

Best Value Performance Indicators (BVPI's)

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

| Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Targets | Comments |
|------------------------------------------|----------------|--------------------------|----------------|----------------|------------------------------|---------------|---------------|----------------|-------------------------------------------------------------------------------|
| Description of the performance indicator | | | | | | | | | Additional information about the service or performance can be found in here. |

Information on our actual performance for 2001/02 is shown here

This is the average performance of all District Councils. It can be used to compare our results against others'.

This is the performance target we set ourselves for 2002/03

This is how we performed last year (2002/03)

Sometimes the Government set targets that they expect us to meet. If this is the case, then it is shown here.

These are the targets we have set for next three years

Corporate Health

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|-----------------------------|---------------|---------------|---------------|----------|
| BV 1 | Has the authority established a timetable for preparing a community strategy that works towards a long-term sustainable vision for the area? Yes/No | Yes | 76% Yes | | | | | | | |
| BV 1a | Does the authority have a Community Strategy with the Local Strategic Partnership, for improving the economic, social and environmental well being in a way that is sustainable? | | | Yes | Yes | | Yes | Yes | Yes | |

Corporate Health (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|-----------------------------------|------------------|------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 1b | By when (mm/yy) will a full review of the Community Strategy be completed? If such a review was scheduled for this year, was it completed on time? | | | | Dec 03 | | | | | |
| BV 1c | Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm/yy) will this be undertaken? | | | | No Dec 03 | | Yes | | | |
| BV 2a | The level (if any) of the Equality Standard for Local Government to which the authority conforms | | | Level 2 | Level 0 | | Level 1 | Level 1 | Level 2 | The Council adopted an Equality Scheme covering Race, Gender and Disability in October 2002, understanding the criteria for reaching Level 2 to be comparable with that for the Race Equality Scheme. New target now set. |
| BV 2b | The duty to promote race equality | | | | | | 50% | 70% | 70% | |
| BV 3 | The percentage of citizens satisfied with the overall service provided by the authority | | | | | | 70% | | | |
| BV 4 | The percentage of complainants satisfied with the handling of their complaints | | | | | | 65% | | | |
| BV 5 | The number of complaints to the Ombudsman classified as "maladministration". | 0 | | | | | | | | |
| BV 6 | The percentage of turnout for local elections | 38.22% | 37% | | | | | | | |
| BV 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. | 94.17% | 91% | 95% | 96.3% | | 97% | 98% | 98% | |
| BV 9 | The percentage of Council Tax collected | 98.20% | 97.3% | 98% | 98.16% | 98.2% (2005) | *97% | 98% | 98% | *New Council tax and Benefits computer system being implemented in the summer of 2003/4 will adversely affect the BVPI's during that year |

Corporate Health (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|-----------------------------------|------------------|------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| BV 10 | The percentage of Non-Domestic rates due for the financial year which were received by the authority. | 97.4% | 98.1% | 98% | 96.12% | 98.7% (2005) | *96% | 98% | 99% | *New Council tax and Benefits computer system being implemented in the summer of 2003/4 will adversely affect the BVPI's during that year |
| BV 11a | The percentage of top 5% of earners that are women | | | 20% | 25% | | 25 | 25 | 25 | |
| BV 11b | The percentage of top 5% of earners that are from black and minority ethnic communities. | | | 5% | 3.6% | | 5% | 5% | 5% | |
| BV 12 | Number of working days/shifts lost due to sickness absence | 6.10 | 10.2 | 5.5 | 6.6 | 11.8 | 6.0 | 5.5 | 5.5 | |
| BV 14 | Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce | 1.28%* | 0.8% | 0.8% | 0.27% | 0.8% | 0.8% | 0.8% | 0.8% | *This figure includes staff who have reached State retirement age of 60 and have chosen to retire with less than 25 years pension service |
| BV 15 | The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce. | 0.26% | 0.6% | 0.4% | 0.0% | 0.8% | 0.4% | 0.4% | 0.4% | |
| BV 16 | The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area. | 1.9% 9.6% | 2.8% | 2.0% | 2.1% 11.23% | | 2.0% | 2.0% | 2.0% | |
| BV 17 | The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area. | 1.5% 0.5% | NA | 1.5% | 1.5% 1.2% | | 1.5% | 1.5% | 1.5% | |
| BV 156 | The percentage of Authority Buildings open to the public in which all public areas are suitable for and accessible to disabled people | 71% | 34% | 71% | 60% | 100% (October 2004) | 71% | 100% | 100% | |

Corporate Health (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|--------------------------------|-----------------------------|---------------|---------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 157 | The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods | 61% | 33% | | | 100% (2005) | | | | The method of calculation was agreed with the DTER and is as submitted in November 2001 with the IEG Statement. The Council relaunched its website in April 2002 with an enhanced interactive customer focus. |
| BV 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. | | | 75% | 54% | 100% (2005) | 60% | 80% | 100% | To calculate BVPI 157 we adopted a BVPI measurement tool in January 2003. This has enabled us to measure transaction volumes more accurately and to determine areas for attention and help us prioritise our resources. |
| BV 180 a | The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole i) electricity ii) fossil fuels | | | | i) 114 KWh/m2 ii) 72 KWh/m2 | | | | | |

Housing

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|-----------------------------|---------------|---------------|---------------|----------|
| BV 62 | The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority | 5.2% | 3.4% | 5% | 4.35% | | 4% | 4% | 4% | |
| BV 63 | Energy Efficiency – the average SAP rating of local authority owned dwellings | 47.5 | 56 | 53 | 58 | | 59 | 60 | 61 | |
| BV 64 | The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority | | | 40 | 35 | | 40 | 40 | 40 | |

Housing (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|-----------------------------------|------------------|------------------|------------------|----------|
| BV 65a | The average weekly costs per local authority dwelling of management. | £13.84 | £10.87 | | | | | | | |
| BV 65b | The average weekly costs per local authority dwelling of repairs | £11.24 | £12.74 | | | | | | | |
| BV 66a | Local authority rent collection and arrears; Proportion of rent collected | 97.64% | 97.5% | 97% | 97.42% | | 97% | 97.2% | 97.4% | |
| BV 66b | Local authority rent collection and arrears; rent arrears of current tenants as a proportion of the authority's rent roll | 2.04% | 2.5% | | | | | | | |
| BV 66c | Local authority rent collection and arrears; rent written off as not collectable as a proportion of authority's rent roll | 0.44% | 0.5% | | | | | | | |
| BV 67 | Proportion of homelessness applications on which the authority makes and issues written notification to the applicant within 33 working days. | 99.2% | 88% | | | | | | | |
| BV 68 | Average relet times for local authority dwellings becoming vacant | 31.6 days | 40 days | | | | | | | |
| BV 69 | Percentage of rent loss through local authority dwellings becoming vacant | 0.93% | 1.8% | | | | | | | |
| BV 71a | The number of local authority dwellings receiving renovation work during 2002/03 as proportion of the number needing renovation work at 1 st April 2002. a) £5,000 and under | 39.3% | 44% | | | | | | | |
| BV 71b | The number of local authority dwellings receiving renovation work during 2002/03 as Proportion of the number needing renovation work at 1 st April 2002. b) Over £5,000 | 48% | 13% | | | | | | | |
| BV 72 | The % of urgent repairs completed within Government time limits | 97.26% | 91% | | | | | | | |
| BV 73 | The average time taken to complete non-urgent responsive repairs | 12.67 days | 21 days | | | | | | | |

Housing (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|-----------------------------|---------------------------------|-----------------------------------|-----------------------------|-----------------------------|-----------------------------|----------|
| BV 74 | Satisfaction of tenants of Council housing with the overall service provided by their landlord: with results broken down by i) black and minority ethnic tenants ii) non-black minority ethnic | 80.7% i 33.33% ii 80.87% | 77% | 80.7% | 80.52% i 33.33% ii 80.87% | | 82% i 35% ii 82% | 82% i 35% ii 82% | 82% i 35% ii 82% | |
| BV 75(i) | 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 | | | | | | 72% | 72% | 72% | |
| BV75(ii) | black and minority ethnic and | | | | | | 18% | 18% | 18% | |
| BV75(iii) | non-black and minority ethnic | | | | | | 55% | 55% | 55% | |
| BV 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 | 57% Yes | Yes | Yes | | Yes | Yes | Yes | |
| BV 183 | The average length of stay in (i) bed and breakfast accommodation and (ii) hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need. | | | (i) 4 weeks (ii) 0 weeks | (i) 4 weeks (ii) 0 weeks | | (i) 4 weeks (ii) 0 weeks | (i) 4 weeks (ii) 0 weeks | (i) 4 weeks (ii) 0 weeks | |
| BV 184a | The proportion of LA homes which were non-decent as at 1 st April 2002. | | | 34.3% | 32.77% | | 24% | 21.3% | 19% | |
| BV 184b | The percentage change in proportion of non-decent LA homes between 1 April 2002 and 1 st April 2003. | | | 32.9% | 23.71% | 33% decrease by 31/3/04 | 12% | 12% | 12% | |

Housing Benefit/Council Tax Benefit (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|------------------------------------|------------------|------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| BV 77 | The average cost of handling HB or CTB claim, taking into account differences in the types of claim received | £74.06 | £65.48 | | | | | | | Obsolete 2002/3 |
| BV 78a | Speed of processing: a) Average time for processing new claims | 35.23 days | 51 days | 36 days | 38.69 days | 36 days | *40 days | 37.5 days | 36 days | *New Council tax and Benefits computer system being implemented in the summer of 2003/4 will adversely affect the BVPI's during that year |
| BV 78b | Speed of processing: b) Average time for processing notifications of change of circumstances | 10.42 days | 16 days | 9 days | 10.24 days | 9 days | *12 days | 10 days | 9 days | |
| BV 78c | Speed of processing: c) Percentage of renewal claims processed on time | 81.84% | 66% | 79% | 74.9%% | 83% | *73. % | 78% | 83% | |
| BV 79a | Accuracy of processing: a) 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 | 92.7% | 96% | 93% | 90.80% | | *86% | 90% | 92% | New staff taken on for tax credits will affect the accuracy of processing in 2003/4. |
| BV 79b | Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year. | 48.1% | 52% | 50% | 51.39% | | *52% | 53% | 54% | New rents system being implemented in 2003/4 may affect the recovery of rent rebate overpayments. |
| BV 80 | Benefits User Satisfaction Survey - overall satisfaction summary | | | | | | | | | Survey being done in 2003/4 |
| | Facilities to get in touch with the office | | | | | | - | | | Survey being done in 2003/4 |
| | Service in the office | 85.30% | | | | | - | | | Survey being done in 2003/4 |
| | Telephone service | 83.90% | | | | | - | | | Survey being done in 2003/4 |
| | Staff | 86.20% | | | | | - | | | Survey being done in 2003/4 |
| | Clarity/understandability of the forms | 68.20% | | | | | - | | | Survey being done in 2003/4 |
| | Time it took to be told about result of claim | 81.60% | | | | | - | | | Survey being done in 2003/4 |

Environmental Services

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|------------------------------------|------------------|------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 82a | Total tonnage of household waste arising - Percentage recycled | 16.66% | | 19% | 20.5% | 26% (March 2004) | 21.5% | 22% | 23% | |
| BV 82b | Total tonnage of household waste arising – Percentage composted | 0% | 1.5% | 0 % | 0% | | 0% | 0% | 0% | |
| BV 84 | Kg of household waste collected per head. | 343Kg | 395Kg | 352Kg | 344.02Kg | | 346Kg | 348Kg | 350Kg | |
| BV 85 | The cost per kilometre of keeping relevant land, for which the local authority is responsible, clear of litter and refuse. | £48,020 | £79,063 | | | | | | | |
| BV 86 | Cost of waste collection per household | £29.93 | £32.63 | £36.84 | £33.67 | | £34.12 | £35.14 | £36.19 | |
| BV 88 | Number of collections missed per 100,000 collections of household waste | 101 | 112 | | | | | | | |
| BV 89 | Percentage of people expressing satisfaction with cleanliness standards | | | | | | 68% | | | |
| BV 90a | Percentage of people expressing satisfaction with household waste collection | | | | | | 95% | | | |
| BV 90b | Percentage of people expressing satisfaction with recycling facilities | | | | | | 85% | | | |
| BV 91 | Percentage of population served by a kerbside collection of recyclables or within 1 kilometre of a recycling centre | 93% | 89% | 100% | 100% | | 100% | 100% | 100% | |
| BV 199 | The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus across four categories of cleanliness. | | | | | | | | | No historical data to set target. Training on definition, planning and implementation was not available until after 1 st May 2003. Training will be undertaken on 1 st July 2003. |

Planning

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|---------|---------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|-------------------------------------|------------------|------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 106 | The percentage of new homes built on previously developed land | 59% | 59% | 53% | 67% | 60% over country as a whole-by 2008 | 53% | 53% | 53% | |
| BV 107 | Planning cost per head of population | £12.98 | £12.37 | £14.24 | £13.83 | | £12.00 | £12.00 | £12.00 | |
| BV 108 | The number of advertised departures from the statutory plan approved by the Authority as a % of total permissions granted | 0% | 0.62% | | | | | | | |
| BV 109 | Percentage of applications determined within 8 weeks | 72% | 68% | | | | | | | |
| BV 109a | Percentage of major applications determined within 13 weeks | | | 60% | 30.61% | 60% | 60% | 60% | 60% | Representations have been made nationally to the ODPM suggesting that the target is unrealistic. Once the local plan is adopted and other processes put in hand, performance will increase. |
| BV 109b | Percentage of minor applications determined within 8 weeks | | | 65% | 52.4% | 65% | 65% | 65% | 65% | |
| BV 109c | Percentage of other applications determined within 8 weeks | | | 80% | 69.91% | 80% | 80% | 80% | 80% | |
| BV 110 | Average time taken to determine all applications | 10.03 weeks | 10 weeks | | | | | | | |
| BV 111 | Percentage of applicants satisfied with the service received | | | | | | 70% | | | Survey being done in 2003/4 |
| BV 112 | Core against a checklist of planning best practice | 44% | 63% | | | | | | | |
| BV 179 | The percentage of standard searches carried out in 10 working days | 97.92% | 92% | 98% | 43% | | 95% | 100% | 100% | The poor performance over the year was due to staff sickness and also the service was without a complete Land Charges Register for 3 months while it was being data captured. The last quarter showed a significant improvement with a 93% turnaround. |
| BV 188 | Percentage of applications determined under delegated powers | | | 90% | 87.2% | 90% | 90% | 90% | 90% | |

Planning (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|------------------------------|---------------|---------------|---------------|----------|
| BV200a | Do you have a development plan (or alterations to it) that has been adopted in last 5 years and the end date of which has not expired | | | | | | No | Yes | Yes | |
| BV200b | If "no" are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within 3 years | | | | | | Yes | N/A | N/A | |

Environmental Health

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|---------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|------------------------------|---------------|---------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 166 | Score against a checklist of enforcement best practice for Environmental Health/Trading Standards | 74.1% | | 80% | 65.32% | | 75% | 76% | 77% | Actual is lower than target because taxi and private vehicle hire is now included in the indicator. Systems need to be developed for this area in order to bring the score back into the top quartile. |

Cultural Services

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|------------------------------|---------------|---------------|---------------|------------------------------------------------------------------------------------------------------------------------|
| BV 113 | Number of pupils in organised school groups (changed to BV 170c 2002/3) | 1215 | | | | | | | | |
| BV 114 | The adoption by the authority of a local culture strategy | Yes | 29% Yes | | | | | | | |
| BV 114 | The adoption by the authority of a local Cultural Strategy – score against a checklist of the guidance in 'Creating Opportunity' guidance issued in December 2000 | | | 100% | 0% | | 100% | | | Our existing Cultural Strategy has an arts and heritage focus, which will be expanded to meet the new DCMS guidelines. |
| BV 116 | Spending per head of population on cultural and recreational facilities and activities | £13.85 | £23.69 | | | | | | | |

Cultural Services (cont'd)

| Ref | Indicator | 2001/02A ctual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|------------------------------------|------------------|------------------|------------------|--------------------------------|
| BV 119 | Percentage of residents by targeted group satisfied with the local authority's cultural and recreational services | | | | | | | | | Survey being done in 2003/4 |
| BV 119a | Sports/leisure facilities | | | | | | 62% | | | |
| BV 119c | Museums/galleries | | | | | | 75% | | | Based on annual visitor survey |
| BV 119d | Theatres/concert halls | | | | | | 40% | | | |
| BV 119e | Parks/open spaces | | | | | | 75% | | | |
| BV 169a | The number of Museums operated by the Authority | 1 | | | | | | | | |
| BV 169b | The percentage of that figure which are registered under the museums registration scheme administered by Resource (museums, libraries and archives council) | 100% | 89% | | | | | | | |
| BV 170a | Visits/usages of museums per 1000 population | 107.50 | 545 | 164.72 | 225.09 | | 182.3 | 265.5 | 265.5 | |
| BV 170b | Visits made in person per 1000 population | 106.90 | 368 | 153.3 | 224.76 | | 173.05 | 191.5 | 173.05 | |
| BV 170c | Number of pupils in organised school groups per 1000 population | | | 15.5 | 1,014 | | 9.48 | 9.72 | 9.72 | |

Community Safety

| Ref | Indicator | 2001/02A ctual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|---------|--------------------------------------------------------------------------------------|-------------------|--------------------------------|-------------------|-------------------|------------------------------------|------------------|------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| BV 126a | Domestic Burglaries per 1,000 households. | 13.32 | 11.5 | 12.36 | 9.9 | | - | - | - | Targets reliant on figures produced by partners. As these are not currently available it is not possible to set targets at this time. |
| BV 127 | Violent crimes per 1,000 population, broken down to show: | | | | | | - | - | - | |
| BV 127a | Violent offences committed by a stranger per 1,000 population | | | - | 2.65 | | - | - | - | |
| BV 127b | Violent offences committed in a public place per 1,000 population | | | - | 7.43 | | - | - | - | |
| BV 127c | Violent offences committed in connection with licensed premises per 1,000 population | | | - | 0.72 | | - | - | - | |

Community Safety (cont'd)

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|------------------------------|---------------|---------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 127d | Violent offences committed under the influence per 1,000 population | | | | 2.57 | | | | | Targets reliant on figures produced by partners. As these are not currently available it is not possible to set targets at this time. |
| BV 128 | Vehicle crimes per 1,000 population and percentage detected. | 10.83 | 12.2 | 10.2 | 11.7 | | | | | |
| BV 173 | Has the local authority established a corporate strategy to reduce crime and disorder in their area? Yes/No. If no, has the authority established a timetable for doing so? | Yes | 47% | | | | | | | |
| BV 174 | The number of racial incidents recorded by the authority per 100,000 population. | 1 | 4.5 | 2 | 0 | | | | | Targets reliant on figures produced by partners. As these are not currently available it is not possible to set targets at this time. |
| BV 175 | The percentage of racial incidents that resulted in further action. | 100% | 82% | 100% | 0 | | 100% | 100% | 100% | |
| BV 176 | The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority. | 0.7 | 0.52 | 0.7 | 0.14 | | 0 | 0 | 0 | The figure was further reduced because of THB coming on line late last year so they did not receive full year's grant from SDC. No core grant in future as being replaced by Supporting People. |

Community Legal Service

| Ref | Indicator | 2001/02 Actual | 2001/02 District Average | 2002/03 Target | 2002/03 Actual | National Target (incl. date) | 2003/4 Target | 2004/5 Target | 2005/6 Target | Comments |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|----------------|----------------|------------------------------|---------------|---------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| BV 177 | Is the authority part of a Community Legal Service Partnership? Yes/No | Yes | 82% Yes | | | | | | | |
| BV 177 | Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet priority legal need identified in the Community Legal Service Partnership service plan. | | | 25% | 98.7% | | 95% | 95% | 95% | Targets will vary with funding levels, if priority legal needs change and as new organisations are grant aided, which may or may not be quality marked. |

Local Performance Indicators

| Ref | Service | Indicator | 2001/02 Actual | 2002/03 Target | 2002/03 Actual | 2003/04 Target | 2004/05 Target | 2005/06 Target | Comments |
|-------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------|-------------------|-------------------|-------------------|-------------------|-------------------------------------------------------------|
| | Accountancy | Was the statutory statement of Accounts deadline met? | 30.09.01 | 24.09.01 | 30.09.02 | 31.08.04 | 31.07.05 | 30.06.06 | |
| PR 3 | Community Safety | Number of new or improved lighting schemes in the district. | | 10 | 10 | 8 | 8 | 8 | |
| PR 4 | Community Safety | To investigate all reports of abandoned vehicles within 48hours | N/A | N/A | N/A | 80% | 83% | 86% | |
| PR 8 | Community Safety | Increase the number of Sheltered accommodations covered by CCTV | N/A | N/A | 8 | 4 | 4 | 4 | |
| PR 9 | Community Safety | Public presentations on Community Safety – 20 per year | New | - | - | 100% | 100% | 100% | |
| PR 10 | Community Safety | Neighbourhood Wardens - each Warden to visit a new vulnerable person each working day. 4 Wardens x 300 | New | - | - | 100% | 100% | 100% | |
| PR 11 | Community Safety | Neighbourhood Wardens – to spend 80% of the working day in the public domain | New | - | - | 100% | 100% | 100% | |
| PR 12 | Community Safety | Neighbourhood Wardens – identify hot-spots within their area and respond. 1 a month per warden. | New | - | - | 100% | 100% | 100% | |
| | Development Control | % of appeals against refusals in accordance with officer advice dismissed | 73% | 78% | 60% | 70% | 75% | 75% | |
| | Development Control | % of appeals dismissed | 77% | None set – new Local PI | 55% | 65% | 70% | 70% | |
| | Conservation | Number of Conservation Area Statements Published | 1 | 2 | 0 | 2 | 2 | 2 | |
| 2/S22 | Culture Sport & Tourism WCYG 2003 | Total number of children representing Stroud District in Western Counties Youth Games (WCYG) trials and sessions | TBC | TBC | TBC | 120 | 150 | *tbc | Not able to set target as pending change of event structure |
| 2/S22 | CST/WCYG 2003 | % of WCYG participants from Stroud District who joined a club | - | - | - | 30% | 25% | tbc | |
| 7/S47 | CST/partnership networks | total number of internal/external organisations working in partnership with SDC RTSM to provide sports and recreational opportunities (not for profit/public/commercial) | - | - | - | 20 | 25 | 30 | |
| 7/S48 | CST/grant aid | total number of organisations/individuals assisted with grant funding (lottery revenue-A4A/SDC internal grants) | - | - | - | 20 | 25 | 30 | |

Local Performance Indicators (cont'd)

| Ref | Service | Indicator | 2001/02 Actual | 2002/03 Target | 2002/03 Actual | 2003/04 Target | 2004/05 Target | 2005/06 Target | Comments |
|-------|---------------------------------|-----------------------------------------------------------------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------------------------------------------------------|
| ECR 1 | Regeneration Employment | The proportion of people of working age in employment (QoL1) | 84.2% | NA | 81.8% | 79.4% | 79.4% | 79.4% | |
| ECR2a | Regeneration | Proportion of the working population who are unemployed | 1.9% | NA | NA | NA | NA | NA | Figures currently suppressed on NOMIS as statistically unreliable |
| ECR2b | Regeneration Unemployment | Proportion of total unemployment benefit claimants out of work for over one year | 17.5% | NA | 12.1% | 11.9% | 11.7% | 11.5% | |
| | Regeneration Unemployment | Proportion of female unemployment benefit claimants out of work for over one year | 12.6% | NA | 8.8% | 8.6% | 8.4% | 8.2% | |
| | Regeneration Unemployment | Proportion of male unemployment benefit claimants out of work for over one year | 19.4% | NA | 13.3% | 13.1% | 12.9% | 12.7% | |
| ECR7 | Regeneration Business Growth | The percentage change in number of VAT registered businesses in the area over the year period | 0.5% | NA | 1.1% | 1.3% | 1.5% | 1.7% | |
| ECR12 | Regeneration Deprivation | Percentage of the population in the LA area who live in wards with: | | | | | | | |
| | Regeneration Deprivation | an income domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 7.1% | 7.0% | 6.9% | 6.8% | Population statistics should be treated with caution. |
| | Regeneration Deprivation | an employment domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 3.3% | 3.2% | 3.1% | 3.0% | Population statistics should be treated with caution. |
| | Regeneration Deprivation | a health domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 1.7% | 1.6% | 1.5% | 1.4% | Population statistics should be treated with caution. |
| | Regeneration Deprivation | an education domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 7.1% | 7.0% | 6.9% | 6.8% | Population statistics should be treated with caution. |
| | Regeneration Deprivation | a housing domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 5.0% | 4.9% | 4.8% | 4.7% | Population statistics should be treated with caution. |
| | Regeneration Deprivation | an access domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 20.7% | 20.6% | 20.5% | 20.4% | Population statistics should be treated with caution. |
| | Regeneration Deprivation | a child poverty domain ranking within the most deprived 30% of wards in the country. | N/A | N/A | 6.9% | 6.8% | 6.7% | 6.6% | Population statistics should be treated with caution. |
| RB1 | Revenue & Benefits | The percentage of arrears of Council Tax brought forward at 1 April collected by 31 March | 60.85% | 60% | 63.95% | 60% | 60% | 60% | |
| RB2 | Revenue & Benefits | The percentage of arrears of Business Rates brought forward at 1 April collected by 31 March | 64.42% | 70% | 70.16% | 70% | 70% | 70% | |
| RB3 | Revenue & Benefits | Income from sanctions - new PI 2002/3 | N/A | New | £80,100 | £80,000 | £80,000 | £80,000 | |

Local Performance Indicators (cont'd)

| Ref | Service | Indicator | 2001/02 Actual | 2002/03 Target | 2002/03 Actual | 2003/04 Target | 2004/05 Target | 2005/06 Target | Comments |
|--------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------|-------------------|------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Museum | Percentage user satisfaction: excellent/ good/ fair | 80/95 | 80/95 | 43/93/ 98.5 | 60/95 | 70/95 | 80/95 | Drop in 'excellent' ratings is mainly the result of introducing additional survey questions focusing on potential areas for improvement (ie labelling and signage) identified as a result of last year's survey. Overall 98.5 % of visitors rated the museum as at least fair. |
| LPI 5 | Housing Management Voids | Average relet times for local authority dwellings becoming vacant | 31.6 days | 36 days | 32 days | 31 days | 28 days | 25 days | This was former BVPI 68 to which a National Target of 25 days was employed. We have targeted to reach 25 days turnaround by 2005/6 by staged reduction down to that date. |
| LPI 14 | Housing Management Anti Social Behaviour | % of cases resolved | 87.9% | 80% | 65% | 70% | 72% | 74% | Target reduced here given increasing complexity of Anti Social Behaviour cases generally. |
| HS 13 | New Social Housing | New RSL schemes to meet Housing Corporation regional target for Investment for Brownfield investment- as a % of bid schemes to be funded in the following financial year.2003/4 | New | | | 50% for 2003/04 bid schemes to be funded in 2004/05 | 50% for 2004/05 bid schemes to be funded in 2005/06 | 50% for 2005/06 bid schemes to be funded in 2006/07 | |
| HS14 | New Social Housing | New RSL Schemes meeting Secured by Design Standard. | New | | | 100% for 2003/04 bid schemes to be funded in 2004/05 | 100% for 2004/05 schemes to be funded in 2005/06 | 100% for 2005/06 schemes to be funded in 2006/07 | |

Local Performance Indicators (cont'd)

| Ref | Service | Indicator | 2001/02 Actual | 2002/03 Target | 2002/03 Actual | 2003/04 Target | 2004/05 Target | 2005/06 Target | Comments |
|------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------|-------------------|---------------------------------------|----------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HS15 | New Social Housing | As a percentage of established need, the number of new social housing dwellings provided through: - a) Confirmed SDC and Housing Corporation (HC) resources b) Schemes SDC has prioritised for HC funding. c) Gains through the planning process. | | | | ** (a) 18% (b) 1% (c) 0% | (a) 0% (b) 6% (c) 0% | (a) 4% (b) 9% (c) 10% | ** The number of affordable homes required was identified by survey and established in April 2003 @ 300 dwellings per year. Against this, a number of affordable dwellings will be provided by (a) schemes with funding identified, (b) schemes upon which bids for funding have been supported and (c) Local Plan allocations, although none are expected to be developed until 2005-06 (onwards) |
| EH1 | Housing Improvements | Cost per head of population for Environmental health Service | New | £11.33 | £11.53 | £11.60 | £11.90 | £11.90 | |
| EH4 | Housing Improvements | The proportion of properties in disrepair improved as a result of action by the Council. | New | 12% | 9% | 10% | 10% | 10% | |
| | Recycling/ Waste Minimisation | Total number of people receiving educational talks on Recycling and Waste Minimisation | New | 1000 | 6004 | 6000 | 6000 | 6000 | |
| | Recycling – 'Bring Sites' | Number of overflowing recycling containers reported by the public. | New | 50 | 248 | 100 | 50 | 30 | |
| | Waste Minimisation | An estimated tonnage of the amount of kitchen waste removed from the waste stream attributable to the sale of Compost Bins. | New | N/A | N/A | 700 tonnes | 876 tonnes | 1019 tonnes | |