

APPENDIX 1 - BEST VALUE PERFORMANCE INDICATORS (BVPIs) - 2006/07 OUTTURNS & 2007/08, 2008/09 & 2009/10 TARGETS

Key	
	On Target
	Less than 5% off target
	More than 5% off target, or no figures available

* 2003/04 outturn data used for Survey BVPIs

** 2006/07 Quartile performance is given in relation to 2005/06 District Council Data, 2006/07 data for general survey BVPIs and 2003/04 DC data for benefits and planning survey

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary
Corporate Health											
2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability.	0-5	1	-	2	2	-	3	3	4	↑ Level 2 attained due to work on equality impact assessments, equalities training for members and staff, and improvements to the Council's website.
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application.	%	74	1	84	73	1	86	88	90	↑ The Council continues to make good progress on its duty to promote race equality. The Council's Race Equality Scheme is now incorporated into the Council's corporate Equalities & Diversity Policy.
3 Survey	The percentage of citizens satisfied with the overall service provided by their local authority	%	54	3	52	60	3	-	-	57	↓ The 2% decline in overall service satisfaction is worse than the 1% point drop in all district councils.
4 Survey	The percentage of complainants satisfied with the handling of their complaint	%	34	2	32	38	3	-	-	35	↓ There was an average of 2% point improvement in the all district councils.
8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	%	88.93	4	82.73	94.00	4	O/S	O/S	O/S	↓

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9	The percentage of council tax collected by the Authority in the year.	%	97.12	4	97.70	98.50	3	98.20	98.50	98.70	↑ Collection has improved during the year, especially in relation to arrears. Additional staff are now in place in Benefits and Customer Contact, which will assist improvement. Targets set to achieve top quartile performance by 2008/09.
10	The percentage of non-domestic rates due for the financial year which were received by the authority.	%	98.63	3	98.50	99.00	3	99.00	99.30	99.30	↓ Resource issues in Revenues and Benefits have hampered performance. Additional staff are now in place in Benefits and Customer Contact, which will assist improvement. Targets set to achieve top quartile performance by 2008/09.
11a	Percentage of top-paid 5% of local authority staff who are women.	%	26.92	2	32.00	30.00	1	34.00	35.00	36.00	↑ An increase of 1 female employee in the top 5% of earners. Now 6 female employees and 17 male. Gender Equality Scheme now in place to ensure that equality of opportunity is maintained at all levels of the Council.
11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	%	0.00	2	0.00	2.20	2	2.20	2.20	2.20	- The Council is committed to encourage applications from BME groups, through its recruitment and selection processes.
11c	Percentage of the top paid 5% of staff who have a disability. (excluding those in maintained schools.)	%	3.84	2	4.00	4.00	2	5.00	6.00	6.00	↑ The number of employees in the top 5% of earners with a disability remains at 1. Council is committed to Disability Equality Scheme to ensure disability equality at all levels of the Council.
12	The number of working days/shifts lost to the Local Authority due to sickness absence.	Days	9.44	2	13.27	8.00	4	10.00	9.00	8.00	↓ Increase in the number of long-term sickness absences across the majority of business areas. The Council will be setting in place a more active approach to attendance management.

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14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	%	1.13	4	0.00	1.00	1	1.00	1.00	1.50	↑	
15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	%	0.00	1	0.27	0.35	3	0.35	0.35	0.35	↓	1 person retired on the grounds of ill health during 2006/07
16a	The percentage of local authority employees with a disability.	%	3.28	2	3.32	3.70	2	3.70	3.80	4.00	↑	Disability Equality Scheme adopted in December 2006 to improve employment opportunities for people with disabilities.
16b	The percentage of the economically active population in the local authority area who have a disability.	%	10.24	-	10.24	-	-	-	-	-	-	
16a / 16b	The ratio of local authority employees with a disability compared with the local population.	%	32.03	-	32.42	36.13	-	36.13	37.11	39.06	↑	
17a	The percentage of local authority employees from ethnic minority communities.	%	1.4	2	1.4	2.5	2	2.5	2.5	2.5	-	The Council is committed to encourage applications from BME groups, through its recruitment and selection processes.
17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area.	%	1.6	-	1.6	-	-	-	-	-	-	
17a / 17b	The ratio of local authority employees from minority ethnic communities compared with the local population.	%	87.5	-	87.8	156.3	-	156.3	156.3	156.3	↑	
156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people.	%	25.00	-	50.00	75.00	4	75.00	100.00	100.00	↑	Currently measured for 2 buildings - Monkton Park and Corsham Tourist Information centre. Corsham TIC to be DDA compliant in early 2008 to raise performance to 100%

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Housing											
64	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.	number	5	3	8	8	3	9	10	10	↑ Target reached through assistance given to homeless families through rent deposit scheme. Stock survey showed that the District has quarter the average proportion of empty homes.
Homelessness											
183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.	whole weeks	2.27	2	5.34	2.50	4	6.00	2.00	2.00	↓ In 2005/06 10 families were in B&B. In 2006/07 we reduced the number of families in B&B by 50% to 5. Although it is not acceptable for families to spend long periods in B&B, we only use B&B as a last resort and often the families we place there are those with issues to resolve such as financial difficulties or history of being unable to sustain a tenancy. These families are inevitably more difficult to rehouse into permanent sustainable accommodation. We are actively working with partners and agencies such as the PCT and social care services to ensure these families are assisted to move into permanent housing with sufficient support to enable them to sustain their tenancies.

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183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	whole weeks	17.13	3	29.69	16.00	4	22.00	16.00	0.00	↓ Over the year 10 families who were previously in hostel accommodation were rehoused. This compares to 13 families in hostel accommodation rehoused in 2005/06. Although the amount of time families have spent in hostels has increased, the actual number of families being placed into hostels is continually reducing. We have been working with Westlea Housing Association to build self-contained units in Chippenham. As these replacement units are self-contained they are not classed as hostel accommodation therefore, from May/June we will no longer be placing any families into hostels.
202	The number of people sleeping rough on a single night within the area of the authority.	number	7	4	8	5	4	5	5	5	↓ Estimate provided by homelessness drop-in centre in Chippenham. With Westlea, the Council is supporting the development of a hostel for single homeless people.
203	The percentage change in the average number of families placed in temporary accommodation.	%	-24.50	1	-15.13	-10.00	2	-10.00	-10.00	-10.00	↑ Target achieved by reducing the average number of families in temporary accommodation from 38 to 32. Targets set in line with national target.
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.	%	0	4	1	0.15	3	1	1	1	↑ Increase from 20 cases of homelessness prevented in 2005/06 to 50 cases in 2006/07, through focussing on preventing homelessness rather than dealing with it after it has occurred. Increased training and the merging of the Housing Advice and Homelessness Services has assisted this.

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214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.	%	4.52	4	1.32	4.00	2	1.50	1.50	1.50	↑ Reduction from 7 cases of repeat homelessness in 2005/06 to 2 cases in 2006/07, through earlier intervention to ensure households do not have problems sustaining tenancies. Targets re-set to maintain current high performance.
Housing Benefit & Council Tax Benefit											
76a	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload.	number	204.08	-	172.28	189.00	-	165.00	165.00	165.00	- DWP target for visits in 2006/07 was reduced in year, which equated to 146 per 1,000 cases, so target was achieved. New DWP targets relate to the reduction of benefits actioned by the Council, rather than the number of visits it makes.
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload.	number	0.31	-	0.26	0.30	-	0.30	0.30	0.30	- The establishment is for 2 FTE Investigations Officers. There has been a part time vacancy in the post for most of the year, due to a temporary structure.
76c	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.	number	20.26	-	31.31	25.00	-	30.00	30.00	30.00	↑ 63% of cases investigated resulted in a successful outcome, with 19% resulting in a sanction or prosecution. Investigation activity identified overpayments of £437k in benefits.
76d	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.	number	4.11	-	5.99	4.00	-	6.00	6.25	6.50	↑ Improved performance due to increased joint working with the DWP and increased skill and experience of the Investigation Team, who were praised by DWP solicitors for the quality of prosecution file preparation.

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78a	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.	Calendar days	73.0	4	53.8	38.0	4	38.0	30.0	26.0	↑ Improvement in performance of 19 days from previous year, with a final quarter performance of 40 days. Through working with the improvement team and with increased staffing levels, targets have been set to be in the top 50% of district councils by 2009
78b	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.	Calendar days	52.6	4	35.3	19.0	4	22.0	10.0	9.0	↑ Improvement in performance of 16 days from previous year, with a final quarter performance of 22 days. New procedures to expedite the information gathering process are expected to result in performance being in the top 50% of district councils by 2009.
79a	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.	%	99.20	1	94.60	98.00	4	96.00	98.00	99.00	↓ Due to a national shortage of benefit administration staff it has been necessary to recruit largely inexperienced staff and train them in house. Delivery of a comprehensive training/ development plan is expected to improve future performance.
79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	%	61.17	3	58.10	65.00	4	65.00	71.00	75.00	↓ Resource issues within Revenues and Benefits have impacted on performance. Targets set to move performance in 2nd quartile in 2 years.
79b(ii)	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.	%	37.71	2	30.10	40.00	3	40.00	45.00	45.00	↓ Resource issues within Revenues and Benefits have impacted on performance. Targets set to move performance in 2nd quartile in 2 years.

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79b (iii)	Percentage of Recoverable Overpayments Recovered (HB) Housing Benefit (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	%	2.09	-	1.30	2.00	-	2.00	2.00	2.00	-	
80a Survey	Satisfaction with contact/access facilities at benefit office	% agree all	72	4	73	73	4	-	-	84	↑	Target set in line with top quartile.
80b Survey	Satisfaction with service in benefit office	% agree all	75	4	81	80	3	-	-	86	↑	Target set in line with top quartile.
80c Survey	Satisfaction with telephone service at benefit office	% agree all	52	4	65	62	4	-	-	80	↑	Target set in line with top quartile.
80d Survey	Satisfaction with Staff in benefit office	% agree all	65	4	77	78	4	-	-	86	↑	Target set in line with top quartile.
80e Survey	Clarity etc. of forms & leaflets	% agree all	44	4	55	58	4	-	-	67.5	↑	Target set in line with top quartile.
80f Survey	Time taken for a decision	% agree all	55	4	52	59	4	-	-	77	↓	Target set in line with top quartile.
80g Survey	Overall satisfaction with the Benefits Service	% agree all	62	4	68	65	4	-	-	84	↑	Target set in line with top quartile.
Waste & Cleanliness												
82a (i)	Percentage of household waste arisings which have been sent by the Authority for recycling.	%	15.49	3	16.41	15.80	3	16.50	16.50	16.50	↑	Increase in recycling can be attributed to higher awareness of public, through local and national campaigns. Future targets will be increased if sorted weekly collections are chosen.
82a (ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	Tonnes	7243.71	-	7758.17	7,260.00	2	7,952.00	8,150.00	8,355.00	↑	Targets have been set in line with the expected growth in household waste.
82b (i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	%	2.86	3	4.65	3.20	3	6.00	6.30	6.35	↑	There has been an increase in the amount of households joining the garden waste collection service. Increase in 2007/08 target based on new collection round for garden waste being introduced this year.

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82b (ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	Tonnes	1335.67	-	2198.37	1,500.00	3	3,000.00	3,100.00	3200.00	↑	
82a+b	Household Waste Recycling Rate	%	18.35	-	21.06	19.00	-	22.50	22.80	22.85	↑	Average recycling rate of 23% for Councils without alternate weekly collection.
84a	Number of kilograms of household waste collected per head of the population.	Kgs	364.4	1	368.6	363.0	1	372.00	372.00	374.00	↓	The amount of waste has increased due to extra garden waste being collected for recycling. This PI measures waste sent to landfill plus waste recycled. Targets show a significant increase due to an additional garden waste collection round, although still in best quartile.
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.	%	-0.44	3	1.15	-0.40	3	1.00	0.30	0.30	↓	Targets show a similar increase to this year due to an additional garden waste collection round.
86	Cost of household waste collection per household.	£	51.62	3	49.03	53.16	3	O/S	O/S	O/S	↑	
89 Survey	Percentage of people satisfied with the cleanliness standard in their area	%	62	3	71	65	2	-	-	74.00	↑	Target set in line with top quartile
90a Survey	Percentage of people expressing satisfaction with the household waste collection service overall	%	87	2	85	88	2	-	-	76.00	↓	Target set in line with top quartile
90b Survey	Percentage of people expressing satisfaction with the provision of recycling facilities overall	%	70	3	74	72	2	-	-	76.00	↑	Target set in line with top quartile
91a	Percentage of households resident in the authority 's area served by kerbside collection of recyclables.	%	98.0	3	98.0	98.0	3	98.00	98.00	98.00	-	

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91b	Percentage of households resident in the authority 's area served by kerbside collection of at least two recyclables.	%	98.0	3	98.0	98.0	3	98.00	98.00	98.00	-	
199a	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.	%	22.3	4	16.5	20.0	3	17.5	15.5	14.50	↑	Wiltshire Technical Officers have been carrying out in order to reach an LPSA2 stretch target of 17.5% by 2007/08. The work has included all inspecting officers doing joint training facilitated by ENCAMS to set a benchmark for the inspection standard. The 2007/08 target is based on the stretch LPSA2 target and future targets are based on continuous improvement at an achievable level.
199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	%	1	2	0	1	1	1	1	1	↑	The small amounts of graffiti which were present in the inspected areas did not affect the overall percentage.
199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	%	0	1	0	1	1	1	1	1	-	Small amounts of fly-posting present in the inspected areas did not affect the overall percentage.
199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping '.	%	4	-	4	3	-	3	2	2.00	-	The enforcement activity that was planned was not complete due to budget pressures. It is hoped that this team will be fully staffed from 2008/09 onwards and that the desired results will be achieved.
Environment and Environmental Health												

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166a	Score against a checklist of best practice for Environmental Health.	%	95.0	2	95.0	95.0	2	95.0	95.0	95.0	-	Unable to achieve 100% because we have resources only for mandatory work and unable to undertake EH health promotion work. This may change as the Local Authority Better Regulation Office(LBRO) review key areas of enforcement
216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination.	number	100	-	251	79	-	55	31	10	-	Inspection of district now complete. A few additional sites may be identified as new information comes to light but it will not be a significant number.(Unlikely to be above 10 by 2009/10)
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'.	%	61	1	60	35	1	44	77	85	↓	No that inspection of district is complete, performance should improve year on year. Top quartile.
217	Percentage of pollution control improvements to existing installations completed on time.	%	100	1	50	100	4	100	100	100	↓	Performance not met been because of staff shortages. The team has been without a Senior and District EHO for over a year. Resources have been used for other priority EH work. EHTL satisfied that whilst upgrade inspections had not taken place there had not been an adverse impact on the air quality, environment or health. Staff now appointed, performance shortfall should be redressed in 2007/8. Targets of 100% are a DEFRA requirement for a High performing authority.

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218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	%	96.75	1	76.90	97.00	3	97.00	97.00	97.00	↓ Abandoned vehicle responsibility moved from C&A to Parking Services after a member of C&A staff was on long term sick leave and reports were not dealt with as fast as perhaps should have been. This has affected the overall performance. Top quartile targets - Training is planned in the short/medium term to increase the number of inspectors available and the target should be achievable.
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	%	9.38	4	45.50	10.00	4	10.00	50.00	70.00	↑ There has been a large improvement from previous year, although performance is below the national bottom quartile figure of 50%, which is the minimum level we must achieve. In 2009/10 the aim is to be above average against the national figures.
Planning											
106	Percentage of new homes built on previously developed land.	%	51.90	4	O/S	50.00		50.00	50.00	O/S	Awaiting figures from WCC
109a	Percentage of major Planning Applications determined in 13 weeks.	%	60.66	3	66.67	70.00	2	75.00	80.00	85.00	↑ Although we achieved the Central Govt target of 60%, we hoped to achieve a target of 70%. After significant changes were made to the way we deal with Major applications from January, our performance rose to 75% for the period Jan – March 2007. We expect this rise in performance to continue next year.
109b	Percentage of minor Planning Applications determined in 8 weeks.	%	77.02	2	74.17	77.00	2	78.50	80.00	82.00	↓ Due to an unusually large amount of Major applications received, resources had to be diverted using officers who would usually deal with Minor applications to deal with Major Applications in order to meet the national target.

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109c	Percentage of other Planning Applications determined in 8 weeks.	%	88.55	2	89.21	88.00	2	90.00	92.00	93.00	↑ With the implementation of the new planning back-office system and a constant review of our procedures, we expect a steady increase in our performance over the next 3 years.
111 Survey	Percentage of applicants and those commenting on planning applications satisfied with the service received	%	75	2	69	80	4	-	-	77	↓ Target is 2% above the national average for 2003/04.
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/No	Yes	-	Yes	Yes	-	Yes	Yes	Yes	- New LDS approved by the Secretary of State, 29 March 2007
200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes/No	Yes	-	Yes	Yes	-	Yes	Yes	Yes	- Milestones met.
200c	Did the Local Planning Authority publish an annual monitoring report by 31st December each year?	Yes/No	Yes	-	Yes	Yes	-	Yes	Yes	Yes	- Published December 2006
204	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.	%	36.2	4	37.3	28.0	4	26.5	25.0	25.0	↓ The intention is for the percentage of appeals allowed against the council's decision to be as low as possible. However it is not easy to control this percentage given that it relies on the decisions of Members and the Planning Inspector as well as Planning Officers. Appropriate training will be given to ensure NWDC makes decisions in line with Planning policies. 2008/09 target is top quartile

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205	The local authority's score against a 'quality of planning services' checklist.	%	88.9	3	94.4	94.4	1	100.0	100.0	100.0	↑	We achieved 17 points out of 18, giving a percentage of 94.4%. We dropped a point based for not having a project management approach to dealing with Major planning applications, which we expect to rectify next year under the new structure.
Culture & Related Services												
119a Survey	Satisfaction with the authorities sports/leisure facilities	%	61	1	62	62	2	-	-	68	↑	
119b Survey	Satisfaction with cultural and recreational activities - Libraries	%	-	-	76	-	2	-	-	84	-	
119c Survey	Satisfaction with the authorities museums and galleries	%	37	3	37	40	3	-	-	41	-	
119d Survey	Satisfaction with the authorities theatres and concert halls	%	30	4	20	-	4	-	-	22	↓	
119e Survey	Satisfaction with the authorities parks and open space	%	73	2	70	75	3	-	-	77	↓	
219a	Total number of conservation areas in the local authority area.	number	65	-	66	66	-	67	68	69	-	Deleted BVPI from 2007
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	%	2.00	3	1.5	2.00	3	3.00	4.00	5.00	↓	
219c	Percentage of conservation areas with published management proposals.	%	2.00	2	0.0	2.00	2	2.00	0.00	0.00	↓	Deleted BVPI from 2007
Community Safety & Well-Being												
126	Domestic burglaries per year, per 1,000 households in the Local Authority area.	number	5.95	2	4.8	6.02	1	5.7	-	-	↑	Awaiting police targets
127a	Violent crime per year, 1,000 population in the Local Authority area.	number	10.10	1	11.5	6.58	2	6.2	-	-	↓	Reflects national trend in increased levels of violent crime. Awaiting police targets
127b	Robberies per year, per 1,000 population in the Local Authority area.	number	0.24	1	0.3	0.09	2	0.1	-	-	↓	Reflects national trend in increased levels of violent crime. Awaiting police targets

PI No.	Description	Units	2005/6 Actual*	2005/06 Quartile Performance	2006/07 Actual	2006/7 Target	2006/07 Quartile Performance**	2007/08 Target	2008/09 Target	2009/10 Target	Direction of performance from 2004/05 ↑ = improved ↓ = worse - = no info for comparison Includes Performance Commentary	
128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area.	number	5.16	1	5.0	4.26	1	4.0	-	-	↑	Awaiting police targets
174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population.	number	1.56	-	0.00	1.56	-	1.56	1.56	1.56	-	New procedures being developed for this PI and responsibility will be reassigned following departure of responsible officer. Target continues at 1 reported incident
175	The percentage of racial incidents reported to the Local Authority that resulted in further action.	%	100.00	1	N/A	100.00	-	100.00	100.00	100.00	-	New procedures being developed for this PI and responsibility will be reassigned following departure of responsible officer.
225	Actions Against Domestic Violence		54.5	-	O/S	64.0		72.0	81.0	O/S		Awaiting information from County co-ordinator
226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	£	218,344	-	O/S	139,600		139,600	139,600	O/S		Figures being finalised. Not nationally comparable.
226b	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.	%	100.00	-	O/S	100.00		100.00	100.00	O/S		Figures being finalised. Not nationally comparable.
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.	£	0	-	O/S	70,000		70,000	70,000	O/S		Figures being finalised. Not nationally comparable.