



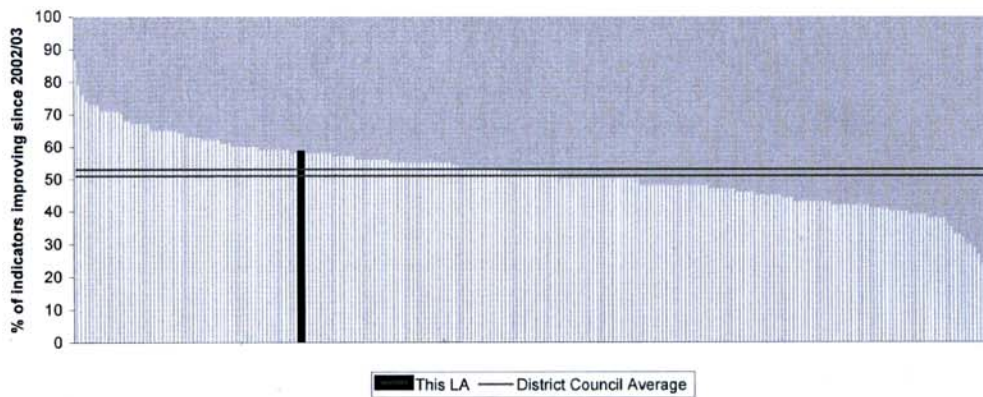
Introduction

Extent of improvement

The chart compares the extent of improvement for this council, i.e. what proportion of PIs are improving, to what has been achieved by all other districts councils. The horizontal lines on the chart indicate the average extent of improvement across all district councils. The average is shown as a range to make allowance for differences between councils in the services they provide and the PIs for which improvement assessments can be made.

Based on the basket of PIs used in this tool, 58% of the PIs for this council improved over the period. The extent of improvement for this council is above the average range for all district councils. See note 4.

Proportion of PIs that have improved since 2002/03



Current service performance

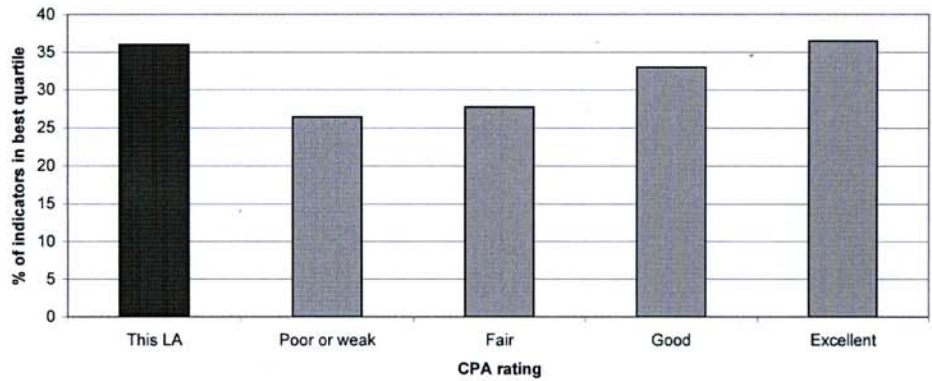
The chart shows the proportion of PIs for which this council is performing in the 'best' quartile. The chart compares the result for this council with the average for councils in each CPA category.

The proportion of PIs where this council is performing in the best quartile is 36%. This is above the average range for councils with a CPA rating of good. See note 5.

The current CPA rating for this council is good.



Proportion of indicators in the 'best' quartile in 2004/05



Improvement Report

Environment	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BV109a - Time taken to determine planning applications against targets - Major applications 13 weeks	▲				
BV109b - Time taken to determine planning applications against targets - Minor applications 8 weeks	△				
BV109c - Time taken to determine planning applications against targets - Other applications 8 weeks	△				
BV111 - Satisfaction of applicants with planning service See note 2	◁▷				
BV199 - % of land littered to a significant or heavy extent	NC				
BV89 - Satisfaction with cleanliness of public space - adjusted for deprivation See note 2 & note 6	M				
BV82a&b - Household waste - Recycling and composting performance	△				
BV84 - Number of kilograms of household waste collected per head	▽				
BV91 - % of population served by a kerbside collection of recyclables	◁▷				
BV90a - Satisfaction with waste collection See note 2	M				
BV90b - Satisfaction with recycling- adjusted for deprivation See note 2 & note 6	M				
BV179 - % of standard planning searches carried out within 10 working days	△				
BV63 - Average SAP rating of LA dwellings	△				
BV166a - Environmental health best practice checklist	▽				

Culture	Improvement since 2002/03	Current performance			
		Best	2nd	3rd	Worst
BV119a - Residents satisfied with sports and leisure facilities See note 2	M				
BV119e - Residents satisfied with parks and open spaces See note 2	M				
BV119c - Residents satisfied with museums and galleries See note 2	M				
BV119d - Residents satisfied with arts activities and venues See note 2	M				

Improvement Report

Housing (Community)

	Improvement since 2002/03	Current performance			
		Best	2nd	3rd	Worst
BV62 - % of unfit private sector dwellings made fit, or demolished, as a result of council action	△				
HIP - % of private sector homes vacant for six months or more - adjusted for deprivation See note 6	M				
BV183a - Average number of weeks spent by homeless households in priority need in B&B	△				
BV183b - Average number of weeks spent by homeless households in priority need in Hostels	NC				
HIP - % of homelessness acceptances that are repeat applications	▽				
BV78a - Average time (in days) for processing new Housing Benefit or Council Tax Benefit claims	△				
BV175 - % of racial incidents reported to the council that resulted in further action	NC				
BV176 - Number of domestic violence refuge places per 10,000 of the population	▽				

Housing (Management)

	Improvement since 2002/03	Current performance			
		Best	2nd	3rd	Worst
BV184a - The % of LA homes that were non decent at the start of the year	▲				
BV74a - Tenant satisfaction with service provided by landlord - adjusted for deprivation See notes 2, 6 & 7	◁▷				
BV75a - Tenant satisfaction with opportunities for participation - adjusted for deprivation See notes 2, 6 & 7	▲				
HIP(Formerly BV72) - % of urgent repairs completed in time	◁▷				
HIP(Formerly BV73) - Average time taken to complete non-urgent repairs in days	▽				
BV185 - % of responsive repairs for which the authority made, kept appointment	□				
BV66a - % of rent collected	△				
HIP (Formerly BV68) - Average relet time in days	△				
Average weekly management cost (Cost adjusted) (HIP) See note 8	▲				
BV164 - Commission for racial equality's code of practice in rented housing (Yes or No) See note 9	◁▷				