

**Management Team**  
**Salisbury District Council, 47 Endless Street**  
**Salisbury, Wiltshire SP1 3UH**

**direct line:** 01722 434344  
**fax:** 08702 428332  
**email:** [fdick@salisbury.gov.uk](mailto:fdick@salisbury.gov.uk)  
**web:** [www.salisbury.gov.uk](http://www.salisbury.gov.uk)

# Report

**Subject** : Performance Monitoring - annual review of BV and local PIs  
**Report to** : Community and Housing Overview and Scrutiny Panel  
**Date** : Monday, 14 July 2008  
**Author** : Frank Dick

---

## Purpose of the Report

This report is designed to update members on the Council's performance against its key Best Value and local performance indicators for the year 2007/08, within the portfolio areas.

### 1. Performance Management Within the Council

- 1.1 The council is required by the Government to report its performance against a range of performance indicators, some national and some local. The collection and reporting of this data is overseen by the Audit Commission. In addition, every three years the council is required to consult with its residents to establish public perceptions of the council's performance.
- 1.2 The use of performance indicators is intended to ensure that the Council is held to account for the way in which it delivers its services. Each service unit feeds data into the performance management system (PACE) so that performance across the council can be continually assessed.

### 2. How to Challenge Performance

- 2.1 When reviewing the performance reports, the Panel may wish to consider the following questions:
  - is the council under-performing against any of its targets and what are the reasons for this?
  - are there any underlying trends that cause concern?
  - are the targets set realistic and challenging enough?
  - is the data provided robust, would the panel like to examine the data further?
- 2.2 If members have concerns about any of the indicators, they have the following options available:
  - make their concerns know to Cabinet by way of a recommendation
  - ask for the Head of Programme Office to investigate the matter and report back
  - ask the responsible officer (usually the Service Unit Head) to attend a future meeting and answer questions about the matter.



Awarded in:  
Housing Services  
Waste and Recycling Services



### 3. Introduction and Background

3.1 This report summarises performance for the last financial year within the eight portfolios. It identifies areas to note and areas of concern. Appendix 1 provides the definition of each PI with a related chart showing performance over the year and in a number of cases, an explanation for the level of performance achieved. Appendix 2 summarises the BVPIs (it does not include local PIs), showing 07/08 performance compared to the target for the year and 06/07 performance.

### 4. Performance - April 2007 to March 2008

4.1 A number of corporate measures are worthy of special mention:

- sickness levels are down further and remain in the upper quartile nationally
- land charges has reduced its turnaround time from 22 days to below 5 days
- service enquiry resolution has been increased due to benefit assessors being available at first point of contact

4.2 From a portfolio perspective highlights and areas for improvement are as follows.

### 5. Portfolio Performance

#### Community

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	127b, 174, 175, 225
Upper Quartile (Districts)	175
Upper Quartile (All England)	175
Below target	2a, 127a, 2b, 126a, 128

5.1 **Areas of note** Domestic Violence performance is ahead of target and exceeded upper quartile for England (225)

5.2 **Areas of concern** Equalities targets (2a, 2b) are currently being worked towards. Work is underway with the Community Safety Partnership to reduce the violent crime figure (127a). However, recent changes to the way crime is recorded may account for the increase in figures (126a, 128)

#### Housing

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	78a, 78b, 183b, 202, 203, 211b, 214
Upper Quartile (Districts)	78a, 78b, 183b, 63*
Upper Quartile (All England)	78a, 78b, 183b, 63*
Below target	212, 63*, 64, 66c, 66d, 67, 213, 183a, 211a, 504b

5.3 **Areas of note** New claims and change of circumstance processes both exceeded government targets (78a and b)

5.4 **Areas of concern** Whilst re-let time (212) is still below the target set, it has improved by five days on the previous year and is nearly achieving target. The time taken to notify applicants of homelessness applications (67) has also improved. \* The SAP rating system (63) has changed during the year and the target is outdated. The Council is performing in the top national quartile.

## Planning

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	109a, 109c, 204, 205, 179, 452, 454, 458
Upper Quartile (Districts)	109a, 204, 205,
Upper Quartile (All England)	109a, 204, 205,
Below target	453, 457

5.5 **Areas of note** Both local and national targets for major planning applications and other planning applications have been exceeded. Land charges turnaround has reduced dramatically from 22 days to under 5 days.

5.6 **Areas of concern** More major applications have been received and although the local targets have not been met there is no backlog of applications to be registered (453).

## Economic Development

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	200b, 219a, 570,
Upper Quartile (Districts)	--
Upper Quartile (All England)	--
Below target	219b, 219c, 545, 546, 569, 572

5.7 **Areas of note** TIC footfall has been maintained and is exceeding targets (570). LDS milestones being met (200b).

5.8 **Areas of concern** An increase in the number of character appraisals in conservation areas has been recorded although still not meeting targets set (219b). Issues with template for e-newsletter have meant no further publicity has been undertaken until publication date is known (545, 546).

## Resources

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	12, 563, 564, 11a, 11b, 11c, 14, 15, 518, 568
Upper Quartile (Districts)	11a, 15
Upper Quartile (All England)	14, 15
Below target	16a, 404, 409, 422, 424, 436, 562a

5.9 **Areas of note** Performance relating to the number of top 5% earners with a disability (11c) has increased this year, early retirements (14) has been maintained at a low level whilst sickness absence (12) has again decreased and is better than national and local targets. Performance has also dramatically increased and exceeded targets on the number of women in top 5% earners (11a) and now exceeds the upper quartile district figure. Service enquiry resolution (563) has been increased due to benefit assessors being available at first point of contact.

5.10 **Areas of concern** Average number of employees with disability (16a) has increased but is still at a low level. The average number of invoices per supplier (436) has decreased over the last quarter but is higher than the target set.

## Finance

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	8, 9, 66b, 79a, 79biii
Upper Quartile (Districts)	79a,
Upper Quartile (All England)	79a,
Below target	79bi, 79bii, 448, 601b,

- 5.11 **Areas of note** Council tax collection (9) above government target and has increased on last year's figures.
- 5.12 **Areas of concern** Whilst still below target the amount of overpayments (79bii) recovered has increased over the last year and is virtually meeting upper quartile targets both for Districts and all England.

## Environment

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	84a, 91a, 91b, 166a, 199a, 199c, 199d,
Upper Quartile (Districts)	84a, 84b,
Upper Quartile (All England)	84a, 84b,
Below target	82ai, 82aii, 82bii, 84b, 82bi

- 5.13 **Areas of note** Coverage of kerbside recycling for 1 or 2 recyclables continues to meet targets and the recycling rate has increased over the last year. Whilst reduction in waste arisings (84b) has seen a shortfall against SDC target, it is achieving upper quartile results for both Districts and All England.
- 5.14 **Areas of concern** The later introduction of new waste and recycling service has impacted on some performance figures but it is expected that a marked improvement should be seen during 2008/9.

## Transport

Ranking	Performance indicator numbers
Performance Indicators meeting or exceeding targets	--
Upper Quartile (Districts)	--
Upper Quartile (All England)	--
Below target	502

- 5.15 **Areas of concern** The computer system for the park and ride has been upgraded and historical data has been moved. The supplier has been requested to unlock the data but at present this indicator cannot be accurately reported.

## 6. Public satisfaction

- 6.1 All councils are required to undertake public satisfaction surveys every three years. These are undertaken in accordance with strict government definitions in order that appropriate comparisons can be made. The last survey was undertaken with the initial un-weighted results reported to Cabinet in January 2007.
- 6.2 The Audit Commission has published the data for all councils including quartile comparisons. These final results are excellent news for Salisbury District Council as we are in the top ten councils in the country based on satisfaction with the council.

- 6.3 Our final result of 67% is well ahead of both the upper quartile for all English councils at 58% and the upper quarter for English districts at 60%. Given this result, we are unsurprisingly ranked best in Wiltshire and our CIPFA nearest neighbour group.
- 6.4 As well as seeking the public's views of the council overall, the survey also examines satisfaction with individual services. The table below summarises the results for Salisbury District Council:

Satisfaction theme	Results	Relationship to upper quartile for districts
Satisfaction with cleanliness	81% **	Well above upper quartile of 74%
Satisfaction with household waste collection	85% *	Just short of upper quartile of 86%
Satisfaction with recycling	Median	
Satisfaction with sports and leisure	Between bottom quartile and median	
Satisfaction with museums and galleries	55% *	Ahead of upper quartile of 50%
Satisfaction with theatres and concert halls	61% *	Ahead of upper quartile of 52%
Satisfaction with parks and open spaces	78% *	Within the upper quartile also at 78%

**Note:**

- all those marked \* represent best in Wiltshire
- those marked \*\* represent in top ten councils in the country

- 6.5 In addition to the general satisfaction survey, specific surveys are undertaken with council housing tenants, benefit claimants and users of the planning service. Comparisons with other councils will not be available until later in the year when a detailed report will be prepared for Cabinet.
- 6.6 Headline figures from council housing tenants indicate that:
- 8 in 10 (82%) say they are satisfied with the overall service provided
  - 8 in 10 (81%) say they feel the rent they pay is good value for money
  - 9 in 10 (87%) say they are happy with their accommodation
  - 8 in 10 (82%) say the number of rooms in their home is about right
  - 8 in 10 (78%) say the general condition of the property is good
  - 8 in 10 (84%) say they are satisfied with their neighbourhood as a place to live
  - 8 in 10 (77%) say getting hold of the right person was easy
  - 9 in 10 (87%) found the staff helpful
  - 9 in 10 (85%) say staff are able to deal with their problem
  - 7 in 10 (72%) were satisfied with the outcome
- 6.7 It is interesting to note that more responders regarded the staff dealing with their contact as being helpful than were satisfied with the outcome of their contact. This may be regarded as a positive indicator of the quality of the staff's customer service skills.

**7. Background Papers**

Performance Management information  
 Project plans  
 Corporate Plan  
 Portfolio Plans  
 Revenue & Capital Outturn 2007/2008

**8. Implications**

Financial: Nil  
 Legal: Nil  
 Personnel: Contained in the report

Community Safety: Included as programme indicators  
Environmental: Included as programme indicators  
Human Rights:  
Climate Change:

**Ward(s) Affected: All**

**Appendix 1 - coloured PI information in charts relating to C&H**

**Appendix 2 - Excel spreadsheet of coloured info**

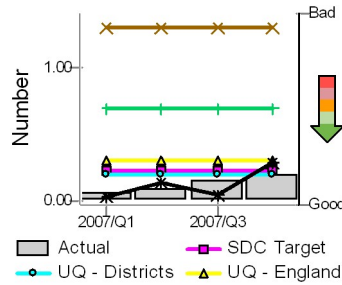
# Community Initiatives Performance Monitoring

## On Target & Areas of Note (Against Target & District and All England Upper Quartiles)

### What Are We Measuring?

Robberies per year, per 1,000 population of the local authority area

**BVPI 127 b - Robberies (Salisbury District Council)**  
This Year to Date (Last Value)

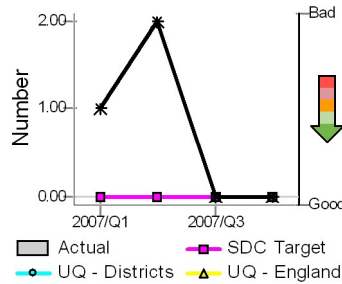


### How Are We Doing? (2007/Q4)

Police targeting through 'catch and convict' strand of the PPO scheme. Crime Prevention officers handing out free purse chains and Lanyards (funded through weeks of action) Posters highlighting the problem/raising awareness. Stay out Stranger campaign close interface with vulnerable groups to ensure that the community is aware of the problem and can assist in its prevention. Bobby van working with victims; Crime reduction officers have been delivering talks locally.

Number of Racial incidents recorded by the authority per 1000 population. These do not include incidents recorded by the police.

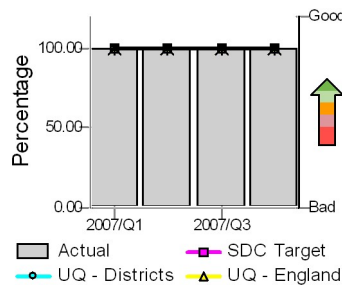
**BVPI 174 - Racial Incidents (Salisbury District Council)**  
This Year to Date (Last Value)



Recommend that SDC reviews the reporting procedures for Racial Incidents.

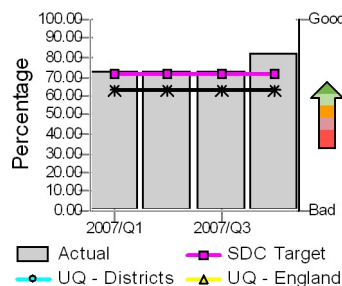
Percentage of racial incidents reported to the Local Authority that resulted in further action. These do not include incidents recorded by the police.

**BVPI 175 - Action on Racial Incidents (Salisbury District Council)**  
This Year to Date (Last Value)



Actions against domestic violence - the percentage of the questions in the 'definition' box to which the local authority can answer 'yes'

**BVPI 225 - Domestic Violence (Salisbury District Council)**  
This Year to Date (Last Value)



Multi-Agency Risk Assessment Conferences to reduce re-offending in DV cases, we do have a near by Refuge in operation as well as an education package. Training has also been carried out and four evening sessions, spread out over 2008, are running. These are open to all practitioners and members of the public. We are currently working to set up our own sanctuary scheme as well as a renewed training and roadshow package. The 2008 DV strategy will also soon be circulated for consultation.

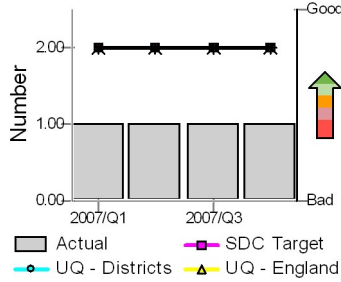
# Community Initiatives Performance Monitoring

## Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

### What Are We Measuring?

The level (if any) of the Equality Standard for Local Government to which the authority conforms in respect of age, disability, gender, race, religion/belief and sexual orientation.

**(Strategic Suite) BVPI 002 a - Equality Standard (Salisbury District Council) This Year to Date (Last Value)**

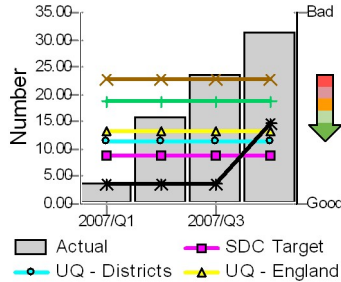


### How Are We Doing? (2007/Q4)

SDC is currently working towards Level 2 of the equality standard. Whilst progress has been made at present we are achieving 3 of 6 criteria from the IdeA. The remaining three are not yet completed with programs being developed and agreed to implement the improvement in this area. If the agreed areas and associated programs are actioned upon we should achieve level 2 status in 2008/2009 Robin Townsend, 29 May 2008

**(Strategic Suite) BVPI 127 a - Violent Crime (Salisbury District Council) This Year to Date (Last Value)**

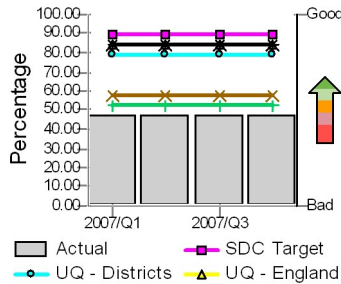
Violent crime per year, per 1,000 population in the local authority area.



The Community Safety partnership is aware that violent crime is currently one of our biggest areas of concern. We are working together with the Police, Primary Care Trust and other agencies to reduce this figure. Current initiatives include Polycarbonate glasses, Taxi Marshalls, Head cams, promoting sensible drinking, working with individuals to treat anger management issues and alcohol/drug related problems.

**BVPI 002 b - Promoting Race Equality (Salisbury District Council) This Year to Date (Last Value)**

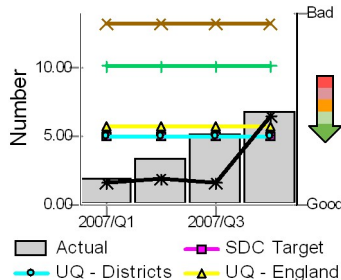
The duty to promote race equality



A review has now been undertaken to assess the council's position in relation to this BVPI. It concluded that the council scored 47% in that 9 of the 19 items required have either been fully delivered (Yes responses) or partially completed (on-going, review underway, partially completed responses). The first step is to get a corporate approach to gathering, analysing and using information and then to consult on actions for all the equality strands.

**BVPI 126 a - Domestic Burglaries (Salisbury District Council) This Year to Date (Last Value)**

Domestic burglaries per year, per 1,000 households in the local authority area



Bobby Van visiting the vulnerable and elderly Crime prevention talks by Police Areas of repeat offences are monitored closely. Police detection rates have improved, and offenders are being caught. High profile media campaign may have helped deter bogus callers/distraction burglaries. Stay out Stranger campaign close interface with vulnerable groups to ensure that the community is aware of the problem and can assist in its prevention.



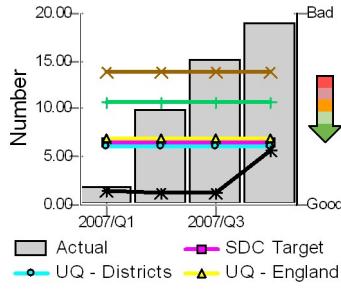
# Community Initiatives Performance Monitoring

## Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

### What Are We Measuring?

Number of vehicle crimes per year, per 1,000 population in the local authority area.

### BVPI 128 - Vehicle Crimes (Salisbury District Council) This Year to Date (Last Value)



### How Are We Doing? (2007/Q4)

A recent change in recording systems, may account for the huge increase in reports. To combat the issue, police are actively seeking known car thefts with the help of bait cars, funded by local CDRP's.. A media campaign has also been launched to raise owners awareness about securing their vehicles, The 25 + scheme has also been launched in Salisbury, any car who has the sticker on show can be pulled over by the Police, if they think the driver is under 25.

# Housing Portfolio Performance Monitoring

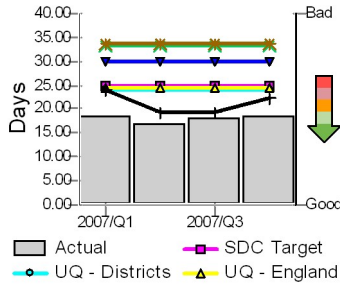
## On Target & Areas of Note (Against Target & District and All England Upper Quartiles)

**Performance Indicator**

**(Strategic Suite) BVPI 078 a - New Claim Processing (Salisbury District Council) This Year to Date (Last Value)**

**Commentary (2007/Q4)**

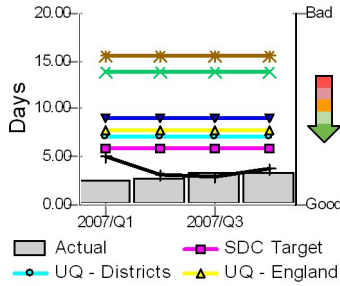
Average time for processing new claims



Still better than government target, wavers due to changes in processing and DWP data gathering methods.  
Roger Demain-Griffiths, 04 April 2008

Average time for processing notifications of changes of circumstances

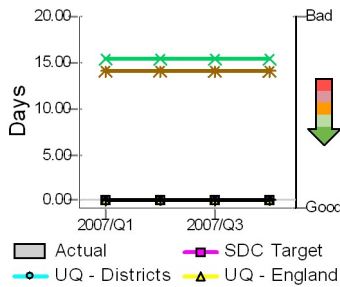
**BVPI 078 b - Change of Circumstances Processing (Salisbury District Council) This Year to Date (Last Value)**



Well below (good) government target.  
Roger Demain-Griffiths, 04 April 2008

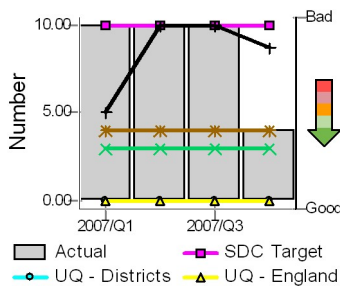
The average length of stay in (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need

**BVPI 183 b - Hostel Accommodation (Salisbury District Council) This Year to Date (Last Value)**



**BVPI 202 - Rough Sleepers (Salisbury District Council) This Year to Date (Last Value)**

The number of people sleeping rough on a single night within the area of the local authority



# Housing Portfolio Performance Monitoring

## On Target & Areas of Note (Against Target & District and All England Upper Quartiles)

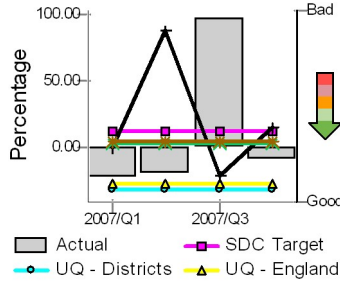
**Performance Indicator**

**PI 203 - Change in Homelessness Level (Salisbury District Council)  
This Year to Date (Last Value)**

Commentary (2007/Q4)

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.

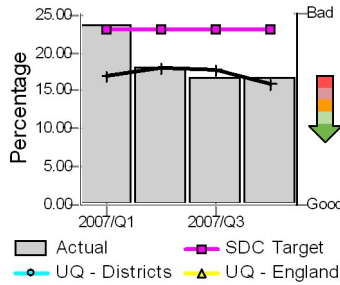
On the 18th May 2007 we were notified that this indicator was deleted from the national BVPI set with immediate effect. Decision taken to maintain locally for consistency purposes,



**PI 211 b - HRA Dwellings: Urgent/Non-Urgent Repairs Spend (Salisbury District Council)  
This Year to Date (Last Value)**

Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings

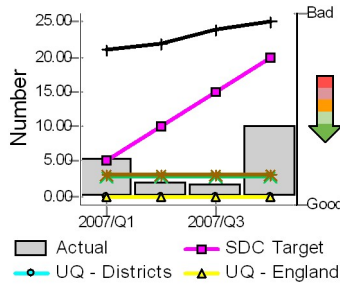
A 20/80 split of expenditure is generally seen as acceptable here. SDC are performing considerably above this target.



**PI 214 - Repeat Homelessness (Salisbury District Council)  
This Year to Date (Last Value)**

Repeat homelessness - number of cases

On the 18th May 2007 we were notified that this indicator was deleted from the national BVPI set with immediate effect. Decision taken to maintain locally for consistency purposes, will review in preparation for 2008-09 Corporate Plan.



# Housing Portfolio Performance Monitoring

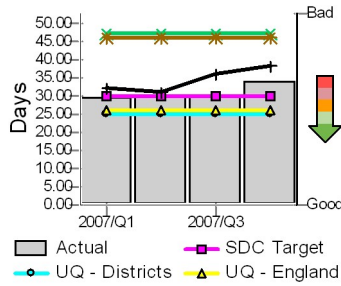
## Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

**Performance Indicator**

**(Strategic Suite) BVPI 212 - HRA Re-Let Times (Salisbury District Council)  
This Year to Date (Last Value)**

**Commentary (2007/Q4)**

Average time taken to re-let Local Authority housing

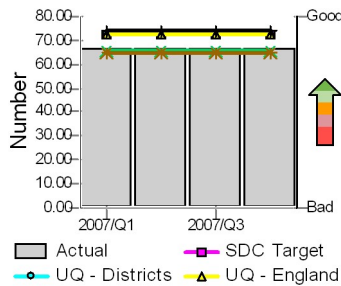


Performance is 3.5 days above the 30 day target. This is however an improvement of 5 days on previous year.

Jamie Peters, 10 April 2008

**BVPI 063 - Energy Efficiency (Salisbury District Council)  
This Year to Date (Last Value)**

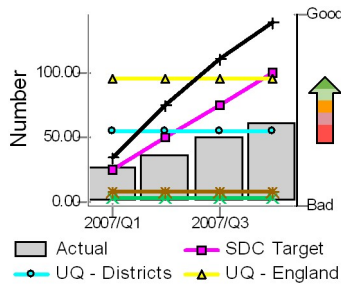
Energy Efficiency - The average SAP rating of local authority owned dwellings.



Below the target set on performance system. However, the SAP rating system has changed for 2007/2008 and the target outdated. It does not reflect the council's true performance in regards to SAP and requires adjusting. The council are performing in the top national quartile.

**BVPI 064 - Vacant Dwellings (Salisbury District Council)  
This Year to Date (Last Value)**

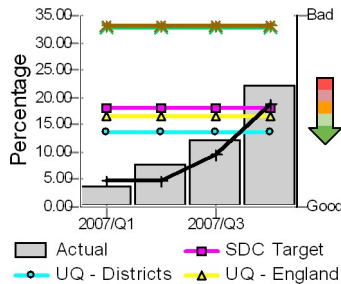
The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority



The BVPI records the number of empty private sector dwelling that have been brought into use by an action by the council. One of the actions that can be counted is the letting of a private property under the Rent Deposit Bond Guarantee scheme. This scheme was particularly successful in 2005/6 and 2006/7 recording 107 and 139 measures. This years return is more in keeping with 2004/5 when the return was 66.

**BVPI 066 c - Notices Seeking Possession (Salisbury District Council)  
This Year to Date (Last Value)**

Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.



# Housing Portfolio Performance Monitoring

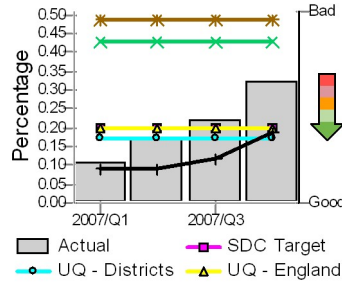
## Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

**Performance Indicator**

**BVPI 066 d - Evictions (Salisbury District Council)  
This Year to Date (Last Value)**

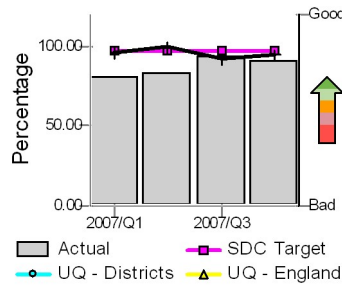
**Commentary (2007/Q4)**

Percentage of local authority tenants evicted as a result of rent arrears.



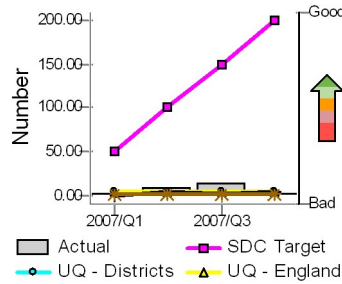
**BVPI 067 - Homelessness Applications (Salisbury District Council)  
This Year to Date (Last Value)**

Proportion of homelessness applications which the authority makes a decision on and issues written notification to the applicant within 33 working days



**BVPI 213 - Homelessness Prevention (Salisbury District Council)  
This Year to Date (Last Value)**

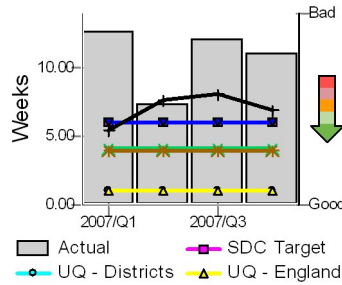
Number of homelessness cases prevented



Average for the quarter of 7.67. Average for the year is 14.08. Linda Bidwell, 28 April 2008

**PI 183 a - B&B Accommodation (Salisbury District Council)  
This Year to Date (Last Value)**

The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.



On the 18th May 2007 we were notified that this indicator was deleted from the national BVPI set with immediate effect. Decision taken to maintain locally for consistency purposes,

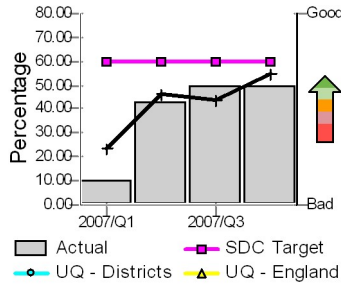
# Housing Portfolio Performance Monitoring

## Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

**Performance Indicator**

The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings

**PI 211 a - HRA Dwellings:  
Planned/Responsive Repairs Spend  
(Salisbury District Council)  
This Year to Date (Last Value)**

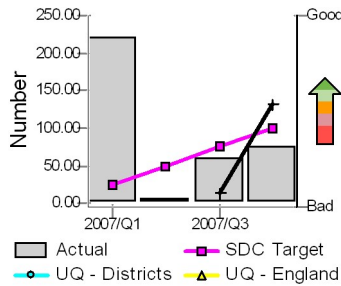


**Commentary (2007/Q4)**

Performance currently below target. This is expected to improve when 2007/2008 HRA has been finalised and all expenditure in financial year has been processed.

Number of units for affordable housing granted planning permission

**PI 504 b - AH units granted PP (Salisbury District Council)  
This Year to Date (Last Value)**



**Statutory Performance Indicator Summary**

BVPI ref.	Description	Unit Type	Actual for 2006/07	Top 25% Target (Districts)	Top 25% Target (All England)	Target for 2007/08	Actual for 2007/08	Target for 2008/09	Target for 2009/10	Target for 2010/11
<b>COMMUNITY</b>										
2a	Level achieved against the Equality Standard for Local Government	0 - 5	2.00			2.00	1.00	2.00	3.00	
2b	Score against the Duty to Promote Race Equality checklist	%	84.21	79.00	84.00	89.00	47.00			
126a	Domestic Burglaries per 1,000 households	Number	6.47	5.00	5.80	5.03	6.80			
127a	Violent crime per 1,000 population	Number	14.57	11.40	13.10	8.79	31.20			
127b	Robberies per 1,000 population	Number	0.29	0.20	0.30	0.23	0.20			
128	Vehicle crimes per 1,000 population	Number	5.67	6.20	7.00	6.61	18.90			
174	Racial incidents recorded by authority per 100,000 population	Number	0.03			0.00	0.00	0.00		
175	Racial incidents resulting in further action	%	100.00	100.00	100.00	100.00	100.00	100.00		
225	Actions taken against domestic violence	%	63.00			72.00	82.00			
<b>HOUSING</b>										
63	Energy Efficiency - Average SAP rating of local authority owned dwellings	Number	74.00	72.00	72.00	72.50	66.53	73.00	73.50	
64	Private sector dwellings - returned to occupation	Number	139.00	55.00	95.00	100.00	62.00	100.00	100.00	
66c	Local authority tenants in arrears who have had Notices Seeking Possession served	%	18.70	13.61	16.55	18.00	22.02	16.00	15.00	
66d	Local authority tenants evicted as a result of rent arrears		0.19	0.17	0.20	0.20	0.32	0.18	0.16	
67	Homelessness Applications	%	95.10			97.00	90.47			
78a	Average time processing new claims	Days	22.3	24.0	24.5	25.0	18.4	25.0	25.0	
78b	Average time processing change in circumstances	Days	3.8	7.1	7.8	6.0	3.31	6.0	6.0	
183b	Average length of stay in hostels	Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
202	People sleeping rough on a single night within local authority area	Number	8.75	0.00	0.00	10.00	4.00	10.00	5.00	
212	HRA Re-Let Times	Days	38.0	25.00	26.00	30.00	33.50	29.00	28.00	
213	Homelessness cases prevented	Number	196.00	4.00	5.00	200.00	14.08	200.00	200.00	
<b>PLANNING</b>										
109a	Planning major apps determined in 13 weeks	%	71.83	80.71	80.65	65.00	65.67	60.00	Top 25%	Top 25%
109c	Planning other apps determined in 8 weeks	%	89.72	92.57	92.46	88.00	88.67	80.00	Top 25%	Top 25%
204	Percentage of appeals allowed against an authority's decision to refuse planning application	%	35.00	25.00	25.60	25.00	19.64	25.00	Top 25%	Top 25%
205	Score against the Planning Quality of Service Checklist	%	100.0	100.0	100.0	100.0	100.0	100.0	Top 25%	Top 25%
<b>ECONOMIC DEVELOPMENT</b>										
200b	Milestones met set out by the Local Development Scheme?	Yes/No	Yes			Yes	Yes	Yes	Yes	
219b	Conservation areas within the local authority area that have an up-to-date character appraisal	%	1.43	35.07	46.63	18.57	12.86	25.71	30.00	
<b>RESOURCES</b>										
11a	Top 5% of earners within the council that are women	%	36.84	33.31	43.56	31.25	40.00	31.85	42.45	45.00
11b	Top 5% of earners within the council that are from ethnic minorities	%	0.00	3.70	4.53	0.70	2.50	0.70	2.50	3.50
11c	Top 5% of earners within the council that have a disability	%	0.00	6.25	5.49	2.50	2.50	2.50	4.50	5.00
12	Average number of working days lost to sickness absence per member of staff	Days	7.30	8.08	8.09	7.00	6.85	7.00	7.00	6.00
14	Early retirements / staff	%	0.52	0.00	0.18	2.00	0.13	2.50	2.50	2.00

BVPI ref.	Description	Unit Type	Actual for 2006/07	Top 25% Target (Districts)	Top 25% Target (All England)	Target for 2007/08	Actual for 2007/08	Target for 2008/09	Target for 2009/10	Target for 2010/11
15	Ill health retirements / staff	%	0.13	0.00	0.00	0.15	0.00	0.20	0.00	0.00
16a	Staff with disabilities	%	1.31	5.25	4.43	2.13	1.47	2.13	3.00	4.00
<b>FINANCE</b>										
8	Invoices paid on time	%	89.37	98.00	97.00	93.00	96.41	95.00	97.30	
9	Council Tax collected	%	98.20	98.60	98.48	98.25	98.30	98.30	98.35	
66b	Local authority tenants with over seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	%	5.61	3.43	3.89	5.50	4.77	5.00	4.50	
79a	Benefit cases processed correctly	%	100.00	99.20	99.20	99.00	100.00	99.00	99.00	
79bi	Housing Benefit (HB) overpayments recovered as a percentage of HB deemed recoverable over-payments	%	78.43	81.71	80.61	73.00	67.67	74.00	75.00	
79bii	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding plus amount of HB overpayments identified during the period	%	44.67	39.02	38.38	62.00	38.33	62.00	62.00	
79biii	HB overpayments written off as a percentage of the total amount of HB overpayment debt outstanding plus amount of HB overpayments identified during the period	%	2.32			9.00	1.49	9.00	9.00	
<b>ENVIRONMENT</b>										
82ai	Household waste arisings sent for recycling	%	18.59	24.19	22.88	25.00	21.84	29.00	29.00	
82aii	Tonnage of household waste arisings sent for recycling	Tonnes	8,237.19	10,069.95	15,126.10	11,916.00	9,484.49	14,027.00	14,027.00	
82bi	Composting Rate	%	4.86	17.97	15.53	5.2	5.20			
82bii	Tonnage of household waste sent for composting or treatment by anaerobic digestion	Tonnes	2,152.07	7,513.87	8,770.30	2,900.00	2,254.64	3,600.00	3,600.00	
84a	Kilograms of household waste collected per head	Kgs	374.00	380.80	395.00	384.00	374.20	381.00	381.00	
84b	Change from the previous financial year in the number of Kgs of household waste production and the effectiveness of policies to reduce the growth rate	%	-4.29	-1.87	-1.78	-3.00	-2.50	-3.00	-3.00	
91a	Households served by kerbside collection (one recyclable)	%	98.0	100.0	100.0	98.0	98.0	100.0	100.0	
91b	Households served by kerbside collection (two recyclables)	%	98.0	100.0	100.0	98.0	98.0	100.0	100.0	
166a	Score against the Environmental Health checklist	%	90.00	100.00	100.00	91.00	93.00	92.00	96.00	
199a	Relevant land and highways assessed as having combined deposits of litter and detritus across four categories of cleanliness	%	13.3	6.0	7.0	13.0	11.1	12.50	12.00	
199b	Relevant land and highways from which unacceptable levels of graffiti are visible	%	3.28	0.00	1.00	2.50	2.18	2.50	2.50	
199c	Relevant land and highways from which unacceptable levels of fly-posting are visible	%	0.77	0.00	0.00	2.50	0.65	2.50	2.50	
199d	Year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	Number	3.00	1.00	1.00	3.00	3.00	2.00	2.00	

	Area of Note
	On Target
	Near Target
	Below Target/Area of Concern

Please note that for the purpose of the BVPP, what constitutes the Top 25% comparison data for each indicator has been taken from current running information that is to say, the 2006/07 audited data published by DCLG. In the case of the Satisfaction Survey indicators, both actual data and comparison data is based on the 2006/07 BV Satisfaction Surveys dataset.