

# Wychavon District Council **Annual Report 2005/06**

## **Appendix**

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## Please read the following explanations

- Where we have significantly not met our targets ( $\pm 15\%$  variance), we are required by Government to include an explanation, this also is included in the footnotes
- Some targets have been set in line with Government 'top quartile' targets, which although not statutory, are seen as an aspirational target that all authorities should hope to meet i.e. BV12 number of days lost due to sickness absence.
- In other instances we have set ourselves challenging targets, but are realistic in the fact that we might not necessarily achieve them, but instead use them to drive improvements in performance.
- For crime indicators, while we work to reduce crime through our Community Safety Partnership and initiatives, we do not directly control their outcomes.
- For more information please contact Alan Smith, Performance Officer on 01386 565333.

## Performance Indicators comparison with other district authorities

The following is a summary of Wychavon's performance against all District Authorities for Best Value Performance Indicators in 2003/04. Of the 59 National Indicators collected in 2003/04, data was available to rank 43 of these indicators into 4 quartiles according to their performance.

This year, where possible, the audit commission have indicated what was good performance by using the terms 'top' and 'bottom' quartile in the statistics. In previous years they have produced strictly numeric '25th' and '75th' percentiles, and it has been more open to interpretation by authorities where they rank. Where it is not clear which quartile constitutes the better performance, the quartile is not provided.

16 ranked Top Quartile  
 14 ranked Above Average  
 10 ranked Below Average  
 3 ranked Bottom Quartile

			TOP 5% EARNERS WOMEN (BV11a)
			TYPES OF INTERACTIONS DELIVERED ELECTRONICALLY (BV157)
		DUTY TO PROMOTE RACE EQUALITY (BV2b)	AVERAGE LENGTH OF STAY IN HOSTELS (BV183b)
		INVOICES PAID ON TIME (BV8)	NUMBER OF PROSECUTIONS AND SANCTIONS (BV76d)
		COUNCIL TAX COLLECTED (BV9)	AVERAGE TIME NEW BENEFIT CLAIM (BV78a)
		STAFF SICKNESS (BV12)	AVERAGE TIME CHANGE IN CIRCUMSTANCES FOR BENEFIT CLAIMS (BV78b)
	NNDR COLLECTED (BV10)	EARLY RETIREMENTS (BV14)	BENEFIT RENEWAL CLAIMS ON TIME (BV78c)
	WORKING AGE PEOPLE WITH DISABILITIES (BV16b)	STAFF WITH DISABILITIES (BV16a)	BENEFIT CASES PROCESSED CORRECTLY (BV79a)
	STAFF FROM ETHNIC MINORITIES (BV17a)	ENERGY CONSUMPTION IN LA BUILDINGS GAS (BV180aii)	RECOVERY OF OVERPAID BENEFITS (BV79b)
	WORKING AGE PEOPLE FROM ETHNIC MINORITIES (BV17b)	NUMBER OF CLAIMANTS VISITED (BV76a)	HOUSEHOLD WASTE RECYCLED (BV82a)
	BUILDINGS ACCESSIBLE FOR PEOPLE WITH DISABILITIES (BV156)	NUMBER OF INVESTIGATORS (BV76b)	MINOR PLANNING APPLICATIONS IN 8 WEEKS (BV109b)
	ENERGY CONSUMPTION IN LA BUILDINGS ELECTRICITY (BV180ai)	LOCAL STREET AND ENVIRONMENTAL CLEANLINESS (BV199)	OTHER PLANNING APPLICATIONS IN 8 WEEKS (BV109c)
	PRIVATE UNFIT DWELLINGS MADE FIT/ DEMOLISHED (BV62)	POPULATION SERVED BY KERBSIDE COLLECTION OF RECYCLABLES (BV91)	STANDARD SEARCHES IN 10 WORKING DAYS (BV179)
TOP 5% EARNERS FROM ETHNIC MINORITIES (BV11b)	NUMBER OF INVESTIGATIONS (BV76c)	NEW HOMES ON BROWN FIELD SITES (BV106)	DECISIONS DELEGATED TO OFFICERS (BV188)
ILL HEALTH RETIREMENTS (BV15)	HOUSEHOLD WASTE COLLECTED (BV84)	ENVIRONMENTAL HEALTH CHECKLIST (BV166)	SCORE ON CREATING OPPORTUNITY CHECKLIST (BV114)
AVERAGE LENGTH OF STAY IN BED AND BREAKFAST (BV183a)	MAJOR PLANNING APPLICATIONS IN 13 WEEKS (BV109a)	LEGAL AND ADVICE EXPENDITURE ON QUALITY MARK SERVICES (BV177)	RACIAL INCIDENTS RESULTING IN FURTHER ACTION (BV175)
<b>BOTTOM QUARTILE</b>	<b>BELOW AVERAGE</b>	<b>ABOVE AVERAGE</b>	<b>TOP QUARTILE</b>




## Satisfaction Performance Indicators comparison with other district authorities

The following is a summary of Wychavon's performance against all District Authorities for Best Value Satisfaction Performance Indicators in 2003/04. There were 15 Satisfaction Indicators collected in 2003/04, relating to Benefits, Planning, Culture, Complaints and overall satisfaction.

- 9 ranked Top Quartile
- 5 ranked Above Average
- 1 ranked Below Average
- 0 ranked Bottom Quartile

			Overall Satisfaction with the way the authority runs things (BV3)
			Satisfaction with complaint handling (BV4)
			Satisfaction with Benefits Service in the office (BV80b)
			Satisfaction with Benefits Staff in the office (BV80d)
		Satisfaction with Contact with the office (BV80a)	Satisfaction with street cleanliness (BV89)
		Satisfaction with Benefits Telephone service (BV80c)	Satisfaction with waste collection (BV90a)
		Satisfaction with Benefits Forms (BV80e)	Satisfaction with waste recycling (BV90b)
		Satisfaction with Speed of service (BV80f)	Satisfaction with sports and leisure facilities (BV119a)
	Satisfaction with the planning service (BV111)	Satisfaction with Overall Benefits Service (BV80g)	Satisfaction with parks and open spaces (BV119e)
<b>BOTTOM QUARTILE</b>	<b>BELOW AVERAGE</b>	<b>ABOVE AVERAGE</b>	<b>TOP QUARTILE</b>



## Performance Indicators comparison with ourselves

The following is a summary of Wychavon's performance for 2004/5 compared to 2003/4 where direct comparisons can be made.

21 performance improved  
9 performance stayed the same  
15 performance dropped

INVOICES PAID ON TIME (BV8)		LEVEL OF EQUALITY STANDARD ACHIEVED (BV2a)
COUNCIL TAX COLLECTED (BV9)		TOP 5% EARNERS WOMEN (BV11a)
STAFF WITH DISABILITIES (BV16a)		STAFF SICKNESS (BV12)
NUMBER OF CLAIMANTS VISITED (BV76a)		EARLY RETIREMENTS (BV14)
NUMBER OF INVESTIGATORS (BV76b)		ILL HEALTH RETIREMENTS (BV15)
NUMBER OF INVESTIGATIONS (BV76c)		BUILDINGS ACCESSIBLE FOR PEOPLE WITH DISABILITIES (BV156)
NUMBER OF PROSECUTIONS AND SANCTIONS (BV76d)	DUTY TO PROMOTE RACE EQUALITY (BV2b)	TYPES OF INTERACTIONS DELIVERED ELECTRONICALLY (BV157)
AVERAGE TIME CHANGE IN CIRCUMSTANCES FOR BENEFIT CLAIMS (BV78b)	NNDR COLLECTED (BV10)	PRIVATE UNFIT DWELLINGS MADE FIT/ DEMOLISHED (BV62)
HOUSEHOLD WASTE RECYCLED (BV82a)	TOP 5% EARNERS FROM ETHNIC MINORITIES (BV11b)	VACANT DWELLINGS RETURNED TO OCCUPATION OR DEMOLISHED (BV64)
POPULATION SERVED BY KERBSIDE COLLECTION OF RECYCLABLES (BV91)	STAFF FROM ETHNIC MINORITIES (BV17a)	AVERAGE LENGTH OF STAY IN BED AND BREAKFAST (BV183a)
MINOR PLANNING APPLICATIONS IN 8 WEEKS (BV109b)	AVERAGE LENGTH OF STAY IN HOSTELS (BV183b)	AVERAGE TIME NEW BENEFIT CLAIM (BV78a)
OTHER PLANNING APPLICATIONS IN 8 WEEKS (BV109c)	BENEFIT CASES PROCESSED CORRECTLY (BV79a)	RECOVERY OF OVERPAID BENEFITS (BV79b)
VIOLENT OFFENCES COMMITTED BY A STRANGER (BV127a)	LOCAL STREET AND ENVIRONMENTAL CLEANLINESS (BV199)	HOUSEHOLD WASTE COLLECTED (BV84)
VIOLENT OFFENCES COMMITTED IN A PUBLIC (BV127b)	STANDARD SEARCHES IN 10 WORKING DAYS (BV179)	ENVIRONMENTAL HEALTH CHECKLIST (BV166)
VIOLENT OFFENCES COMMITTED UNDER THE INFLUENCE (BV127d)	NUMBER OF DOMESTIC VIOLENCE PLACES (BV176)	NEW HOMES BUILT ON BROWN FIELD SITES (BV106)
<b>PERFORMANCE DROPPED</b>	<b>PERFORMANCE STAYED THE SAME</b>	<b>PERFORMANCE IMPROVED</b>

## Corporate Health

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV1</b>	1a: Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	Yes	Not ranked	Yes	Yes	✓	Indicator deleted		
	1b: By when will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	30/06/05	Not ranked	30/06/05	30/06/05	✓			
	1c: Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when will this be undertaken?	Yes	Not ranked	Yes	Yes	✓			
	1d: By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	N/A	Not ranked	N/A	N/A	N/A			
<b>BV2a</b>	The level of the Equality Standard for Local Government to which the authority conforms in respect of gender, race and disability	0	Not ranked	1	1	✓	2	3	4
<b>BV2b</b>	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	53%	Above average	63%	53% <sup>1</sup>	✗	63%	74%	84%
<b>BV3</b>	The percentage of citizens satisfied with the overall service provided by their authority	63% (±1.95%) Base 2343	Top quartile	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		
<b>BV4</b>	The percentage of those making complaints satisfied with the handling of those complaints	43% (±5.05%) Base 359	Top quartile	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		
<b>BV8</b>	The percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	93.9%	Above average	100%	85.94%	✗	100%	100%	100%
<b>BV9</b>	The percentage of council tax collected by the Authority in the year	98.2%	Above average	98.5%	97.96%	✗	98.5%	98.5%	98.5%
<b>BV10</b>	The percentage of business rates which should have been received during the year that were received	98.3%	Below average	98.8%	98.34%	✗	98.8%	98.8%	98.8%

<sup>1</sup> During 2004/5 we have focused in meeting the criteria for Equality Standard and put new procedures in place to address this. Over the next year we are now able to focus on our new Comprehensive Equalities Policy, which will allow us to effectively meet the set performance targets for the next 3 years.

## Corporate Health cont.

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
BV11a	The percentage of top 5% of earners who are women	37.5%	Top quartile	42%	41.18%	✘	42%	42%	42%
BV11b	The percentage of top 5% of earners who are from an ethnic minority	0.0%	Bottom quartile	7%	0.00%	✘	7%	7%	7%
BV11c	The percentage of top 5% of earners who have a disability	-	-	New Indicator for 2005/6			7%	7%	7%
BV12	The number of working days/shifts lost due to sickness absence	10.3 days	Above average	8.3	8.00	✓	7.9	7.5	7.1
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.7%	Above average	0.2%	0.33% <sup>1</sup>	✘	0.2%	0.2%	0.2%
BV15	The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	1.0%	Bottom quartile	0.3%	0.00% <sup>1</sup>	✓	0.3%	0.3%	0.3%
BV16a	The percentage of local authority employees with a disability	4.1%	Above average	4.5%	4.04%	✘	4.5%	4.5%	4.5%
BV16b	The percentage of economically active population in the local authority area who have a disability	11.4%	Below average	-	11.42%	-	-	-	-
BV17a	The percentage of local authority employees from ethnic minority communities	0.9%	Below average	1.3%	0.9% <sup>2</sup>	✘	1.3%	1.3%	1.3%
BV17b	The percentage of the economically active population from ethnic minority communities in the authority area	1.2%	Below average	-	1.2%	-	-	-	-
BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	44.0%	Below average	100%	100%	✓	100%	100%	100%
BV157	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	85.3%	Top quartile	93%	94.00%	✓	100%	100%	100%
BV180a	The energy consumption/m <sup>2</sup> of local authority operational property, compared with comparable buildings in the UK as a whole (i) electricity power supplier (ii) fossil fuels	123% 72%	Below average Above average	No requirement to report this indicator due to lack of government guidance			Indicator deleted		

<sup>1</sup> The targets for retirements of 0.2% and 0.3% are the 'top quartile' target set by Government which although not statutory, the Government sees as an aspirational target that all authorities should hope to meet. There was only 1 early retirements and no ill health retirements in 2004/5.

<sup>2</sup> The set target of 1.3% equates to only 4 members of staff. For 2004/5 we had 3 members of staff from minority ethnic communities.

# Housing

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV62</b>	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1.6%	Below average	2.25%	4.8% <sup>1</sup>	✓	Indicator deleted		
<b>BV64</b>	Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	0	Not ranked	2	4 <sup>2</sup>	✓	8	10	12

<sup>1</sup> In 2004, we completed the stock condition survey identifying 750 unfit properties as our new baseline. Prior to this assumed 1660 unfit (based on 1994 survey). This combined with a higher level of landlord grants during 2004/5 has led to the higher performance.

<sup>2</sup> When the target was set, we had recently appointed an empty homes officer. In retrospect the target was not challenging – however at the time it was not clear how long the lead in period would be before outcomes were achieved. Higher targets have been set for the next three years.

## Housing - Homelessness

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV183a</b>	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	11 weeks	Bottom quartile	6 weeks	5 weeks	✓	5 weeks	5 weeks	5 weeks
<b>BV183b</b>	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0 weeks	Top quartile	0 weeks	0 weeks	✓	0 weeks	0 weeks	0 weeks
<b>BV202</b>	The number of local people sleeping rough on a single night within the area of the local authority	New indicator for 2004/5		-	4	-	0	0	0
<b>BV203</b>	The percentage change in the average number of families placed in temporary accommodation	New indicator for 2004/5		-	+16.57%	-	5%	5%	5%
<b>BV213</b>	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	-	-	New indicator for 2005/6			-	-	-
<b>BV214</b>	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	-	-	New indicator for 2005/6			-	-	-

## Housing – Housing Benefit & Council Tax Benefit

BV code	Description	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV76a</b>	The number of Housing Benefit and Council Tax Benefit (HB/CTB) claimants in the local authority area visited, per 1,000 caseload	236	Above average	236	193.16 <sup>1</sup>	✗	236	236	236
<b>BV76b</b>	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.4	Above average	0.4	0.30 <sup>1</sup>	✗	0.3	0.3	0.3
<b>BV76c</b>	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload	36.8	Below average	38.6	25.90 <sup>1</sup>	✗	29.6	29.6	29.6
<b>BV76d</b>	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload in the Local Authority area	6.3	Top quartile	6.7	5.62 <sup>1</sup>	✗	5.6	5.6	5.6
<b>BV78a</b>	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	29 days	Top quartile	28 days	28 days	✓	28 days	28 days	28 days
<b>BV78b</b>	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority.	5 days	Top quartile	5 days	5.5 days	✗	5 days	5 days	5 days
<b>BV78c</b>	Percentage of renewal claims processed on time	90.2%	Top quartile	Indicator deleted for 2004/5			-	-	-
<b>BV79a</b>	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	100%	Top quartile	99.0%	100%	✓	99.0%	99.0%	99.0%
<b>BV79b</b>	The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	56.3%	Top quartile	64.0%	58.52%	✗	Indicator amended for 2005/6		
<b>BV79b(i)</b>	The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period	-	-	New indicator for 2005/6			-	-	-
<b>BV79b(ii)</b>	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	-	-	New indicator for 2005/6			-	-	-
<b>BV79b(iii)</b>	HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	-	-	New indicator for 2005/6			-	-	-

<sup>1</sup> Software issues during the first quarter and the training of new staff have had a negative impact on performance during 2004/5.

## Housing Benefit and Council Tax Benefit

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV80</b>	User satisfaction survey covering issues of accessibility, staffing issues (helpfulness etc) and communications/information (understandability etc)								
	A. Satisfaction with the facilities to get in touch with the benefits office	80% (±3.13%) Base 1272	Above average						
	B. Satisfaction with the service in the actual office	89% (±2.33%) Base 1272	Top quartile						
	C. Satisfaction with the telephone service	77% (±4.21%) Base 1272	Above average						
	D. Satisfaction with staff in the benefits office	87% (±1.99%) Base 1272	Top quartile	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		
	E. Satisfaction with clarity and understandability of the forms, leaflets and letters	67% (±2.65%) Base 1272	Above average						
	F. Satisfaction with the amount of time it took them to tell me whether my claim was successful	75% (±2.45%) Base 1272	Above average						
	G. Overall satisfaction with the Benefits service	83% (±2.13%) Base 1272	Above average						

## Environment – Waste & Cleanliness

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV82a</b>	Percentage of the total tonnage of household waste arisings which have been recycled	17.2%	Top quartile	17%	15.07%	✘	Indicator amended for 2005/6		
<b>BV82a(i)</b>	Percentage of household waste arisings which have been sent by the Authority for recycling	-	-	Amended indicator for 2005/6			21%	21%*	21%*
<b>BV82a(ii)</b>	Total tonnage of household waste arisings which have been sent by the Authority for recycling	-	-	Amended indicator for 2005/6			7737	7737*	7737*
<b>BV82b</b>	Percentage of the total tonnage of household waste arisings which have been composted	N/A	N/A	0%	0%	✓	Indicator amended for 2005/6		
<b>BV82b(i)</b>	Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	-	-	Amended indicator for 2005/6			-	-	-
<b>BV82b(ii)</b>	The tonnage of household sent by the Authority for composting or treatment by anaerobic digestion	-	-	Amended indicator for 2005/6			-	-	-
<b>BV84a</b>	Number of kilograms of household waste collected per head of population	411kgs	Below average	408kgs	382.5kgs	✓	406kgs	406kgs	406kgs
<b>BV84b</b>	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-	-	Amended indicator for 2005/6			-	-	-
<b>BV86</b>	Cost of household waste collection per household	£38.47	Not ranked	£39.37	£40.81	✘	£50.45	£48.57	£48.89
<b>BV89</b>	Percentage of people satisfied with cleanliness standards	69% (±1.86%) Base 2369	Top quartile	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		
<b>BV90a</b>	Percentage of people expressing satisfaction with a) Household Waste Collection	90% (±1.22%) Base 2341	Top quartile	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		
<b>BV90b</b>	Percentage of people expressing satisfaction with b) Recycling Facilities	80% (±1.66%) Base 2244	Top quartile	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		

\* subject to government revision

## Environment - Waste & Cleanliness cont.

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV91</b>	Percentage of population resident in the authority's area served by a kerbside collection of recyclables	94.0%	Above average	94.0%	93.4%	✘	Indicator amended for 2005/6		
<b>BV91a</b>	Percentage of households resident in the authority's area served by kerbside collection of recyclables	-	-	Indicator amended for 2005/6			94.0%	94.0%	94.0%
<b>BV91b</b>	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	-	-	Indicator amended for 2005/6			94.0%	94.0%	94.0%
<b>BV199</b>	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 (e.g. sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy)	14.0%	Above average	14.0%	14.0%	✓	Indicator amended for 2005/6		
<b>BV199a</b>	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	-	-	Indicator amended for 2005/6			14.0%	14.0%	14.0%
<b>BV199b</b>	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	-	-	Indicator amended for 2005/6			-	-	-
<b>BV199c</b>	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	-	-	Indicator amended for 2005/6			-	-	-
<b>BV199d</b>	The year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	-	-	Indicator amended for 2005/6			-	-	-

## Environment & Environmental Health

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV166</b>	Score against a checklist of enforcement best practice for environmental health/trading standards	80%	Above average	85%	85.0%	✓	95%	100%	100%
<b>BV216a</b>	Number of 'sites of potential concern' (within the local authority area), with respect to land contamination	-	-	New indicator for 2005/6			1600	1600	1600
<b>BV216b</b>	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'	-	-	New indicator for 2005/6			10%	10%	10%
<b>BV217</b>	Percentage of pollution control improvements to existing installations completed on time	-	-	New indicator for 2005/6			90%	90%	90%
<b>BV218a</b>	Percentage of new reports of abandoned vehicles investigated within 24hours of notification	-	-	New indicator for 2005/6			-	-	-
<b>BV218b</b>	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	-	-	New indicator for 2005/6			-	-	-

## Environment - Planning

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV106</b>	Percentage of new homes built on previously developed land	72.8%	Above average	45%	80.19% <sup>1</sup>	✓	45%	45%	45%
<b>BV107</b>	Planning cost per head of population	£15.65	Not ranked	Indicator deleted for 2004/5			-	-	-
<b>BV109a</b>	Percentage of major applications determined within 13 weeks	48.4%	Below average	60%	57.50%	✗	60%	60%	65%
<b>BV109b</b>	Percentage of minor applications determined within 8 weeks	77.0%	Top quartile	70%	68.57%	✗	70%	70%	75%
<b>BV109c</b>	Percentage of 'other' applications determined within 8 weeks	87.1%	Top quartile	85%	81.61%	✗	85%	85%	85%
<b>BV111</b>	Percentage of applicants and those commenting on planning applications satisfied with the service received	75% (±3.45%) Base 614	Below average	No requirement to collect as surveys conducted every 3 years			No requirement to set targets as surveys conducted every 3 years		
<b>BV179</b>	The percentage of standard searches carried out in 10 working days	100%	Top quartile	100%	100%	✓	100%	100%	100%
<b>BV188</b>	The number of decisions delegated to officers as a percentage of all decisions	93.9%	Top quartile	Indicator deleted for 2004/5			-	-	-

<sup>1</sup> The impact of national, regional and local planning policies in terms of bringing forward brown field sites for development is reflected in improved performance. Targets are set locally based on County Structure Plan targets.

## Environment – Planning cont.

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
BV200	Plan making a) Do you have a development plan (or alterations to it) that have been adopted in the last 5 years and the end date of which have not expired?	No	Not ranked	Yes	No	✘	Indicator amended for 2005/6		
	b) 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 three years?	Yes	Not ranked	N/A	Yes	N/A			
BV200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28 <sup>th</sup> March 2005 and thereafter maintain a 3-year rolling programme?	-	-	Indicator amended for 2005/6			Yes	Yes	Yes
BV200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	-	-	Indicator amended for 2005/6			Yes	Yes	Yes
BV200c	Did the Local Planning Authority publish an annual monitoring report by December of the last year?	-	-	Indicator amended for 2005/6			Yes	Yes	Yes
BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	New indicator for 2004/5		-	30.0%	-	30%	30%	30%
BV205	The local authority's score against a 'quality of planning services' checklist	New indicator for 2004/5		-	88.9%	-	94%	94%	94%

## Cultural & Related Services

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV114</b>	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%	Top quartile	Indicator deleted for 2004/05			-	-	-
<b>BV119a</b>	Percentage of residents satisfied with sports and leisure facilities	64% (±1.99%) Base 2276	Top quartile	No requirement to collect as surveys conducted every 3 years			-	-	-
<b>BV119e</b>	Percentage of residents satisfied with parks and open spaces	77% (±1.71%) Base 2320	Top quartile	No requirement to collect as surveys conducted every 3 years			-	-	-
<b>BV170</b>	a) The number of visits to/usage's of museums per 1,000 population b) The number of those visits that were in person per 1,000 population c) The number of pupils visiting museums and galleries in organised school groups	-	-	There are no museums operated by the authority			Indicator amended for 2005/6		
<b>BV170a</b>	The number of visits to/usage's of local authority funded or part-funded museums per 1,000 population	-	-	Amended indicator for 2005/6			There are no museums operated by the authority		
<b>BV170b</b>	The number of those visits to Local Authority funded, or part-funded museums that were in person	-	-	Amended indicator for 2005/6			There are no museums operated by the authority		
<b>BV170c</b>	The number of pupils visiting museums and galleries in organised school groups	-	-	Amended indicator for 2005/6			There are no museums operated by the authority		
<b>BV219a</b>	Total number of conservation areas in the local authority area	-	-	New indicator for 2005/6			65	65	65
<b>BV219b</b>	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	-	-	New indicator for 2005/6			18%	28%	37%
<b>BV219c</b>	Percentage of conservation areas with published management proposals	-	-	New indicator for 2005/6			18%	28%	37%

## Community Safety & Well-being

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV126 (BV126a)</b>	Domestic burglaries per year, per 1,000 households in the Local Authority	9.9	Not ranked <sup>1</sup>	8.3	7.50	✓	7.5	-	-
<b>BV127</b>	a) Violent offences committed by a stranger per 1,000 population	0.8	Not ranked <sup>1</sup>	0.7	0.89 <sup>2</sup>	✗	Indicator amended for 2005/6		
	b) Violent offences committed in a public place per 1,000 population	1.0	Not ranked <sup>1</sup>	0.9	1.54	✗			
	c) Violent offences committed in connection with licensed premises per 1,000 population	0.4	Not ranked <sup>1</sup>	0.4	0.38 <sup>2</sup>	✓			
	d) Violent offences committed under the influence per 1,000 population	0.9	Not ranked <sup>1</sup>	0.8	1.17 <sup>2</sup>	✗			
<b>BV127a</b>	Violent crime per year, per 1,000 population in the Local Authority area	-	-	Amended indicator for 2005/6			11.2	-	-
<b>BV127b</b>	Robberies per year, per 1,000 population in the Local Authority area	-	-	Amended indicator for 2005/6			0.3	-	-
<b>BV128 (BV128a)</b>	The number of vehicle crimes per year, per 1,000 population in the Local Authority Area	8.1	Not ranked <sup>1</sup>	8.0	7.03	✓	7.0	-	-
<b>BV174</b>	The number of racial incidents recorded by the authority per 100,000 population	1	Not ranked <sup>1</sup>	2	0 <sup>3</sup>	✗	2	2	2
<b>BV175</b>	The percentage of racial incidents that resulted in further action	100%	Top quartile	100%	0	✗	100%	100%	100%
<b>BV176</b>	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	0	N/A	-	0 <sup>4</sup>	-	Indicator amended for 2005/6		
<b>BV225 (BV176)</b>	Actions against domestic violence	-	-	Amended indicator for 2005/6			-	-	-

<sup>1</sup> For crime indicators there has been a high level of qualification which reflects the outcome of the police forces data quality audit. It is therefore not a reflection of the data collection systems of the local authority. As a result, performance for crime indicators has not been ranked.

<sup>2</sup> Changes in recording policy by Police have resulted in an increase in violent crimes reported.

<sup>3</sup> There were no racial incidents reported to the authority during 2004/5.

<sup>4</sup> No refuge places are provided or supported by the authority, however we work in close partnership with Stonham Housing Authority who manage the refuge.

## Community Legal Service

BV code	Indicator	2003/4 Actual	2003/4 Quartile	2004/5 Target	2004/5 Actual	Target Met	2005/6 Target	2006/7 Target	2007/8 Target
<b>BV177</b>	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan	96.5%	Above average	95%	100%	✓	Indicator amended for 2005/6		
<b>BV226a (BV177)</b>	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	-	-	Amended indicator for 2005/6			-	-	-
<b>BV226b (BV177)</b>	Percentage 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	-	-	Amended indicator for 2005/6			-	-	-
<b>BV226c (BV177)</b>	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	-	-	Amended indicator for 2005/6			-	-	-