



STROUD DISTRICT COUNCIL  
[www.stroud.gov.uk](http://www.stroud.gov.uk)



2002-2003  
Crime Reduction in Rural Areas  
2004-2005  
Services for Older People  
2007-2008  
Emergency Planning



# Best Value Performance Plan 2006-7

## FOREWORD

We are delighted to present Stroud District Council's performance report for 2006/07.

The Council is focused on offering its residents and stakeholders excellent services and value for money. We are dedicated to keeping council tax as low as we can whilst making sure that we invest in the District to ensure that the vitality and long-term sustainability of all our communities are assured.

This report sets out our achievements over the past year and our vision and objectives for the future. We are focused on achieving the priorities of the people of the District – *Regeneration, Environment, Affordable Housing, Community Safety and Health & Well-being*.

It gives us great pleasure to introduce this report as figures are released showing that overall satisfaction levels with Stroud District Council's services have shot up by 5% - the highest increase in Gloucestershire.

We hope you'll agree that the performance indicators and the customer satisfaction levels highlighted in this report come together to emphasise clearly that Stroud District Council is delivering services that its residents want and value.



**David Hagg**  
**Chief Executive**



**Chas Fellows**  
**Leader**

## INTRODUCTION

The Local Government Act 1999 requires Stroud District Council to prepare an annual performance plan, which outlines our proposals for continuously improving the delivery of services to local people. This plan gives a summary of our strategic objectives and priorities for improvement and our outturn performance over the past year of all Best Value Performance Indicators and targets for future years.

### 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.

## OUR ACHIEVEMENTS

Here we highlight some of our successes in 2006, which have contributed to delivering improved services to all residents and achieving the Council's vision of making the District *a better place to live, work and visit for everyone*.

### Regeneration

- ❖ We have designed and launched a new Tourism website highlighting major attractions across the District [www.visitthecotswolds.org.uk](http://www.visitthecotswolds.org.uk)
- ❖ A Supermarket contract has been successfully negotiated and signed with Sainsburys, who have now submitted a planning application for a new store in Dursley.
- ❖ We have been ranked as one of the best performing local council's in terms of drawing down Rural Renaissance funding within Gloucestershire, supporting projects such as Paganhill Post Office, Cotswold Playhouse and Berkeley Information Boards.
- ❖ We have been working in partnership with the Stroud Access Group and British Waterways to ensure that the canal regeneration project meets the needs of people with disabilities.

### Environment

- ❖ The Council's Environmental Green paper attracted widespread media coverage and unprecedented responses from local residents, businesses and community groups.
- ❖ We have committed to addressing climate change by becoming signatory to the Nottingham Declaration.
- ❖ As a result of marketing efforts and high service standards we have increased recycling and reduced waste to landfill.
- ❖ The Council has led a joint initiative for the introduction of a clinical waste take-back scheme for used needles.
- ❖ Stratford Park has retained Green flag status for the third year running.
- ❖ We achieved our third National 5 Star Grading in the Loo of the Year competition for refurbished facilities.

### Affordable Housing

- ❖ 84 empty homes have been brought back into use, helping more residents to secure affordable accommodation. In addition we extended the Smart Rent scheme to work with English Churches Housing Association.
- ❖ The Sheltered Housing service has been awarded a silver standard, placing it in the top 3 in Gloucestershire.
- ❖ A 'Share to Buy' scheme has been launched, enabling groups of individuals to club together to buy a home.

- ❖ 'Homebuy' initiative also launched, providing interest free equity loans of up to 25% of the value of properties on the open market.

## Community Safety

- ❖ The Council's Anti-social Behaviour Coordinator received the national 'Taking a Stand' award for his proactive work around resolving anti social behaviour.
- ❖ We have been awarded Beacon authority status in recognition of the way we plan for major emergencies.
- ❖ The Housing service received certification signed by Ministers for the *Respect Standard for Housing Management*.
- ❖ Community Safety have introduced a new service to identify and fast track the removal of graffiti throughout the district, working in partnership with parish and town councils, and local businesses.

## Healthy Living

- ❖ 'Safer Food Better Business' project has been successfully completed to improve safe food preparation. 'Scores on the doors', a star rating system for food business has been developed on a Countywide basis.
- ❖ The Council's Warm and Well scheme has been awarded 1<sup>st</sup> prize in the National Ashden awards.
- ❖ Our Neighbourhood Wardens have trained as 'First Responders' in respect of the use of onboard defibrillation equipment.
- ❖ The Careline Service has expanded into the southern half of the Cotswolds with the highest numbers of clients taking up the careline - to date approaching 1800 customers.

## Citizen First

- ❖ Overall Satisfaction with council services has improved, ranking the Council in the top 15% best performing local authorities for customer satisfaction.
- ❖ The benefits team has been rated as 'excellent' (the highest rating) in the Department of Work and Pensions Performance Standards assessment.
- ❖ We won the 'Innovation in Local Government Award' for the most innovative and successful implementation of GIS within Local Government including Emergency Services.
- ❖ 96% of all households within the district registered to vote as a result of the "Sign up or Lose out" campaign, enhancing local democracy.

## OUR VISION

*“Leading a community that is making Stroud District a better place to live, work and visit for everyone”*

### PRINCIPLES

It is clear that local people increasingly recognise that creating “a better place” will require the engagement and participation of everyone in whatever roles they fulfil – householder, worker, business leader, politician, community activist, car driver, consumer and so on. We want to engage with these stakeholders and encourage them to contribute all that they can to make the District a better place. To be successful we know that our community leadership and decision-making will have to be underpinned by 3 principles, which are to:

- **Ensure a strong, healthy and just society:** To meet the diverse needs of all people in existing and future communities, promoting personal well-being, social cohesion and inclusion and creating equal opportunity for all.
- **Respect the environment:** To improve our environment and ensure that the natural resources needed for life remain available for future generations
- **Promote good governance:** Actively promoting effective, participative systems of governance in all levels of society – engaging people’s creativity, energy and diversity.

### PRIORITIES AND FOCUS

Local people have defined our 5 main priorities and the specific areas for us to focus on over the life of this plan.

**Regeneration** – with a focus on:

- Helping local communities to develop the economic and social vitality of their towns and villages
- Supporting the development of key sectors – tourism, creative industries, environmental technology / services.
- Creating support services, including planning, which encourage new and existing businesses to invest in the District.

### **Environment** – with a focus on:

- ❑ Sending as little waste to landfill as possible including recycling more.
- ❑ Helping the community to tackle the already unavoidable consequences of climate change
- ❑ Delivering public spaces and buildings, which are perceived to be cared for, clean, green and safe.

### **Affordable Housing** – with a focus on:

- ❑ Improving affordability within existing housing
- ❑ Providing more affordable homes
- ❑ Maximising the number of homes made decent

### **Community Safety** – with a focus on:

- ❑ Reducing crime and the fear of crime
- ❑ Tackling anti-social behaviour and promoting preventative work with young people

### **Healthy Living** – with a focus on:

- ❑ Improving access to local health and social care facilities
- ❑ Increasing use of sport and active leisure activities
- ❑ Improving the health of our communities including reducing smoking and drinking and enhancing mental health.

As a Council we also want to continuously improve the quality and efficiency of our operations so that we are always best placed to deliver the priorities of local people and national government.

### **Citizen First** – with a focus on:

- ❑ Improving the customer experience of and satisfaction with our services and activities
- ❑ Freeing up resources to reinvest in our priorities and keeping Council Tax increases low
- ❑ Creating a flexible workforce able to meet the changing demands of local people and national government

## **CORPORATE DELIVERY PLAN**

The following delivery plan sets out some of the key actions we will be taking to deliver our priorities along with key measures of our overall performance.

## REGENERATION

Area of Focus	Key Actions	Measures against focus
<p><b>CO1: Helping local communities to shape the future of their towns and villages.</b></p>	<p>R1. Introduce Civil Enforcement of On-Street Car Parking.</p> <p>R2. To understand the needs of neighbourhoods and communities by supporting the development of town and parish plans</p> <p>R3. Support the delivery of major regeneration projects that bring major economic, social and environmental benefits to the District, including:</p> <p>R4. Producing an Area Action Plan to support the restoration and regeneration of the Cotswold Canals, including creating a canal corridor that acts as a 'green' transport route with suitable provision for cyclists and walkers.</p> <p>R5. Supporting the community of Dursley through a major period of Regeneration.</p> <p>R6. Working with partners to deliver the <b>Stroud Transport Interchange</b></p> <p>R7. Promoting the appropriate development of <b>Sharpness Docks</b> and the <b>Berkeley Power Station Site</b>.</p> <p style="padding-left: 40px;">i. Review our Regeneration Strategy during 2007/08 to ensure that it continues to enable us to invest in and support the development of the local economy, particularly the provision of goods and services by local business.</p> <p style="padding-left: 40px;">ii. Invest £500k in voluntary and community groups and their facilities.</p>	<p><b>COM1:</b>  <b>Satisfaction of residents with their local area as a place to live and whether the Council is making the local area a better place to live.</b></p>
<p><b>CO2: Supporting the development of existing and new business particularly in key sectors – tourism, creative industries, environmental</b></p>	<p>R8. To work with the local Destination Management Organisation to create a successful 'Cotswold' Brand</p> <p>R9. Develop the findings of the Creative Industries Impact report.</p> <p>R10. Support local food businesses to drive up standards through a continuation of the existing food safety programme and introducing a star rating system for food premises.</p>	<p><b>COM2:</b>  <b>Total number of VAT registered businesses.</b></p>

## REGENERATION

Area of Focus	Key Actions	Measures against focus
<p><b>technology / services.</b></p>	<p>R11. Work with other business support and development agencies to help local businesses take full advantage of the opportunities offered by improving their environment performance.</p>	
<p><b>CO3: Providing business support services, which are highly valued and help companies invest in the District.</b></p>	<p>R12. Develop a one-stop shop for new and existing businesses wishing to invest in the District.</p> <p>R13. Raise the profile of the business support services delivered directly (e.g. shop front improvement grants) and funded (e.g. Business Link advice to small businesses) by the Council.</p> <p>R14. Promote and encourage take-up of small business rate relief.</p> <p>R15. Complete the employment land study, which will help the Council to consider long-term changes in land use policy.</p> <p>R16. Trial a 'Welcome Pack' for new businesses to the District.</p> <p>R17. Work with other partners to clean up contaminated land, particularly where this is a barrier to development.</p>	<p><b>COM3:</b></p> <p><b>a). Overall satisfaction of local businesses with the way the Council runs things.</b></p> <p><b>b). Overall satisfaction of business with the support services provided directly by the Council or agencies funded by the Council.</b></p>

## ENVIRONMENT

Area of Focus	Key Actions	Measures against focus
<p>□ <b>CO4: Delivering spaces and buildings used by the public, which are perceived to be cared for, clean, green and safe.</b></p>	<p>E1. Maintain 'Green' Flag Status for Stratford Park</p> <p>E2. Appoint the 10<sup>th</sup> Neighbourhood Warden by May 2007 and provide District wide coverage (12) by 2008.</p> <p>E3. During 2007 and 2008 to work with parish councils and other agencies to identify the most important public and natural spaces in the district, including roads and streets, and ensure that these are being appropriately managed.</p> <p>E4. To ensure that by 2009 all council property is being managed to maximise biodiversity.</p> <p>E5. During 2007/08 to establish a baseline of the proximity of urban 'wild-life friendly' green space and corridors to local neighbourhoods.</p> <p>E6. To make sure that maximising biodiversity is a key aspect of the Canal Area Action Plan, which will be completed during 2007.</p> <p>E7. To review and revise our 'Green' Travel Plan during 2007.</p> <p>E8. By 2008, 80% of abandoned vehicles are to be removed within 48 hours from the point at which the council is legally entitled to remove the vehicle.</p> <p>E9. Undertake further 'CHIP &amp; PIN' type (i.e. clean up) events during the year to improve the quality of public space in neighbourhoods across the District.</p>	<p><b>COM4.</b> <b>Household waste recycled or disposed of to landfill</b></p>
<p>□ <b>CO5: Helping the community to tackle the consequences of climate change</b></p>	<p>E10. To Invest £400k up to 2010 to start the process of moving the existing housing stock towards the '40% house' model (i.e. creating houses, which have reduced their domestic CO<sub>2</sub> emissions to the practicable minimum. Establish a one stop shop to establish 20* 'exemplar' properties, provide advice to 1500* homes, help 300* local households install measures to improve energy efficiency and a further 10* to install renewable energy generating capacity. (*To be confirmed)</p>	<p><b>COM5:</b> <b>Total and domestic sector carbon dioxide emissions per capita.</b></p>

## ENVIRONMENT

Area of Focus	Key Actions	Measures against focus
	<p>E11. Review all of our contracts by May 2007, identifying those with the most significant environmental impacts and identify the outcomes we want to achieve when they are next renegotiated (our focus will be on carbon dioxide and waste reduction)</p> <p>E12. To progress the council's Core Planning Strategy in line with the timetable set out in the Local Development Scheme with the intention of incorporating policies which clearly reflect the climate change agenda by August 2008.</p> <p>E13. To introduce an Interim Planning Statement during 2007 and Supplementary Planning Guidance during 2008 that will Expect all development (either new build or conversion) with a floor space of 1,000m<sup>2</sup> or greater or ten or more residential units to incorporate renewable energy production to provide at least 10% reduction in estimated CO2 emissions</p> <p>E14. Expect our partner Registered Social Landlords to deliver high environmental standards for all new homes (e.g. Eco-home 'good' or better or a minimum of 1-star under the sustainability rating system)</p> <p>E15. Require all new housing developments to be carbon neutral by 2016 in accordance with the proposed part L of the building regulations and encourage early compliance.</p> <p>E16. Work towards the development of a hydroelectricity scheme on one or more local sites.</p> <p>E17. To invest £300k up to 2009 in helping at least 20 local small businesses and 10 community buildings to reduce their carbon dioxide emissions by improving their energy efficiency and installing micro generation schemes.</p> <p>E18. To complete during 2007 a £200k Strategic Flood Assessment Model of the Frome river catchment that will help the council and Environment Agency plan future developments in light of climate change.</p> <p>E19. To work with Gloucestershire Wildlife Trust during 2007 to understand and plan for</p>	

ENVIRONMENT		
Area of Focus	Key Actions	Measures against focus
	<p>the potential climate change impacts on the district's natural environment</p> <p>E20. Ensure robust enforcement of the Integrated Pollution Control and Prevention Control Regime, to control emissions of greenhouse gases and other pollutants.</p>	
<p>□ <b>CO6: Sending as little waste to landfill as possible including recycling more.</b></p>	<p>E21. Undertake a marketing campaign aimed at better communicating what can be recycled in the district and increasing the number of householders who classify themselves as 'committed recyclers'.</p> <p>E22. Participate in the development of the Gloucestershire Joint Municipal Waste Strategy, which will set the overall direction for waste management in the district through to 2020.</p> <p>E23. Test new waste collection systems during 2007 and consider options to roll the most effective out across the entire district.</p> <p>E24. To help and support the business and education communities in the development of commercial waste recycling initiatives</p>	<p><b>COM6: Percentage of residents expressing satisfaction with cleanliness standards on public land.</b></p>

## AFFORDABLE HOUSING

Area of Focus	Key Actions	Measures against focus
<p>☐ <b>CO7: Improving affordability within existing housing</b></p>	<p>AF1. Help at least 100 local people access existing homes of their choice through Homebuy, Rent in Advance/ Deposit Bond and SMART Rent Schemes, the Homelessness Fund and by bringing 50 empty homes back into use.</p> <p>AF2. Give housing applicants choice in bidding for available homes from 2010.</p> <p>AF3. Improve our homelessness prevention and reduce homelessness applications and acceptances to national averages.</p>	<p><b>COM7: Total number of existing homes made accessible to local people.</b></p>
<p>☐ <b>CO8: Providing more affordable homes</b></p>	<p>AF4. Deliver 790 new affordable homes between 2005 and 2011.</p> <p>AF5. Carry out a new Housing Market Assessment.</p> <p>AF6. Ensure that the Council continues to secure at least a proportionate share of Housing Corporation resources from 2008</p> <p>AF7. Review Local Development Framework Affordable Housing policies to better match needs and provision including percentage thresholds and whether to adopt powers to allocate land solely for Affordable Housing.</p> <p>AF8. Encourage more Parish and Town Councils to undertake housing needs surveys and to work together to identify opportunities to develop locally acceptable affordable homes.</p> <p>AF9. Extend the range of options for landowners who wish to release land for affordable housing.</p> <p>AF10. Examine opportunities to use Council assets creatively to supply more Affordable Homes.</p> <p>AF11. To achieve national top quartile performance for void re-let times for homes in the Council's Housing stock.</p>	<p><b>COM8: Total number of new affordable housing commitments and completions by tenure type since 2003.</b></p>

## AFFORDABLE HOUSING

Area of Focus	Key Actions	Measures against focus
<p>□ <b>CO9:</b> <b>Maximising the number of homes made decent</b></p>	<p>AF12. Maximise the best use of the limited resources available to the Council for improving its housing stock by:</p> <p>AF13. Spending £19m between April 2007 and December 2010 in necessary major repairs</p> <p>AF14. Delivering efficiency savings of £80k p.a. by implementing partnering contracts for kitchen and bathroom replacement during 2007.</p> <p>AF15. Determining the future for the Woolaway Homes and implement the chosen option.</p> <p>AF16. Invest £900k p.a. to help private sector housing meet Decent Homes standards and exceed the Public Service Agreement 7 target of 65% of vulnerable households living in decent homes by 2010.</p>	<p><b>COM9:</b> <b>Percentage of Council Housing Stock, which is non-decent under pre-April 2006 DHS definition and the percentage of vulnerable households in the private sector living in decent homes.</b></p>

## COMMUNITY SAFETY

Area of Focus	Key Actions	Measures against focus
<p>□ <b>CO10: Reducing crime and the fear of crime</b></p>	<p>CS1. Lead the development of a new Strategy for the Crime and Disorder Reduction Partnership.</p> <p>CS2. Continue to invest in drug treatment and rehabilitation organisations and initiatives.</p> <p>CS3. Complete installations of CCTV in all Council run Sheltered Housing Scheme and continue to invest in fixed and mobile cameras.</p>	<p><b>COM10:</b> a). Percentage of residents surveyed who say that they feel fairly safe or very safe outside during the day / after dark. b). Actual levels of crime* per 1,000 populations</p>
<p>□ <b>CO11: Tackling anti-social behaviour and promoting preventative work with young people</b></p>	<p>CS4. Continue to resolve high hedge disputes outside of the formal complaint process.</p> <p>CS5. Formally sign up to the RESPECT Standard for Council Housing.</p> <p>CS6. Develop the role of the Stroud District Youth Council and Peer Support Programme.</p> <p>CS7. Continue to work with partners to divert young people from anti-social behaviour; recognising that an Anti-Social Behaviour Order is a last resort.</p>	<p><b>COM11:</b> a). Percentage of local people who think anti-social behaviour** is a fairly big or very big problem b). Number of young people involved in structured preventative work (e.g. mentoring, ABC's, ASBO) as a percentage of all young people.</p>

\* Covers – domestic burglaries, robberies, theft of a motor vehicle, theft from a motor vehicle, violence against the person, sexual offences.

\*\*ASB taken to cover – parents not taking responsibility for behaviour of children, people not treating others with respect, noisy neighbours, teenagers hanging around streets, rubbish and litter, people being drunk in public spaces, abandoned vehicles, vandalism, graffiti and deliberate damage to property, people using or dealing drugs.

## HEALTHY LIVING

Area of Focus	Key Actions	Measures against focus
<p>□ <b>CO12:</b> <b>Improve access to local health and social care facilities</b></p>	<p>HL1. Continue to work with the local community to secure the future of health services in the District whilst also developing an alternative 'social enterprise model' of provision.</p> <p>HL2. Continue to work with health and social care agencies in the establishment and operation of Virtual Teams and Community Hub pilot designed to help older and disabled people live independently in their own homes</p>	<p><b>COM12:</b> <b>Maximum average journey time (in minutes) by public transport or car to the nearest A&amp;E department and GP surgery.</b></p>
<p>□ <b>CO13:</b> <b>Increasing use of sport and active leisure activities</b></p>	<p>HL3. Agree Play Strategy and invest £200k of Lottery funding in improving facilities.</p> <p>HL4. Pilot a 'junior fitness' project</p> <p>HL5. Actively participate in the District Children and Young People's partnership, including supporting the development of Children Centres.</p>	<p><b>COM13:</b> <b>Percentage of the population considered to be 'active'.</b></p>
<p>□ <b>CO14:</b> <b>Improving the health of our communities including reducing smoking and drinking and improving mental health.</b></p>	<p>HL6. Invest £44,000 of additional Government money to implement the smoke free legislation in all enclosed public spaces and workplaces and work with the Primary Care Trust to support those who wish to give up smoking.</p> <p>HL7. Build on the success of the Council's Healthy workplace scheme and roll this out to 4 external agencies during 2007/08.</p> <p>HL8. Create an outreach programme for the Museum Service.</p>	<p><b>COM14:</b> <b>Life expectancy at birth: Males / Females</b></p>

## CITIZEN FIRST

Area of Focus	Key Actions	Measures against focus
<p>□ <b>CO15: Improving the customer experience of our services and improving opportunities to participate in local decision-making.</b></p>	<p>CF1. Improve access to the democratic process by improving the web casting of meetings and organising a high profile Local Democracy Week.</p> <p>CF2. Continue to improve the range and quality of services available via the Council's website and telephones, including:</p> <ul style="list-style-type: none"> <li>◆ Improving the 'Where I Live' information</li> <li>◆ Introducing interactive maps of attractions and accommodation</li> <li>◆ Improving the Cotswold Canals information</li> <li>◆ Developing information about guided walks</li> <li>◆ Making available an online building control register</li> <li>◆ Introducing online consultation on planning applications,</li> <li>◆ Making facilities available for Parish Councils and Voluntary Groups to develop websites,</li> <li>◆ Introducing e-billing for Council Tax and telephone payments to provide 24/7 access.</li> </ul> <p>CF3. Introduce a new and improved repairs appointment system for Council House tenants during October 2007.</p> <p>CF4. Following the successful trial enable all front line staff to complete the Institute of Customer Services training programme.</p> <p>CF5. Work towards achieving Level 3 of the equalities standard for local government by March 2008.</p> <p>CF6. Undertake annual household and business satisfaction surveys to test public opinion.</p> <p>CF7. Consider establishing an 'Older Citizens' Council to advise the Council during 2007/08</p>	<p><b>COM15:</b></p> <p><b>a). Percentage of residents who are very satisfied or satisfied with the way the authority runs things.</b></p> <p><b>b). Percentage of residents who are very satisfied or satisfied with the opportunities for participation in local decision-making.</b></p>

## CITIZEN FIRST

Area of Focus	Key Actions	Measures against focus
<p>□ <b>CO16: Freeing up resources to reinvest in our priorities and keeping Council Tax increases low</b></p>	<p>CF8. To deliver at least 3% efficiency gains per year for reinvestment in priorities or to keep Council Tax inline with inflation.</p> <p>CF9. To sustain top quartile performance for Council Tax, NNDR and Rent collection.</p> <p>CF10. Roll out the 'systems thinking' programme designed to improve customer focus.</p> <p>CF11. Actively participate in the County Joint Improvement Board and Local Area Agreement and look for ways to deliver efficiencies through shared services and partnership working.</p>	<p><b>COM16: Proportions (and amounts) of efficiency gains reinvested in priorities or keeping Council Tax increases low.</b></p>
<p>□ <b>CO17: Creating a flexible workforce able to meet the changing demands of local people and national government</b></p>	<p>CF12. Introduce a new Human Resources Strategy designed to make the Council an employer of Choice.</p> <p>CF13. To reduce sickness absence levels to national average levels by 2010.</p> <p>CF14. Maintain Investors in People and verification under the Eco-Management and Audit Scheme (EMAS).</p> <p>CF15. Continue to plan for major emergencies and develop the overall resilience of individuals, communities and businesses within the District.</p>	<p><b>COM17: Sickness absence levels</b></p>

# Best Value Performance Indicators (BVPI's) 1<sup>st</sup> April 2006 - 31<sup>st</sup> March 2007

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

BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
BVPI reference number	Description of the performance indicator								

Information on our performance for 2005/06 is shown here

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 2006/07. This is the target services are aiming to achieve.

This is the performance target we set ourselves for 2006/07

This is how we performed last year (2006/07)

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

↑ Improved  
 ↓ Not improved  
 ⇔ Remains the same

CORPORATE HEALTH									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	2	N/A	2	2	⇔	3	4	5
2b	The duty to promote race equality.	74	79	79	79	↑	84	89	89
3	The percentage of citizens satisfied with the overall service provided by the authority	56	58	65	61	↑			64

CORPORATE HEALTH									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
4	The percentage of complainants satisfied with the handling of their complaints	33	37	50	42	↑			45
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.	93.13	96.71	96	94.5	↑	97	97.5	98
9	The percentage of Council Tax collected	98.4	98.40	98.40	98.54	↑	98.55	98.56	98.57
10	The percentage of Non-Domestic rates due for the financial year which were received by the authority.	99.41	99.26	99.14	99.44	↑	99.45	99.46	99.47
11a	% of top-paid 5% of staff who are women	29.6	42.58	29.7	32.32	↑	32.5	32.75	33
11b	% of the top 5% of staff who are from an ethnic minority	3.81	4.33	3.85	4.75	↑	4.75	4.95	4.95
11c	% of the top paid 5% staff who have a disability	0	N/A	0.5	0	↔	0.2	0.5	1
12	Number of working days per employee lost due to sickness absence	11.82	8.34	11	9.32	↑	8.75	8.5	8
14	% of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	0	0.17	0	0	↔	0.10	0	0
15	% of employees retiring on grounds of ill health as a % of the total workforce.	0.25	0.10	0.1	0	↑	0	0	0
16a	Staff declaring meeting DDA disability definition as % of workforce compared with	1.96	3.86	3.1	1.58	↔	2	3	4
16b	% of the economically active population in the District who have a disability	11.2	N/A		11.2				
17a	% of workforce from Minority ethnic communities	2.16	4.8	2.3	1.81	↓	1.95	2.25	2.5
17b	% of the economically active (persons aged 18-65) population from ethnic minority communities in the District	1.20	N/A		1.2				

CORPORATE HEALTH									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
156	The percentage of authority buildings open to the public in which all public areas are suitable and accessible for disabled people (Audited by the Building Control Team)	62.5	100	100	<b>62.5</b>	↔	100	100	100

HOUSING									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
63	Energy Efficiency - the average SAP rating of local authority owned dwellings	65	69	64.5	<b>66</b>	↑	67.5	69	69
64	The number of private sector vacant dwellings that were returned into use or demolished during 2004/05 as a result of action by the Local Authority	49	77	40	<b>84</b>	↑	40	40	40
66a	Rent collected by the Local authority as a proportion of rents owed on HRA dwellings	96.65	98.59	98.33	<b>97.53</b>	↑	98.6	98.8	99.0
66b	The number of LA tenants with more than seven weeks of (gross) rent arrears as a % of the total number of council tenants	6.99	4.12		<b>5.89</b>	↑	6.20	6.00	5.95
66c	Percentage of LA tenants in arrears who have had Notices Seeking Possession served.	42.12	17.06		<b>49.20</b>	↓	30.0	25.0	20.0
66d	Percentage of LA tenants evicted as a result of rent arrears.	0.19	0.20		<b>0.31</b>	↓	0.20	0.19	0.18
74a	The percentage of all Council tenants, or a representative sample of Council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed	84.40	84.00	86	<b>80.00</b>	↓	82	84	86
74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	40.00	82.00	50	<b>60.00</b>	↑	69	78	86
74c	Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord	84.70	84.00	85	<b>81.00</b>	↓	82	84	86

HOUSING									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
75a	Satisfaction of Council housing tenants with opportunities for participation in management and decision – making in relation to housing services provided by their landlord	66.90	69.00	72	67.00	↔	69	71	72
75b	Satisfaction of ethnic minority Council housing tenants (excluding white minority) with their opportunities for participation in management and decision – making in relation to housing services provided by their landlord	40.00	71.00	50	60.00	↑	64	68	72
75c	Satisfaction of non-ethnic minority Council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	66.70	70.00	70	67.00	↔	69	71	72
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	N/A	Yes	Yes	↔	Yes	Yes	Yes
183a)	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.	3	1	2	2	↑	2	2	2
183b)	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	0	0	0	0	↔	0	0	0
184a	The proportion of LA homes, which were non-decent at 1 April 2006.	13.1	16	11.4	11.4	↑	9.72	6.6	3.3
184b	The percentage change in proportion of non-decent LA homes between 1 April 2005 and 31 March 2006	13	28.3	25	14.7	↑	33	66	100
202	The number of people sleeping rough on a single night within the area of the authority	1	0	0	1	↔	0	0	0
203	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	400	-16	0	-28.76	↑	0	0	0

HOUSING									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
212	Average time taken to re-let local authority housing	31**	29	28	32	↔	29	27	25
213	Number of households who considered themselves homeless who approached the housing advice service and for whom housing advice casework intervention resolved their situation.	0.8	5	0.9	1.6	↑	2	2	2
214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless within the last two years.	3.74	0.32	3.74	3.7	↑	3	3	3

HOUSING BENEFIT / COUNCIL OFFICE									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
76a	Number of claimants visited per 1000 caseload	394.17	N/A	285	323.83	↓	N/a	N/a	N/a
76b	Number of fraud investigators per 1000 caseload	0.37	N/A	0.37	0.36	↓	0.36	0.36	0.36
76c	Number of (HB/CTB) fraud investigations per 1000 caseload	41.69	N/A	35	43.62	↑	45	53.40	53.40
76d	Number of (HB/CTB) prosecutions /sanctions per 1000 caseload	8.05	N/A	5.31	7.81	↓	5.31	5.31	5.31
78a	Speed of processing: Average time for processing new claims	34.06	26.4	29.38	23.6	↑	23.5	23.0	22.5
78b	Speed of processing: Average time for processing notifications of change of circumstances	13.52	9.1	7.4	10.7	↑	9.1	9.1	9.1
79a	% of cases within a random sample for which HB/CTB calculation is correct	92.6	99.0	99	96.6	↑	98.2	99	99
79b(i)	Amount of HB overpayments recovered during the period as a % of HB deemed recoverable over-payments during that period	52.64	79.39	52	85.45	↑	85.46	85.47	85.47

HOUSING BENEFIT / COUNCIL OFFICE									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
79bii)	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	28.2	39.69	40	<b>34.40</b>	↑	39.69	39.69	39.69
79biii)	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	N/A	5	<b>5.56</b>	↑	5	5	5
80	Benefits User Satisfaction Survey every 3 years	2003/4 Survey results							
80a	Facilities to get in touch with the office	78.9	N/A	80	<b>84</b>	↑			87
80b	Service in the office	79.9	N/A	80	<b>85</b>	↑			88
80c	Telephone service	79.3	N/A	80	<b>79</b>	↔			82
80d	Staff	82.7	N/A	83	<b>82</b>	↓			85
80e	Clarity/understandability of the forms	61.5	N/A	63	<b>64</b>	↑			67
80f	Time it took to be told about result of claim	69.4	N/A	70	<b>78</b>	↑			81
80g	Overall Satisfaction summary	80.4	N/A	81	<b>84</b>	↑			87

ENVIRONMENTAL SERVICES									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	21.91	20.87	22.5	23.5	↑	23	23	38
82a(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	8298.70	15,126.10	8400	8928.66	↑	8450	8500	11000
82b(i)	Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	0	13.05	0.5	.09	↑	1	8	10
82b(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	0	8770.30	50	35.87	↑	180	3000	4000
84a	Kg of household waste collected per head of population.	346.16	393.60	343	347.06	↓	340	340	330
84b	% change from the previous year in the number of Kg of household waste collected per head of population.	-2.44	-3.74	-0.8	0.26	↓	0	0	-2.05
86	Cost of waste collection per household	38.02	39.48	39.50	41.22	↓	43	44.5	48
8g	Percentage of people expressing satisfaction with cleanliness standards	67	73	70	71	↑			74
90a	Satisfaction with waste collection	87	85	89	87	↔			90
90b	Satisfaction with waste recycling (local facilities)	80	75	83	75	↓			85
91a	Percentage of households served by kerbside collection of recyclables.	100	100	100	100	↔	100	100	100
91b	% of households served by kerbside collection of at least two recyclables.	100	100	100	100	↔	100	100	100
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	11.7	8.8	10	11.7	↔	10	7	5
199b	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of graffiti are visible	3	1	2.8	5	↓	3	2	1
199c	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of fly-posting are visible	1	0	1	0	↑	0	0	0

PLANNING									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
106	% of new homes built on previously developed land	81.38	96.47	80	93	↑	70	70	70
109(a)	% of major applications determined within 13 weeks	55	74.90	60	67.65	↑	60	60	60
109(b)	% of minor applications determined within 8 weeks	73.20	81.07	70	67.20	↓	72	75	75
109(c)	% of other applications determined within 8 weeks	86.17	91.39	85	86.48	↑	87	90	90
111	% of applicants satisfied with the service received (Every 3 years)	70		75	83	↑			85
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	Yes
200b	Has the Council met the milestones which the current LDS sets out?	Yes		Yes	Partial	↓	Yes	Yes	Yes
200c	Did the Council publish an annual monitoring report by December of the last year?	Yes		Yes	Yes	↔	Yes	Yes	Yes
204	Percentage of appeals allowed against the Authority's Decision to Refuse	32.2	25	25	25	↑	25	25	25
205	Quality of Service Checklist	94.44	94.5	100	100	↑	100	100	100
219a	Total number of conservation areas within the District	42	N/A	42	42	↔	42	42	42
219b	Percentage of conservation areas in the District with an up-to-date character appraisal. (Last 5 years)	0	32.65	2	0	↔	2	2	4
219c	Percentage of conservation areas in the District with a management proposal.	0	7.70	0	0	↔	2	2	4

ENVIRONMENTAL HEALTH									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
166a	Score against a checklist of enforcement best practice for Environmental Health/Trading Standards	100	100	100	100	↔	100	100	100
216a	Number of 'sites of potential concern' with respect to land contamination	1028	1428	*	740		730	720	710
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'.	3.0	9	3	4	↑	4.5	5.0	6
217	Percentage of pollution control improvements to existing installations completed on time.	98	100	98	100	↑	98	98	98

CULTURE & RELATED SERVICES									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
119	Percentage of residents by targeted group satisfied with the local authority's cultural and recreational services:								
119a	Sports/leisure facilities	51		60	60	↑			63
119b	Libraries				75				
119c	Museums/galleries	41		60	48	↑			51
119d	Theatres/concert halls	33		55	36	↑			39
119e	Parks/open spaces	73		80	76	↑			79
170a	Visits/ usages per 1000 population	334.73	952	246	320	↓	377	415	456
170b	Visits made in person per 1000 population	216.47	523	191	267	↑	300	330	363
170c	Number of pupils in organised school groups	1098	8156	2000	1584	↑	1930	2123	2335

CULTURE & RELATED SERVICES									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
80	Benefits User Satisfaction Survey every 3 years	2003/4 Survey results							
80a	Facilities to get in touch with the office	78.9	N/A	80	84	↑			88
80b	Service in the office	79.9	N/A	80	85	↑			88
80c	Telephone service	79.3	N/A	80	79	↔			86
80d	Staff	82.7	N/A	83	82	↓			88
80e	Clarity/understandability of the forms	61.5	N/A	63	64	↑			75
80f	Time it took to be told about result of claim	69.4	N/A	70	78	↑			83
80g	Overall Satisfaction summary	80.4	N/A	81	84	↑			88

COMMUNITY SAFETY & WELL-BEING									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
126	Domestic Burglaries per year, per 1,000 households in the Local Authority area	7.29	6.4	6.81	8.01	↓	7.49	7.0	6.54
127a	Violent crimes per year, per 1,000 population in the LA area	14.47	12.4	N/A	16.49	↓	16	15.5	15
127b	Robberies per year, per 1,000 population in the LA area	0.3	0.3	0.29	0.21	↑	0.2	0.19	0.18
128	The number of vehicle crimes per year, per 1,000 population in the LA area	9.50	7.3	8.93	7.62	↑	7.17	6.74	6.34
174	The number of racial incidents reported to the LA and subsequently recorded per 100,000 population.	1	N/A	0	0.91	N/A	0	0	0

COMMUNITY SAFETY & WELL-BEING									
BVPI	Description	2005/06 Actual	National Target/ top quartile	2006/07 Target	Actual 2006/07	Improved since last year?	2007/08 Target	2008/09 Target	2009/10 Target
175	The percentage of racial incidents reported to the LA that resulted in further action.	100	100	100	100	↔	100	100	100
218a	Percentage of new reports of abandoned vehicles investigated within 24hours of notification	57.34	96.64	50	65	↑	50	50	50
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	38.70	95.0	40	69	↑	40	40	40
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)	63	N/A	81	72	↑	81	81	81
226a	Total amount spent on advice and guidance services provided by external organisations	133,860	N/A	134,000	132,250	↓	128,000	128,000	128,000
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	N/A	94	94.3	↑	94	94	94
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	N/A	64.000	73,396	↑	73,400	73,400	73,400