug abuse.

- Number of wardens in post at any time and level of partnership funding from local communities.

Target

- By 2008 reduce crime and disorder by 15%.

- By 2008 reduce fear of crime by 5%.

- District wide coverage of Neighbourhood Warden Service by 2008.

Result

- **CO1:** Reduced levels of crime and disorder in the District.

- **CO2:** Reduced levels of fear of crime by addressing anti-social behaviour and substance abuse.

- **CO3:** A community that feels more cared for, connected and confident.

Corporate Delivery Plan 2006-2010: Healthy Living

Vision

To make Stroud District a better place to live, work and visit

Priority

Healthy Living

To promote health and well-being

Action

- Implement the Cultural Strategy and Leisure Services Improvement Plan.

- Support the delivery of the Gloucestershire Food Vision

- Contribute to the delivery of NSF8 and develop and implement a Quality of Life Strategy.

- Develop and implement a Younger Years Strategy.

Measure

- Assessment of progress against the Leisure Services Improvement plan.

- Annual assessment of progress against the Later Years Strategy.

- Annual assessment of progress against the Younger Years Strategy.

Target

- By 2009 to have at least 20% of the population being moderately active.

- To contribute toward the achievement of the national life expectancy targets.

- To contribute toward the achievement of the national targets for independent living.

- To be established.

Result

- **CO16:** Better use of our sport, leisure cultural and food safety services in encouraging healthy lifestyles.

- **CO17:** Help more older people to live independently and for longer in their own homes.

- **CO18:** Better levels of engagement with and improved services for younger people and children.

Corporate Delivery Plan 2006-2010: Citizen First & Excellence (1)

Vision

To make Stroud District a better place to live, work and visit

Priority

Citizen First and Excellence

Be an excellent Council by being a strong community leader able to work in partnership, putting the Citizen First, investing in our people and improving the efficiency and effectiveness of our services, processes and technology.

Action

- Implement the IEG5 Statement and associated action plans.

- Implement the Customer Service Centre Action Plan and Customer Care Policy.

- Implement the CPA Improvement Plan.

- Develop and deliver an Efficiency Gains Statement.

Measure

- Assessment of progress against the IEG5 Statement.

- Assessment of progress against the Customer Service Centre Action Plan.

- Quarterly assessment of progress against the CPA Improvement Plan.

- Assessment of progress against the Efficiency Gains Statement.

Target

- By 2005 100% of interactions that can be delivered electronically will be available electronically.

- By 2008 achieve an 'excellent' Comprehensive Performance Assessment rating from the Audit Commission.

- To deliver at least 2.5% efficiency gains per year.

Result

- **CO19:** Greater choice for the citizen in the way that they access council services.

- **CO20:** Continued improvements in our corporate capacity and performance in priority areas.

- **CO21:** Continued improvements in efficiency with gains reinvested in key priorities or keeping Council Tax in line with inflation.

Corporate Delivery Plan 2006-2010: Citizen First & Excellence (2)

Vision	To make Stroud District a better place to live, work and visit		
Priority	<h2 style="text-align: center;">Citizen First and Excellence</h2> <p style="text-align: center;">Be an excellent Council by being a strong community leader able to work in partnership, putting the Citizen First, investing in our people and improving the efficiency and effectiveness of our services, processes and technology.</p>		
Action	<ul style="list-style-type: none"> Implement the Corporate Marketing Plan and complete the Best Value Review of communications 	<ul style="list-style-type: none"> Implement the Revenue and Benefits and Rent Collection Improvement Plans. 	<ul style="list-style-type: none"> Develop a Pay and Workforce Strategy.
Measure	<ul style="list-style-type: none"> Annual general satisfaction survey. 	<ul style="list-style-type: none"> Quarterly assessment against Revenues and Benefits and Rent Collection Improvement Plans. 	<ul style="list-style-type: none"> Assessment of progress against Pay and Workforce Strategy.
Target	<ul style="list-style-type: none"> By 2005 100% of interactions that can be delivered electronically will be available electronically. 	<ul style="list-style-type: none"> By 2008 achieve an 'excellent' Comprehensive Performance Assessment rating from the Audit Commission. 	<ul style="list-style-type: none"> To deliver at least 2.5% efficiency gains per year.
Result	<ul style="list-style-type: none"> CO22: Better perception of the Council's image and reputation. 	<ul style="list-style-type: none"> CO23: Establish Revenues and Benefits and Rent Collection services which are amongst the best in the country. 	<ul style="list-style-type: none"> CO24: Council still delivering its priorities by ensuring that it has the the right people, with the right skills at the right time.

Best Value Performance Indicators (BVPI's) 1st April 2005- 31st March 2006

The diagram below explains what the information in the following BVPI table means.

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
BVPI reference number	Description of the performance indicator									Additional information about the service or performance can be found in here.

Information on our actual performance for 2003/04 is shown here

This is the average achieved by District Councils in England. It is one of the measures used to compare our performance against others.

This is the performance target we set ourselves for 2005/06

This is how we performed last year (2005/06)

Sometimes the Government set targets that they expect us to meet. Where there is no government target we have shown the figure achieved by the top 25% of all councils in England during 2004/05. This is the target services are aiming to achieve.

These are the targets we have set for this and the next two years.

Corporate Health

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	Level 1		Level 2	Level 2		Level 3	Level 4	Level 5	
2b	The duty to promote race equality (expressed as a %)	73.68		79	74		79	84	89	Cultural Audit planned for 2006/07
3	The percentage of citizens satisfied with the overall service provided by the authority				56		65			Last survey carried out 2003/04. Next survey will be 2006/07.

Corporate Health (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
4	The percentage of complainants satisfied with the handling of their complaints				33		50			Last survey carried out 2003/04. Next survey will be 2006/07.
8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	93.82	93.28	97	93.13	96.73	96	97	98	
9	The percentage of Council Tax collected by the Authority in year 2005/2006	98.26	97.8	98.4	98.41	98.3	98.40	98.45	98.5	
10	The percentage of non-domestic rates collected in year 2005/2006.	98.65	98.63	97.7	99.41	99.14	99.14	99.2	99.25	
11a	The percentage of top-paid 5% of local authority staff who are women	27.55	22.8	25	29.6	40.23	29.7	29.8	30	
11b	The percentage of the top 5% of local authority staff who are from an ethnic minority.	3.55	1.38	3.55	3.81	3.48	3.85	3.9	4.0	
11c	The percentage of the top-paid 5% of staff who have a disability			0.2	0		0.5	1.0	1.5	
12	The number of working days/shifts lost to the LA due to sickness absence	11.72	9.78	8.93	11.82	8.4	11	10	9	6 days of this due to long-term sickness.
14	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.25	0.75	0.14	0	0.16	0	0	0	
15	The percentage of LA employees retiring on grounds of ill health as a percentage of the total workforce.	0.25	0.33	0.2	0.25	0.12	0.1	0	0	
16a&b	a) The percentage of local authority employees with a disability. b) The percentage of economically active population in the authority area who have a disability.	a) 1.75 b) 11.2		2.50	a) 1.96 b) 11.2	a/b = 31.33	3.1	4.1	4.5	a/b = 17.5%

Corporate Health (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
17a&b	a) The percentage of local authority employees from ethnic minority communities. b) The percentage of the economically active population from ethnic minority communities in the LA area.	(a) 2.17 (b) 1.20		(a) 2.2 (b) 1.20	2.16 1.20	a/b = 100	2.3	2.4	2.5	a/b = 180%
156	The percentage of Authority Buildings open to the public in which all public areas are suitable for and accessible to disabled people	66.67		100	62.5		100	100	100	A number of buildings that the Council offers services from do not belong to the Authority.
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.	78.0	73.02	95.0	97.11	87.5	100	100	100	Deleted as a BVPI from 2006/07, but retained as an LPI.

Housing

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
63	Energy Efficiency – the average SAP rating of local authority owned dwellings	63.4	64	64	64.9	68	64.5	65	68	
64	The number of private sector dwellings that are returned into occupation or demolished during 2005/06 as a direct result of action by the local authority.	46	19.88	40	49	56.25	40	40	40	
66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	96.66	97.68	97	96.65	98.33	98.33	99	99	From April 2006 2 teams amalgamated with a more pronounced focus and personal responsibility for collection. Three quarters of the team's best value 5-year improvement plan achieved in year one.
66b	The number of local authority tenants with more than 7 weeks of rent arrears as a percentage of the total number of Council tenants.				6.99					
66c	Percentage of local authority tenants in arrears who have had Notices of Seeking Possession served				42.12					
66d	Percentage of local authority tenants evicted as a result of rent arrears				0.19					

Housing (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
74	(a) Satisfaction of tenants of Council housing with the overall service provided by their landlord: with results broken down by (b) black and minority ethnic tenants (c) non-black minority ethnic	(a) 84.4 (b) 40.0 (c) 84.7				85 86 85	86 50 85			Last survey carried out 2003/04. Next survey will be 2006/07.
75	(a) Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by (b) black and minority ethnic and (c) non-black and minority ethnic	(a) 66.9 (b) 40.0 (c) 66.7		(a) 72 (b) 60 (c) 70		70 79 70	72 50 70			Last survey carried out 2003/04. Next survey will be 2006/07.
164	Does the Authority follow the Commission for Racial Equality's Code of Practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	61	Yes	Yes		Yes	Yes	Yes	
183	The average length of stay in (a) bed and breakfast accommodation (b) hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need.	(a) 2 (b) 0	4 13	2 0	3 0	1 0	2 0	2 0	2 0	
184a	The proportion of LA homes which were non-decent as at 1 st April 2005.	19.5	29	13.1	13.1	21	11.4	9.9	6.6	
184b	The percentage change in proportion of non-decent LA homes between 1 April 2005 and 31 st March 2006.	32.8		0	13		25	33	50	
202	Number of people sleeping rough on a single night within the area of the authority.	1		1	1		0	0	0	

Housing (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
203	Percentage change in average number of families placed in temporary accommodation	0		0	500		0	0	0	
211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings.				70.1					
211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings.				27.86					
212	Average time to re-let Local Authority housing			29	31		28	27	25	
213	Number of households who considered themselves homeless, approached the local authority's housing advice service and for whom housing advice casework intervention resolved the situation.			0.7	0.8		8	8	8	
214	Proportion of households accepted as statutory homeless who were accepted as statutorily homeless by the same Authority within the last two years.			3.25	3.74		3.74	3.74	3.74	New indicator for 2005/06

Housing Benefit/Council Tax Benefit

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
76a	Number of clmts visited per 1000 caseload	313.11	232.09	312	394.17	282.16	285	285	285	
76b	Number of fraud investigators per 1000 caseload	0.45		0.48	0.37		0.37	0.37	0.37	
76c	Number of fraud investigations per 1000 caseload	19.66	46.56	40	41.69	53.4	35	45	53.4	
76d	Number of prosecutions/sanctions per 1000 caseload	7.11	5.02	7.11	8.19	5.31	5.31	5.31	5.31	

Housing Benefit/Council Tax Benefit (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
78a	Average time for processing new claims (expressed in days)	56.51	40.4	35	34.06	29.38	29.38	26	22	Clearance of backlog of several cases with higher number of days tended to skew the 'average'. Revised procedures resulting in team being more proactive.
78b	Average time for processing notifications of change of circumstances (days)	11.48	11.4	12	13.52	7.4	7.4	7.4	7.4	
79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination	98.22	97.56	99	92.63	99	99	99	99	50% of staff with less than 8 months experience making minor mistakes. Training and remedial action has been taken.
79b(i)	Amount of HB overpayments recovered during the period as a % of the amount of HB deemed recoverable O/P's				52.64		52	55	60	
79b(ii)	Amount of HB overpayments recovered during the period as a % of the total amount of HB O/P debt outstanding at start of period+ HB O/P's identified during the period	35.14	44.71	40	28.2	49.93	40	45	50	Over 100K of debt has been transferred from Housing to Revenue & Benefits and this has taken time to set up and set recovery action in motion. Also limited to the amount that can be collected each month as recovered from ongoing benefit.
79b(iii)	HB overpayments written off during the period as a % of the total amount of HB O/P debt outstanding at start of period+ HB O/P's identified during the period				6.94		3	3	3	
80	Benefits User Satisfaction Survey (expressed as a percentage): -									
80a	Facilities to get in touch with the office	78.9					80			Last survey carried out 2003/04. Next survey will be 2006/07.
80b	Service in the office	79.9					80			
80c	Telephone service	79.3					80			
80d	Staff	82.7					83			
80e	Clarity of the forms	61.5					63			
80f	Time it took to be told about result of claim	69.4					70			
80g	Overall satisfaction summary	80.4					81			

Environmental Services

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
199a	The proportion of relevant land and highways (expressed as a %) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	10	16.3	10	11.7	11	10	10	9	
199b	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of graffiti are visible				3		2.8	2.6	2.5	
199c	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of fly-posting are visible				1		1	1	1	
199d	The year-on-year reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'			4	4		3	3	2	
82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	20.82	16.10	21	21.91	17.89	22.5	23	23	
82a(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.				8298.70		8,400	8,450	8,500	Amended for 2005/06
82b(i)	Percentage of household sent by the Authority for composting or treatment by anaerobic digestion	0	6.51	0	0	9.8	0.5	1	7	
82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion				0		50	300	3000	Amended for 2005/06
84a	Kg of household waste collected per head.	354.59	412.5	358	345.93	397.7	343	340	340	
84b	% change from the previous year in the number of Kg of household waste collected per head of population.				-2.44		-0.8	-0.8	-0.8	Amended for 2005/06
86	Cost of waste collection per household (£)	37.05	43.11	37.75	38.02	35.31	39.50	40.00	45.00	
89	Percentage of people expressing satisfaction with cleanliness standards	67					70			Last survey carried out 2003/04. Next survey will be 2006/07.

Environmental Services (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
90a	Percentage of people expressing satisfaction with household waste collection	87					89			
90b	Percentage of people expressing satisfaction with recycling facilities	80					83			
BV 91a	Percentage of households served by kerbside collection of recyclables.	100	92.2	100	100	100	100	100	100	
BV 91b	% of households served by kerbside collection of at least two recyclables.				100		100	100	100	Amended for 2005/06

Planning

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
106	The percentage of new homes built on previously developed land	89.22	69.18	53	81.38	60 94.00	80	70	60	
109a	Percentage of major applications determined within 13 weeks	58.0	59.05	60	55	60 68.90	60	60	60	Whilst the service achieved National target for a Standards Authority, there is still a long way to go to reach top quartile. Recent revisions to the scheme of delegation may help.
109b	Percentage of minor applications determined within 8 weeks	71.39	67.54	65	73.28	65 75.40	70	72	75	
109c	Percentage of other applications determined within 8 weeks	79.93	82.78	80	86.16	80 88.00	85	87	90	
111	Percentage of applicants satisfied with the service received	70					75			Last survey carried out 2003/04. Next survey will be 2006/07.
179	The percentage of standard searches carried out in 10 working days	97.8	94.87	100	100	100	100	100	100	
200a	Did the District Council submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?			Yes	Yes		Yes	Yes	Yes	Amended for 2005/06
200b	Has the Council met the milestones which the current LDS sets out?			Yes	Yes		Yes	Yes	Yes	
200c	Did the Council publish an annual monitoring report by Dec of the last year?			Yes	Yes		Yes	Yes	Yes	

Planning (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
204	Percentage of appeals against an authorities decision to refuse planning applications.	31.11	30.1	30	32.2	25	25	25	25	Whilst the service almost achieved our target, performance for future years will reflect the stability now attained by the adoption of the Local Plan.
205	Quality of Service Checklist	83.33	77.5	100	94.44	88.9	100	100	100	
BV219a	Total number of conservation areas within the District				42		42	42	42	New indicator for 2005/06
BV219b	Percentage of conservation areas in the District with an up-to-date character appraisal. (Last 5 years)				0		2	2	2	
BV219c	Percentage of conservation areas in the District with a management proposal.				0		0	2	2	

Environmental Health

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
166a	Score against a checklist of enforcement best practice for Environmental Health/Trading Standards	96.42	82.1	96	100	97	100	100	100	
BV216a	Number of 'sites of potential concern' with respect to land contamination				1029					
BV216b	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'.				3.0		3	3.2	3.5	
BV217	Percentage of pollution control improvements to existing installations completed on time.				98		98	98	99	

Cultural Services

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
119	Percentage of residents by targeted group satisfied with the local authority's cultural and recreational services:									
119a	Sports/leisure facilities	51					60			Last survey carried out 2003/04. Next survey will be 2006/07.
119c	Museums/galleries	41					60			
119d	Theatres/concert halls	33					55			
119e	Parks/open spaces	73					80			
170a	Visits/usages of museums per 1000 population	378.2	726	235	334.73	877	226.41	226.41	226.41	
170b	Visits made in person per 1000 population	250.4	369	180	216.47	514	189.88	189.88	189.88	
170c	Number of pupils visiting museums and galleries in organised school groups (this does not include visits by sixth form colleges or adult education institutions.	566	2927	750	1098	7031	2000	2000	2000	

Community Safety

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
126	Domestic Burglaries per 1,000 households	8.3	8.95	6.66	7.29	6.9	6.6	6.6	6.6	
127a	Violent crimes per year, per 1,000 population in the LA area				14.47					
127b	Robberies per year, per 1,000 population in the LA area				0.3		5	5	5	

Community Safety (continued)

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
128	Vehicle crimes per 1,000 population.	10.4	9.67	6.66	9.50	7.77	6.66	6.66	6.66	
174	The number of racial incidents recorded by the authority per 100,000 population.	0.92		0	0		0	0	0	
175	The percentage of racial incidents that resulted in further action.	100		100	0		100	100	100	
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hours of notification			50	57		50	50	50	New indicator for 2005/06
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.			50	38.9		40	40	40	New indicator for 2005/06
225	To assess the overall provision and effectiveness of LA services designed to help victims of domestic violence and prevent further domestic violence. (% of questions answered Yes)			54.54	63		81	90	100	New indicator for 2005/06

Community Legal Service

BVPI number	Description	2004/05 Actual	2004/05 District Average	2005/06 Target	2005/06 Actual	All England Target /top quartile	2006/07 Target	2007/08 Target	2008/09 Target	Comments
BV 226a	Total amount spent on advice and guidance services provided by external organisations				133,860		134,000	134,000	134,000	New indicator for 2005/06
BV 226b	% 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				93.4		94	94	94	
BV 226c	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				63,950		64,000	64,000	64,000	