





















## APPENDIX A

### National Best Value Performance Indicators for 2005/06

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
	<b>Our Overall Performance</b>								
2a	The level of the Equality Standard for Local Government to which the Council conforms	1		1	1	1	2	2	
2b	The duty to promote race equality check list score	68%		68%	68%	74%	79%	79%	
8	The percentage of invoices for goods and services that were paid by the Council within 30 days of such invoices being received.	96.3%		97.3%	97%	97.5%	98%	98%	Top Quartile based on 2004/05
9	The percentage of Council Tax collected	98.1%		98.6%	98.4%	98.6%	98.6%	98.7%	
10	The percentage of non-domestic rates due for the financial year which were received by the Council	99.1%		99.1%	99.2%	99.3%	99.4%	99.4%	
180a (i)	Actual/'Typical' energy consumption in Council buildings - electricity	154.3%		143.6%	150%				Deleted from 2006/07

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
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180a (ii)	Actual/'Typical' energy consumption in Council buildings - fossil fuels	53%		65%	54%				Deleted from 2006/07
	<b>People Statistics</b>								
11a	The percentage of employees in the top 5 per cent of earners that are women	14.29%		16.22%	15%	16%	20%	20%	Bottom Quartile based on 2004/05
11b	The percentage of employees in the top 5 per cent of earners that are from ethnic minorities	0%		2.78%	3%	3%	3%	3%	Bottom Quartile based on 2004/05
11c	The percentage of employees in the top 5 per cent of earners with a disability			2.78%		3%	3%	3%	New for 2005/06
12	The number of working days/shifts lost to sickness absence	8.26		7.08	7	7	7	7	Top Quartile based on 2004/05
14	The percentage of council employees retiring early (excluding ill-health retirements) as a percentage of the total work force in the local government pension scheme	0.16%		0.31%	0.45%	0.45%	0.45%	.45%	Top Quartile based on 2004/05
15	The percentage of employees retiring on grounds of ill health as a percentage of the total	0%		0%	0.35%	0.35%	0.35%	.35%	Top Quartile based on 2004/05

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
	workforce								
16a	The percentage of council employees declaring that they meet the disability definition in the Disability Discrimination Act 1995	4.37%		3.15%	3%	3%	3%	3%	Top Quartile based on 2004/05
16b	The percentage of the economically active population who have disabilities.	10.5%		10.5%	10.5%	10.5%	10.5%	10.5%	
17a	The percentage of council employees from ethnic minority background.	4.37%		1.76%	2%	2%	2.7%	2.7%	The figure for 04/05 was 1.7% not the 4.37% reported
17b	The percentage of the economically active population who are from an ethnic minority background.	2.7%		2.7%	2.7%	2.7%	2.7%	2.7%	
	<b>Waste Collection &amp; Recycling</b>								
82ai	Percentage of household waste which have been sent for recycling.	21.13%		25%	21%	25%	25%	25%	Top Quartile based on 2004/05
82aii	Total tonnage of household			16,324		17100	17600	18,100	New for 2005/06

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					05/06	06/07	07/08	08/09	
	waste sent for recycling								
82bi	The percentage of household waste for composting or treatment by anaerobic digestion	11.5%		23%	27.5%	27%	30%	30%	Top Quartile based on 2004/05
82bii	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion			15,572		18,450	21,100	21,750	New for 2005/06
82di	Percentage of household waste that has been landfilled			52%		48%	45%	45%	New for 2005/06
82dii	The tonnage of household waste arisings that have been landfilled			34,431		32,800	31,650	32,600	New for 2005/06
84	The number of kilograms of household waste collected per head	373.21 kg		410kg	380kg	425kg	435kg	450kg	Top Quartile based on 2004/05
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population			8.3%		3.6%	2.4%	3.4%	New for 2005/06
86	The cost of waste collection per household	£54.45		£62.78*	£66.27	£66.63	£69.19	£71.82	Bottom Quartile based on 2004/05

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
91a	The percentage of population served by kerbside collection of recyclables (one or more recyclable)	97.02%	↑	100%	100%	100%	100%	100%	
91b	Percentage of households served by kerbside collection of at least two recyclables. (two or more recyclables)			100%	100%	100%	100%	100%	New for 2005/06
199a	The percentage of land and highways assessed as having significant or heavy combined deposits of <b>litter and detritus</b> (eg, sand, silt and other debris) that fall below an acceptable level.	7%	↔	7%	12%	10%	10%	10%	Top Quartile based on 2004/05
199b	The percentage of relevant land and highways from which unacceptable levels of <b>graffiti</b> are visible.			1%		1%	1%	1%	New for 2005/06
199c	The percentage of relevant land and highways from which unacceptable levels of <b>fly-posting</b> are visible.			0%		0%	0%	0%	New for 2005/06
	<b>Environment</b>								
216a	Number of 'sites of potential			176		160	155	150	New for 2005/06






	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
156	The percentage of council buildings open to the public in which <b>all</b> public areas are suitable for and accessible to people with disabilities.	12%	↔	12%	12%	18%	18%	18%	Target in 2008/09 does not reflect new headquarters
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	69.44%	↑	99.6%	100%				Deleted for 2006/07
<b>Information and Advice Service</b>									
177	The percentage of council grants supporting legal advice for local residents that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan.	42.4%	↑	49.2%	44.3%	44.3%	44.3%	44.3%	
<b>Community Safety</b>									
126	Domestic burglaries per 1,000 households.	6.74	↑	6.08	8.19	7.76	7.33		Top Quartile based on 2004/05

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
127a	Violent crime per 1000 population			10.64	13.57	12.92	12.26		New for 2005/06
127b	Violent offences in a public place per 1000 population			0.27	0.28	0.28	0.28		New for 2005/06
128	Vehicle crimes per 1000 population	8.8	↑	7.35	9.99	9.27	8.56		
166	Score against a checklist of enforcement best practice for environmental health	90%	↔	90%	100%	100%	100%	100%	
174	The number of racial incidents recorded by the council per 100,000 population in respect of council services	1.87	↑	0	0	0	0	0	
175	The percentage of racial incidents that resulted in further action	100%	↔	N/A	100%	100%	100%	100%	
225	Actions Against Domestic Violence compared to national check list			91%		91%	91%	91%	New for 2005/06
	<b>Housing</b>								
64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2004/05 as	64	↑	77	12	70	70	70	Top Quartile based on 2004/05



	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
	a direct result of action by the council								
183a	The average length of stay in bed & breakfast – (weeks)	5	↔	5	5	4	3	2	Bottom Quartile based on 2004/05
183b	The average length of stay in hostels – (weeks)	15	↑	13	13	12	10	8	
76.a	The number of Benefit claimants visited per 1,000 cases	203.49	↑	217.57	200	200	200	220	
76.b	The number of fraud investigators per 1,000 cases	0.35	↑	0.52	0.4	0.4	0.4	0.4	
76.c	The number of fraud investigations per 1,000 cases	92.63	↓	62	95	65	65	65	Top Quartile based on 2004/05
76.d	The number of prosecutions and sanctions per 1,000 cases	8.01	↑	17	8	8	8	8	Top Quartile based on 2004/05
78a	The average time for processing new benefits claims (days)	35.11	↑	30.51	30	30	29	28	
78b	The average time for processing notification of change of circumstance (days)	8.8	↓	17.31	9	16	15	14	
79a	The percentage of cases for which the calculation of the amount of benefit due was	99%	↓	98.2%	98.4%	98.4%	98.4%	98.4%	Top Quartile based on 2004/05

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
	correct on the basis of the information available for the determination (sample of cases checked post-determination).								
79bi	The amount of Housing Benefit overpayments recovered as a percentage of <i>all</i> overpayments	41.47%	↑	57.26%	38%	55%	53%	51%	
79bii	Housing Benefit overpayments recovered as a percentage of the total amount of overpayment debt outstanding at the start of the year, plus amount of overpayments identified during the year.			27.37%		25%	23%	20%	New for 2005/06
79biii	Housing Benefit overpayments written off as a percentage of the total amount of overpayment debt outstanding at the start of the year, plus amount of overpayments identified during the year			6.31%		6%	7%	8%	New for 2005/06
202	The number of people sleeping rough on a single night within the area of the local authority	0-10	↔	0-10		0-10	0-10	0-10	

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
203	% change in average number of families in temp accommodation compared previous year	41.07%		19.41%		10%	15%	15%	Bottom Quartile based on 2004/05
213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation			95 cases		105	115	125	New for 2005/06
214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.			4%		3%	3%	2%	New for 2005/06
	<b>Planning Measures</b>								
106	The percentage of new homes built on previously developed land	36.2%		36.2%	43%	43%	43%	43%	Bottom Quartile based on 2004/05
109a	Major applications determined in 13 weeks	41.18%		58.3%	60%	60%	60%	60%	Bottom Quartile based on 2004/05

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
109b	Minor applications determined in 8 weeks	51.27%	↑	71.84%	65%	65%	65%	65%	Bottom Quartile based on 2004/05
109c	Other applications (predominantly householder) determined in 8 weeks	79.83%	↑	91.61%	80%	80%	80%	80%	Bottom Quartile based on 2004/05
179	The percentage of standard searches carried out in 10 working days	96.59%	↑	98.4%	100%				Deleted 2006/07 Bottom Quartile based on 2004/05
200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	↔	Yes	No	Yes	Yes	Yes	
200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?			Yes	Yes	Yes	Yes	Yes	
200c	Did the Local Planning Authority publish an annual report by 31st December each year?			Yes	Yes	Yes	Yes	Yes	
204	Percentage of appeals allowed against the councils decision to refuse planning applications	27.59%	↑	29.49%	40%	40%	40%	40%	

	Best Value Performance Indicator	Actual 2004/5	Trend 04/05 v 05/06	Actual 2005/06	Targets				Comments
					05/06	06/07	07/08	08/09	
205	Quality of service checklist for Planning services	88.89%	↔	88.89%	90%	90%	90%	90%	Top Quartile based on 2004/05
219a	Total number of conservation areas in the local authority area.			63		63	63	63	New for 2005/06
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal			15.97%		23%	31%	39%	New for 2005/06
219c	Percentage of conservation areas with published management proposals			1.59%		9%	24%	39%	New for 2005/06

\* Provisional data