

PERFORMANCE INDICATORS TO BE INCLUDED IN THE 2004/05 BVPP LISTED BY COMMUNITY STRATEGY THEME											Dept.	
PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2002/03 Actual (unless stated) (* Indicates changed value from that reported in 2003/04 BVPP)	2003/04 Target	2003/04 Actual	Performance Trend 2002/03 to 2003/04 [2000/01 to 2003/04 for most surveys] (↑ Better, ↓ Worse, --- No change)	Variance 2002/03 to 2003/04 Actuals (+/- 10% coloured)	Variance 2003/04 Target to 2003/04 Actual (+/- 10% coloured)	2003/04 P+ target achieved status (👍 means >10% above target, 🟦 means within 10% of target, 🟥 means > 10% below target)	All English LAs comparison 2002/03		Performance in 2003/04 compared to all English LAs - WQ (2002/03 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%)	Corp Obj	
								Mean / % 'Yes' for certain PIs	Best Quartile			
BV2a The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Level 1	Level 2	Level 2	↑	100.00%	0.00%	🟦	0.7 of Level 1	Level 1	■ ■ ■ ■ ■	Corporate	Access
BV2b The duty to promote race equality.	New	50%	52.6%	New	New	5.20%	🟦	New	New	New	Corporate	Access
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to	31.10%	50%	49%	↑	57.56%	-2.00%	🟦	37%	57%	■ ■ ■ ■ ■	D&E	Access
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.	59%	75%	92%	↑	55.93%	22.67%	👍	49%	58%	■ ■ ■ ■ ■	Corporate	Access
BV164 Does the authority follow the CRE's code of practice in rented housing and follow the Good Practice Standards for	Yes	Yes	Yes	---	0.00%	0.00%	🟦	59%	Not applicable	Not applicable	Community	Access
BV165 The percentage of pedestrian crossings with facilities for disabled people.	94%	100%	97%	↑	3.19%	-3.00%	🟦	78%	95%	■ ■ ■ ■ ■	D&E	Access
BV174 The number of racial incidents recorded by the authority per 100,000 population.	49	60	72.5	↓	47.96%	20.83%	🟥	28	0	■ ■ ■ ■ ■	Chief Executive's	Access
BV175 The percentage of racial incidents that resulted in further action.	100%	100%	100%	---	0.00%	0.00%	🟦	86%	100%	■ ■ ■ ■ ■	Chief Executive's	Access
CS28 Number of local compacts.	2	4	4	↑	100.00%	0.00%	🟦	Not applicable	Not applicable	Not applicable	Community	Access
CS29 Number of local community partnerships.	4*	9	9	↑	#VALUE!	0.00%	🟦	Not applicable	Not applicable	Not applicable	Community	Access
CS30 Number of individuals involved in the local community partnerships.	54	81	127	↑	135.19%	56.79%	👍	Not applicable	Not applicable	Not applicable	Community	Access
ED3 Number of statements of special education needs.	533	490	540	↑	1.31%	10.20%	🟥	Not applicable	Not applicable	Not applicable	Education	Access
ED4 Number of children with special education needs placed in schools outside the borough.	30	25	22	↑	-26.67%	-12.00%	👍	Not applicable	Not applicable	Not applicable	Education	Access
ED5 Wheelchair access to Darlington schools.	42.9%	45.2%	43.9%	↑	2.33%	-2.88%	🟦	Not applicable	Not applicable	Not applicable	Education	Access
ED7 Percentage of admission appeals heard which were rejected by an Appeals Panel.	73.6%	66%	70.9%	↓	-3.67%	7.42%	🟦	Not applicable	Not applicable	Not applicable	Education	Access
ED9 Percentage of Year 11 children who were in public care who attained 5+ GCSE A*-C.	0%	5%	0%	---	0.00%	-100.00%	🟥	Not applicable	Not applicable	Not applicable	Education	Access
ED10 Percentage of year 11 children who were in public care who attained 1+ GCSE A*-G. (BV50)	42%	45%	46.7%	↑	11.19%	3.78%	🟦	44%	50%	■ ■ ■ ■ ■	Education	Access
ED11 Number of children with additional educational needs accessing mainstream provision or links. (2002-03 Pilot Year)	67.5%	72%	73.3%	↑	8.59%	1.81%	🟦	Not applicable	Not applicable	Not applicable	Education	Access
ED13 Percentage of adults (aged over 18) participating in formal learning	1.50%	1.75%	1.41%	↓	-6.00%	-19.43%	🟥	Not applicable	Not applicable	Not applicable	Education	Access
ED15 Percentage of 3 year olds with access to good quality, free, early years education in the voluntary, private or maintained sectors.	106%	100%	95.8%	↓	-9.62%	-4.20%	🟦	84%	92%	■ ■ ■ ■ ■	Education	Access
BV11a The percentage of top 5% of earners that are women.	46.67%	46.82%	53.03%	↑	13.63%	13.26%	👍	26%	37%	■ ■ ■ ■ ■	Corporate	Access
BV11b The percentage of top 5% of earners from black and minority ethnic communities.	2.5%	2.10%	1.51%	↓	-39.60%	-28.10%	🟥	2.60%	3.20%	■ ■ ■ ■ ■	Corporate	Access
BV16a Percentage of LA employees declaring that they meet the DDA 1995 disability definition compared with the % of economically active disabled people in the authority area. (a) % of disabled employees.	0.52%	0.7%	1.21%	↑	132.69%	72.86%	👍	2.70%	3.30%	■ ■ ■ ■ ■	Corporate	Access
BV17a Percentage of LA employees from minority ethnic communities compared with the % of the economically active minority ethnic community population in the authority area. (a) % of minority ethnic community employees.	0.82%	0.90%	1.00%	↑	21.95%	11.11%	👍	4.00%	3.80%	■ ■ ■ ■ ■	Corporate	Access
DE13 Darlington's share of the external funding awarded to Tees Valley Boroughs.	New	15%	21%	New	New	40.00%	👍	Not applicable	Not applicable	Not applicable	D&E	Capacity
BV76 Security: whether the authority has a written and proactive strategy for combating fraud and error which embraces specified initiatives including those sponsored by the DSS, which is communicated regularly to all staff. (Yes/No).	Yes	Amended	Amended	Amended	Amended	Amended	Amended	97%	Not applicable	Not applicable	Community	Capacity
BV76a Housing Benefit Security - The number of claimants visited, per 1,000 caseload.	New	242	286	New	New	18.18%	👍	New	New	New	Community	Capacity
BV76b Housing Benefit Security - The number of fraud investigators employed, per 1,000 caseload.	New	25	72	New	New	188.00%	👍	New	New	New	Community	Capacity
BV76c Housing Benefit Security - The number of fraud investigations, per 1,000 caseload.	New	0.2	0.2	New	New	0.00%	🟦	New	New	New	Community	Capacity

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								Mean / % 'Yes' for certain PIs	Best Quartile			
BV76d Housing Benefit Security - The number of prosecutions and sanctions, per 1,000 caseload.	New	1.2	0.9	New	New	-25.00%	🟥	New	New	New	Community	Capacity
CS15 Percentage reduction of rent arrears for each Neighbourhood Office.	New	2%	3.97%	New	New	98.50%	👍	Not applicable	Not applicable	Not applicable	Community	Capacity
CS20 (Ex BV77) Average cost of handling a Housing Benefit or Council Tax Benefit claim, taking into account differences in the types of claim received.	£49.44	£48.65	£60.01	↓	21.38%	23.35%	🟥	£65.52 (2001/02)	£50.51 (2001/02)	■ ■ ■ ■ (2001/02)	Community	Capacity
BV33 Youth Service expenditure per head in Youth Service age range.	£48.36	£52.12			-100.00%	-100.00%		£90.66	£62.06		Education	Capacity
BV34a Percentage of primary schools with 25%+ (and at least 30) of their places unfilled.	8.6%	8.8%	17.6%	↓	104.65%	100.00%	🟥	12%	8%	■ ■ ■ ■	Education	Capacity
BV34b Percentage of secondary schools with 25%+ (and at least 30) of their places unfilled.	0%	0%	0%	---	0.00%	0.00%	🟦	7%	0%	■ ■ ■ ■	Education	Capacity
BV36a Expenditure per pupil - Nursery & primary under 5s.	£2,684.6*	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	£3,126	£2,606	■ ■ ■ ■	Education	Capacity
BV36b Expenditure per pupil - Primary pupils aged 5 and over.	£2,642.11*	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	£2,808	£2,470	■ ■ ■ ■	Education	Capacity
BV36c Expenditure per pupil - Secondary pupils under 16..	£3,057.58*	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	£3,545	£3,085	■ ■ ■ ■	Education	Capacity
BV192a Quality of teaching for early years and childcare services - Average number of days access to relevant training and development per practitioner delivering Foundation Stage education.	New	1.3	4.4	New	New	238.46%	👍	New	New	New	Education	Capacity
BV193a Schools Budget as a percentage of the Schools Funding Assessment.	New	102.1%	102.1%	New	New	0.00%	🟦	New	New	New	Education	Capacity
BV193b Increase in Schools Budget on the previous year as a percentage of the increase in the Schools Funding Assessment on the previous year.	New	116%	116%	New	New	0.00%	🟦	New	New	New	Education	Capacity
CS25 Increase Partnership funds for the purpose of extending the cultural offer provided by Community Services for the residents of Darlington.	New	£157,000	£467,000	New	New	197.45%	👍	Not applicable	Not applicable	Not applicable	Community	Capacity
BV51 Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked after child in foster care or in a children's home	£470	£510	£460	↑	-2.13%	-9.80%	🟦	£582	£494	■ ■ ■ ■	Social	Capacity
BV52 Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and elderly people.	£340	£367	£321	↑	-5.59%	-12.53%	👍	£440	£385	■ ■ ■ ■	Social	Capacity
CS21 (Ex BV65b) Average weekly cost per local authority dwelling of repairs.	New	£14.93	£16.57	New	New	10.98%	🟥	£13.51 (2001/02)	£11.31 (2001/02)	■ ■ ■ ■ (2001/02)	Community	Capacity
CS22 (Ex BV65a) Average weekly cost per local authority dwelling of management.	New	£10.55	£7.96	New	New	-24.55%	👍	£12.97 (2001/02)	£9.79 (2001/02)	■ ■ ■ ■ (2001/02)	Community	Capacity
DE12b Percentage of all allotment plots occupied.	89%	88%	89%	---	0.00%	1.14%	🟦	Not applicable	Not applicable	Not applicable	D&E	Capacity
BV66a Local authority rent collection and arrears: Proportion of rent collected.	98.83%	98%	98.69%	↓	-0.14%	0.70%	🟦	96.70%	98.30%	■ ■ ■ ■	Community	Capacity
BV86 Cost of waste collection per household.	£32.80	£32.65	£32.28	↑	-1.59%	-1.13%	🟦	£33.23	£25.66	■ ■ ■ ■	Community	Capacity
BV87 Cost of waste disposal per tonne for municipal waste.	£30.23	£31.46	£31.60	↓	4.53%	0.45%	🟦	£37.00	£29.61	■ ■ ■ ■	D&E	Capacity
BV107 Planning cost per head of population.	£9.52	£11.89	£11.13	↓	16.91%	-6.39%	🟦	£11.63	£7.74	■ ■ ■ ■	D&E	Capacity
BV180ai The energy consumption/m2 of local authority operational property compared with comparable buildings in the UK as a whole - Electricity	117%	Target not required	93%	↑	-20.51%	Not applicable	Target not required	112%	85%	■ ■ ■ ■	D&E	Capacity
BV180aii The energy consumption/m2 of local authority operational property compared with comparable buildings in the UK as a whole - Fossil Fuels	54%	Target not required	42%	↑	-22.22%	Not applicable	Target not required	111%	78%	■ ■ ■ ■	D&E	Capacity
BV180b Average lamp circuit wattage (kWh/streetlight).	461.12	Amended	Amended	Amended	Amended	Amended	Amended	390	353	Not applicable	D&E	Capacity
BV180b Average lamp circuit wattage compared with average consumption/wattage by local authorities in the UK.	Amended	Target not required	101%	Amended	Amended	Not applicable	Target not required	Amended	Amended	Amended	D&E	Capacity
BV188 The number of decisions delegated to officers as a percentage of all decisions.	85%	85%	82%	↓	-3.53%	-3.53%	🟦	82%	90%	■ ■ ■ ■	D&E	Capacity
CS9 Percentage of rent lost through local authority dwellings becoming vacant. (Ex BV69)	1.58%	1.4%	2.02%	↓	27.85%	44.29%	🟥	2.1% (2001/02)	1.1% (2001/02)	■ ■ ■ ■ (2001/02)	Community	Capacity
CS19 Cost per square km for keeping relevant land and highways for which the authority is responsible clear of litter and refuse. (Ex BV85)	£42,219	£42,826	£56,257	↓	33.25%	31.36%	🟥	£147,160 (2001/02)	£46,976 (2001/02)	■ ■ ■ ■ (2001/02)	Community	Capacity
DE3 Volunteers' involvement in management of urban ecology/conservation sites through the Council's partnership	1,524	1,500	941	↓	-38.25%	-37.27%	🟥	Not applicable	Not applicable	Not applicable	D&E	Capacity

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DE3b Number of people taking part in countryside/nature conservation events and projects.	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Not applicable	Not applicable	Not applicable	D&E	Capacity
BV186a Percentage of principal road network not needing major repair by cost per km [Target from 2004/05 onwards are calculated from targets for BV96 and so the basis is not comparable with earlier years].	98.35*	99.33*	78.4	↑	-20.28%	-21.07%	👍	93	45	■ ■ ■ ■	D&E	Capacity
BV186b Percentage of non-principal road network not needing major repair by cost per km.	201.51*	206.1*	296.7	↓	47.24%	43.96%	🟥	369	132	■ ■ ■ ■	D&E	Capacity
BV9 Percentage of Council Tax collected.	96.7%	96%	97.2%	↑	0.52%	1.25%	🟦	97%	98%	■ ■ ■ ■	Corporate	Capacity
BV10 The percentage of non-domestic rates which should have been received during the year that were received.	98.2%	98.5%	99.1%	↑	0.92%	0.61%	🟦	98%	99%	■ ■ ■ ■	Corporate	Capacity
BV12 The number of working days/shifts lost due to sickness absence (days).	10.73	10	11.19	↓	4.29%	11.90%	🟥	10.1	8.54	■ ■ ■ ■	Corporate	Capacity
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	0.2%	0.4%	1.04%	↓	420.00%	160.00%	🟥	0.66%	0.14%	■ ■ ■ ■	Corporate	Capacity
BV15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.62%	0.50%	0.99%	↓	59.68%	98.00%	🟥	0.41%	0.18%	■ ■ ■ ■	Corporate	Capacity
CR1 Percentage of normal office hours that prime Corporate IT Systems and Communications Network are to be available.	99.89%	99.60%	99.10%	↓	-0.79%	-0.50%	🟦	Not applicable	Not applicable	Not applicable	Corporate	Capacity
CR4a Percentage of all staff appraisals carried out - Single	60%	90%	96%	↑	60.00%	6.67%	🟦	Not applicable	Not applicable	Not applicable	Corporate	Capacity
CR4b Percentage of all staff appraisals carried out - Group	60%	55%	64%	↑	6.67%	16.36%	👍	Not applicable	Not applicable	Not applicable	Corporate	Capacity
CR7 Employee satisfaction of the Council as a place to work. [B=985, C= 2.38]	63.5%	69%	69.6% [B=738, C=2.98]	↑	9.61%	0.87%	🟦	Not applicable	Not applicable	Not applicable	Corporate	Capacity
CR8 Overall percentage improvement in non-financial BVPIs.	13.3%	13%	3.88%	↓	-70.83%	-70.15%	🟥	Not applicable	Not applicable	Not applicable	Corporate	Capacity
CR10 Cost effectiveness improvement with Local PSA to 2005/06) (PSA14)	New	2.5%*	16%	New	New	540.00%	👍	Not applicable	Not applicable	Not applicable	Corporate	Capacity
CR 11 Performance Reward Grant obtained. (Grant not payable until 2006/07 and 2007/08 where target is 100%)	New	Not applicable	Not applicable	New	New	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Corporate	Capacity
DE4 Number of people using Information Darlington tourist information service.	129,841	130,000	181,294	↑	39.63%	39.46%	👍	Not applicable	Not applicable	Not applicable	D&E	Excellent
BV63 Energy Efficiency - the average SAP rating of local authority owned dwellings.	60	63	68	↑	13.33%	7.94%	🟦	57	62	■ ■ ■ ■	Community	Excellent
BV78a Speed of processing - Average time for processing new claims in days.	44.09	33	35	↑	-20.62%	6.06%	🟦	46	33	■ ■ ■ ■	Community	Excellent
BV78b Speed of processing - Average time for processing notifications of change of circumstances in days.	8.2	8	8	↑	-2.44%	0.00%	🟦	15	8	■ ■ ■ ■	Community	Excellent
BV78c Speed of processing - Percentage of renewal claims processed on time.	75.24%	82%	71%	↓	-5.64%	-13.41%	🟥	70%	83%	■ ■ ■ ■	Community	Excellent
BV79a Accuracy of processing - Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination of a sample of cases checked post-determination.	96%	98.5%	97%	↑	1.04%	-1.52%	🟦	97%	99%	■ ■ ■ ■	Community	Excellent
BV79b Accuracy of processing - Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	65.26%	63%	58%	↓	-11.12%	-7.94%	🟦	51%	60%	■ ■ ■ ■	Community	Excellent
BV183a 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 (weeks).	2	2	2	---	0.00%	0.00%	🟦	7	1	■ ■ ■ ■	Community	Excellent
BV183b The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks).	0	0	0	---	0.00%	0.00%	🟦	15	0	■ ■ ■ ■	Community	Excellent
CS8 (Ex BV68) Average relet times for local authority dwellings let in the financial year (days).	27	27	23	↑	-14.81%	-14.81%	👍	44 (2001/02)	29 (2001/02)	■ ■ ■ ■	Community	Excellent
CS10 (Ex BV72) Percentage of urgent repairs completed within Government time limits.	93.6%	96%	94.4%	↑	0.85%	-1.67%	🟦	91% (2001/02)	96% (2001/02)	■ ■ ■ ■	Community	Excellent
CS11 (Ex BV73) Average time taken to complete non-urgent responsive repairs (days).	9	8	7	↑	-22.22%	-12.50%	👍	21 (2001/02)	13 (2001/02)	■ ■ ■ ■	Community	Excellent
SS12 (PAF D35) Long term stability for children looked after.	29.5%	40%	41%	↑	38.98%	2.50%	🟦	Not applicable	Not applicable	Not applicable	Social	Excellent

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BV38 Percentage of pupils in local authority schools achieving 5 or more A*-C grade GCSEs.	48.7%	52%	50.8%	↑	4.31%	-2.31%	🟦	48%	54%	■ ■ ■ ■ ■	Education	Excellent
BV39 Percentage of pupils in schools maintained by the authority in the previous summer achieving one or more GCSEs at grade A*-G or equivalent.	88.5%	91%	87.8%	↓	-0.79%	-3.52%	🟦	88%	91%	■ ■ ■ ■ ■	Education	Excellent
BV40 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 Mathematics.	75.6%	84%	73.4%	↓	-2.91%	-12.62%	🟥	73%	76%	■ ■ ■ ■ ■	Education	Excellent
BV41 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 English.	73.2%	86%	74.0%	↑	1.09%	-13.95%	🟥	74%	78%	■ ■ ■ ■ ■	Education	Excellent
BV43a Percentage of statements prepared within 18 weeks (excluding those involving other agencies).	100%	100%	100%	---	0.00%	0.00%	🟦	87%	99%	■ ■ ■ ■ ■	Education	Excellent
BV43b Percentage of statements prepared within 18 weeks involving other agencies.	93.4%	96%	98.7%	↑	5.67%	2.81%	🟦	65%	80%	■ ■ ■ ■ ■	Education	Excellent
BV44 Number of pupils permanently excluded in maintained schools per 1,000.	0.42	0.61	0.55	↓	30.95%	-9.84%	🟦	1.3	0.9	■ ■ ■ ■ ■	Education	Excellent
BV45 Percentage of half days missed due to all absence in secondary schools maintained by the authority.	9.9%	8.2%	9.2%	↑	-7.07%	12.20%	🟥	8.90%	8.00%	■ ■ ■ ■ ■	Education	Excellent
BV46 Percentage of half days missed due to all absence in primary schools maintained by the authority.	6.6%	5.6%	6.4%	↑	-3.03%	14.29%	🟥	6.00%	5.50%	■ ■ ■ ■ ■	Education	Excellent
BV48 Percentage of schools maintained by the Authority subject to special measures.	2%	2%	2%	---	0.00%	0.00%	🟦	1.21%	0.00%	■ ■ ■ ■ ■	Education	Excellent
BV50 Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or GNVQ.	42%	45%	46.70%	↑	11.19%	3.78%	🟦	44%	50%	■ ■ ■ ■ ■	Education	Excellent
BV30 Percentage of 3 year olds with access to good quality, free, early years education in the voluntary, private or maintained sectors.	106%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	84%	92%	■ ■ ■ ■ ■	Education	Excellent
BV159a Percentage of permanently excluded pupils attending 5 hours or less per week alternative tuition.	2.7%	0%	5.7%	↓	111.11%	100.00%	🟥	15%	2%	■ ■ ■ ■ ■	Education	Excellent
BV159b Percentage of permanently excluded pupils attending 6 to 12 hours per week alternative tuition.	2.7%	0%	5.7%	↓	111.11%	100.00%	🟥	14%	3%	■ ■ ■ ■ ■	Education	Excellent
BV159c Percentage of permanently excluded pupils attending 13 to 19 hours per week alternative tuition.	0%	0%	5.7%	↓	100.00%	100.00%	🟥	18%	7%	■ ■ ■ ■ ■	Education	Excellent
BV159d Percentage of permanently excluded pupils attending 20 hours or more per week alternative tuition.	94.6%	100%	82.9%	↓	-12.37%	-17.10%	🟥	53%	75%	■ ■ ■ ■ ■	Education	Excellent
BV181a English	61.3%	75%	68%	↑	10.93%	-9.33%	🟦	65%	71%	■ ■ ■ ■ ■	Education	Excellent
BV181b Maths	63.4%	75%	72.3%	↑	14.04%	-3.60%	🟦	66%	71%	■ ■ ■ ■ ■	Education	Excellent
BV181c Science	66.3%	69%	65.7%	↓	-0.90%	-4.78%	🟦	65%	71%	■ ■ ■ ■ ■	Education	Excellent
BV181d ICT Assessment	New	75%	65.9%	New	New	-12.13%	🟥	New	New	New	Education	Excellent
BV194a The percentage of pupils achieving Level 5 or above in Key Stage 2 English.	New	35%	25%	New	New	-28.57%	🟥	New	New	New	Education	Excellent
BV194b The percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics.	New	32%	29.8%	New	New	-6.88%	🟦	New	New	New	Education	Excellent
ED1 Number of public access Internet uses.	8,895	31,500	37,624	↑	322.98%	19.44%	👍	Not applicable	Not applicable	Not applicable	Education	Excellent
ED2 Number of schools participating in Family Learning Opportunities.	24	30	17	↓	-29.17%	-43.33%	🟥	Not applicable	Not applicable	Not applicable	Education	Excellent
ED6 Percentage of years 3 to 6 (inclusive) classes with more than 30 pupils. (Ex BV160)	34.7%	39%	33.3%	↑	-4.03%	-14.62%	👍	Not applicable	Not applicable	Not applicable	Education	Excellent
ED8 Percentage of those receiving alternative tuition who have done so for more than 1 year.	100%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Education	Excellent
ED12 Percentage of Early Years judged by OISTED as satisfactory or better.	100%	98%	96.8%	↓	-3.20%	-1.22%	🟦	Not applicable	Not applicable	Not applicable	Education	Excellent
BV117 Number of physical visits per 1,000 population to public libraries.	4,403	4,890	4027.5	↓	-8.53%	-17.64%	🟥	6431	6295	■ ■ ■ ■ ■	Education	Excellent
BV170a The number of visits to/usage's of museums per 1,000 population.	619.27	551.6	502.6	↓	-18.84%	-8.88%	🟦	784	744	■ ■ ■ ■ ■	D&E	Excellent
BV170b The number of those visits that were in person per 1,000 population.	326.98	326.9	341.4	↑	4.41%	4.44%	🟦	449	522	■ ■ ■ ■ ■	D&E	Excellent

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2002/03 Actual (unless stated) (* Indicates changed value from that reported in 2003/04 BVPP)	2003/04 Target	2003/04 Actual	Performance Trend 2002/03 to 2003/04 [2000/01 to 2003/04 for most surveys] (↑ Better, ↓ Worse, --- No change)	Variance 2002/03 to 2003/04 Actuals (+/- 10% coloured)	Variance 2003/04 Target to 2003/04 Actual (+/- 10% coloured)	2003/04 P+ target achieved status (👍 means >10% above target, 🟡 means within 10% of target, 🟠 means > 10% below target)	All English LAs comparison 2002/03		Performance in 2003/04 compared to all English LAs - WQ (2002/03 base) (25%), BQ = Best Quartile (25%)	Dept.	Corp Obj
								Mean / % 'Yes' for certain PIs	Best Quartile			
BV170c Number of pupils visiting museums and galleries in organised school groups (previously BV113).	5,038	3,500	6,131	↑	21.70%	75.17%	👍	Not applicable	Not applicable	Not applicable	D&E	Excellent
CS17ai Increase participation at Eastbourne Sports Complex - Adults	New	41,668	43,830	New	New	5.19%	🟡	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17aii Increase participation at Eastbourne Sports Complex - Children	New	24,005	63,904	New	New	166.21%	👍	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17bi Increase participation at Stressholme - Golf rounds	New	33,396	34,720	New	New	3.96%	🟡	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17bii Increase participation at Stressholme - Driving Range	New	25,410	26,849	New	New	5.66%	🟡	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17ci Increase participation at Swimming - Adults	New	100,306	104,048	New	New	3.73%	🟡	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17cii Increase participation at Swimming - Juniors	New	64,341	71,594	New	New	11.27%	👍	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17d Increase participation at Theatre and Arts Venues	New	202,724	186,101	New	New	-8.20%	🟡	Not applicable	Not applicable	Not applicable	Community	Excellent
CS17e Increase participation at Theatre and Arts Outreach	New	2,900	4,364	New	New	50.48%	👍	Not applicable	Not applicable	Not applicable	Community	Excellent
CS32a Number of pupils participating in out of school learning in schools supported by the schools sports co-ordinator scheme.	New	40%	Not collected	Not collected	New	Not applicable	Not collected	Not applicable	Not applicable	Not applicable	Community	Excellent
CS32b Number of pupils participating in out of school learning in schools not supported by the schools sport co-ordinator scheme.	New	30%	Not collected	Not collected	New	Not applicable	Not collected	Not applicable	Not applicable	Not applicable	Community	Excellent
CS32a Number of pupils aged 4-11 participating in sport & health enhancing physical activity beyond the curriculum for at least 45 minutes in a typical week.	Amended	Amended	Amended	Amended	Not applicable	Not applicable	Amended	Not applicable	Not applicable	Not applicable	Community	Excellent
CS32b Number of girls aged 12-16 participating in sport & health-enhancing physical activity beyond the curriculum for at least 45 minutes in a typical week during term time.	Amended	Amended	Amended	Amended	Not applicable	Not applicable	Amended	Not applicable	Not applicable	Not applicable	Community	Excellent
CS32c Number of children in the special school participating in sport & health-enhancing physical activity beyond the curriculum for at least 45 minutes in a typical week during term time.	Amended	Amended	Amended	Amended	Not applicable	Not applicable	Amended	Not applicable	Not applicable	Not applicable	Community	Excellent
BV126a (QoL16a) Domestic burglaries per 1,000 households.	17.1	20	13.6	↑	-20.47%	-32.00%	👍	16	9	■ ■ ■ ■	Social	Excellent
BV127 (QoL 16) (proxy) Violent crime per 1,000 population, broken down to show:- [Durham Constabulary as yet do not collect the data in the format required so we are reporting Violence against a Person (VAP) overall but this includes crimes that should	14.5	15.9	11.9	↑	-17.93%	-25.16%	👍	Not available	Not available	Not available	Social	Excellent
BV127a (QoL16bi) Violent offences committed by a stranger per 1,000 population.	Not available	Inadequate data on which to set target	Not available	Not available	Not available	Not available	Not available	6	2	Not available	Social	Excellent
BV127b (QoL16bii) Violent offences committed in a public place per 1,000 population.	Not available	Inadequate data on which to set target	Not available	Not available	Not available	Not available	Not available	8	4	Not available	Social	Excellent
BV127c (QoL16biii) Violent offences committed in connection with licensed premises per 1,000 population.	Not available	Inadequate data on which to set target	Not available	Not available	Not available	Not available	Not available	1	1	Not available	Social	Excellent
BV127d (QoL16biv) Violent offences committed under the influence per 1,000 population.	Not available	Inadequate data on which to set target	Not available	Not available	Not available	Not available	Not available	3	1	Not available	Social	Excellent
BV128a (QoL16c) Vehicle crimes per 1,000 population.	18	15	22.8	↓	26.67%	52.00%	🟠	16	10	■ ■ ■ ■	Social	Excellent
BV176 The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority.	0.8	0.8	0.8	---	0.00%	0.00%	🟡	0.49	0.66	■ ■ ■ ■	Social	Excellent
SS1 (PAF C18) Percentage of children looked after by the authority, aged 10 or over, should receive a final warning or conviction whilst they are looked after. From 2003/04 proportion of children as a ratio of all children 10+.	2.6%	3.0%	2.7%	↓	4.88%	-9.10%	🟡	Not applicable	Not applicable	Not applicable	Social	Excellent
BV49 Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31 March in any year with three or more placements during the year.	14%	16%	14.50%	↑	3.57%	-9.38%	🟡	12%	10%	■ ■ ■ ■	Social	Excellent
BV53 Intensive home care per 1,000 population aged 65 or over.	9.2	12	11.65	↑	26.63%	-2.92%	🟡	12	15	■ ■ ■ ■	Social	Excellent
BV54 Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 and over.	70.5	74	75.5	↑	7.09%	2.03%	🟡	91	104	■ ■ ■ ■	Social	Excellent
BV55 (PAF D40) Clients receiving a review as a percentage of adults receiving a service.	76%	80%	Deleted (Now SS18)	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Social	Excellent
BV56 Percentage of items of equipment costing less than £1,000 delivered within 3 weeks.	85.5%	Amended	Amended	Amended	Not applicable	Not applicable	Amended	92%	97%	Amended	Social	Excellent

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								Mean / % 'Yes' for certain PIs	Best Quartile			
BV56 Percentage of items of equipment delivered within 7 working days.	Amended	No baseline data to set target	63.5%	Amended	Not applicable	Not applicable	Amended	Amended	Amended	Amended	Social	Excellent
BV58 Percentage of people receiving a statement of their needs and how they will be met.	80.4%	91%	87.7%	↑	9.08%	-3.63%	●	88%	95%	■ ■ ■ ■	Social	Excellent
BV162 Reviews of child protection cases (Amended detailed definition for 2003/04).	100%	100%	100%	---	0.00%	0.00%	●	97%	100%	■ ■ ■ ■	Social	Excellent
BV163 Adoptions of children looked after (Amended detailed definition for 2003/04).	5.7%	6.5%	3.03%	↓	-46.84%	-53.38%	⬇	7%	9%	■ ■ ■ ■	Social	Excellent
BV166a Score against a checklist of enforcement best practice for environmental health.	70%	80%	80%	---	14.29%	0.00%	●	71%	89%	■ ■ ■ ■	D&E	Excellent
BV166b Score against a checklist of enforcement best practice for trading standards.	70%	80%	80%	---	14.29%	0.00%	●	83%	95%	■ ■ ■ ■	D&E	Excellent
BV185 Percentage of responsive (but not emergency) repairs during the year, for which the authority both made and kept an appointment.	25%	30%	29.6%	↑	18.40%	-1.33%	●	36%	73%	■ ■ ■ ■	Community	Excellent
BV195 Acceptable waiting time for assessment.	New	No baseline data to set target	36%	New	New	Not applicable	No baseline data to set target	New	New	New	Social	Excellent
BV196 Acceptable waiting time for care packages	New	No baseline data to set target	67%	New	New	Not applicable	No baseline data to set target	New	New	New	Social	Excellent
BV203a The number of families which include dependent children or a pregnant woman placed in temporary accommodation under the homelessness legislation.	New	New	New	New	New	New	New	New	New	New	Community	Excellent
BV203b The percentage change in this figure compared with the average from the previous year.	New	New	New	New	New	New	New	New	New	New	Community	Excellent
CS1 Percentage of occasions that a response and first action was instigated to an emergency call from Warden Link Service within 3 mins.	97.8%	98%	98.4%	↑	0.61%	0.41%	●	Not applicable	Not applicable	Not applicable	Community	Excellent
CS7 Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days.	99.7%	99%	99.4%	↓	-0.30%	0.40%	●	Not applicable	Not applicable	Not applicable	Community	Excellent
CS14 Percentage of occasions that Mobile Wardens respond to cases within 20 minutes.	96%	90%	95.07%	↓	-0.97%	5.63%	●	Not applicable	Not applicable	Not applicable	Community	Excellent
DE8 Percentage of requests for Environmental Health, Licensing and Trading Standards service responded to within 1 working day.	89%	82%	89.92%	↑	1.03%	9.66%	●	Not applicable	Not applicable	Not applicable	D&E	Excellent
SS2 (PAF A3) Percentage of children registered on the Child Protection Register during the year will have been previously	18.9%	15%	7.9%	↑	-58.20%	-47.33%	👉	Not applicable	Not applicable	Not applicable	Social	Excellent
SS3 Number of adults with learning disabilities in receipt of Direct payments.	5	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Social	Excellent
SS4 Number of adults with learning disabilities living in supported tenancies.	58	59	111	↑	91.38%	88.14%	👉	Not applicable	Not applicable	Not applicable	Social	Excellent
SS5 Percentage of people with learning disabilities receiving a care plan.	72.20%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Social	Excellent
SS6 (PAF C31) Number of adults with Mental Health Problems helped to live at home per 1,000 population.	2.1	2	2.4	↑	14.29%	20.00%	👉	Not applicable	Not applicable	Not applicable	Social	Excellent
SS7 Number of adults with mental health problems in receipt of Direct Payments.	3	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Social	Excellent
SS8 Percentage of carers of people with mental health problems on enhanced care co-ordination to have a copy of their support plan.	19.50%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Social	Excellent
SS11 (PAF C22) Percentage of children looked after in foster placements or placed for adoption.	100%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Social	Excellent
SS12 Long term stability for children looked after. (PAF D35)	29.5%	40%	41%	↑	38.98%	2.50%	●	Not applicable	Not applicable	Not applicable	Social	Excellent
SS13 (PAF C26) Admission of supported residents aged 65 or over to residential/nursing care.	115.7	115	118.9	↓	2.77%	3.39%	●	Not applicable	Not applicable	Not applicable	Social	Excellent
SS14 Number of people with a physical disability or sensory impairment in receipt of Direct Payments.	15	16	30	↑	100.00%	87.50%	👉	Not applicable	Not applicable	Not applicable	Social	Excellent
SS15 (PAF C29) Adults with physical disabilities helped to live at home.	4.9	4.9	4.5	↓	-8.16%	-8.16%	●	Not applicable	Not applicable	Not applicable	Social	Excellent
SS16 (PAF E50) Assessments of adults and older people leading to a provision.	69.8%	70%	45.5%	↓	-34.81%	-35.00%	⬇	Not applicable	Not applicable	Not applicable	Social	Excellent
SS17 (PAF D42) Number of informal carers receiving an assessment.	29.1%	29%	33.8%	↑	16.15%	16.55%	👉	Not applicable	Not applicable	Not applicable	Social	Excellent

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								Mean / % 'Yes' for certain PIs	Best Quartile			
SS18 (PAF D40, Ex BV55) Clients receiving a review as a percentage of adults receiving a service.	76%	80%	82.6%	↑	8.68%	3.25%	●	53%	62%	■ ■ ■ ■ ■	Social	Excellent
BV109a Major planning applications determined within 13 weeks.	70%	60%	54%	↓	-22.86%	-10.00%	●	44%	55%	■ ■ ■ ■ ■	D&E	Excellent
BV109b Minor planning applications determined within 8 weeks.	63%	65%	54%	↓	-14.29%	-16.92%	📌	55%	64%	■ ■ ■ ■ ■	D&E	Excellent
BV109c All other applications determined within 8 weeks.	77%	80%	75%	↓	-2.60%	-6.25%	●	73%	81%	■ ■ ■ ■ ■	D&E	Excellent
BV179 The percentage of standard searches carried out in 10 working days.	99.37%	100%	99.77%	↑	0.40%	-0.23%	●	87%	100%	■ ■ ■ ■ ■	Corporate	Excellent
BV205 Quality of service checklist	New	New	New	New	New	New	New	New	New	New	D&E	Excellent
CS12 Number of collections missed per 100,000 collections of household waste. (Ex BV88)	79.42	42	16.09	↑	-79.74%	-61.69%	👉	150 (2001/02)	25 (2001/02)	■ ■ ■ ■ ■	Community	Excellent
CS23 Time taken to collect fly tipping (days). (Ex AC-E2)	New	2	1.32	New	New	-34.00%	👉	2.1 (2000/01)	1.0 (2000/01)	■ ■ ■ ■ ■	Community	Excellent
DE6 (Ex BV98) Percentage of street lights not working as planned.	0.87%	0.84%	0.84%	↑	-3.45%	0.00%	●	1.1% (2000/01)	07% (2000/01)	■ ■ ■ ■ ■	D&E	Excellent
DE10a Percentage of Full Plans applications checked, and response given within 21 days.	64.7%	55%	57.51%	↓	-11.11%	4.56%	●	Not applicable	Not applicable	Not applicable	D&E	Excellent
DE10b Percentage of Full Plans applications checked, and response given within 35 days.	83.2%	83%	77.51%	↓	-6.84%	-6.61%	●	Not applicable	Not applicable	Not applicable	D&E	Excellent
BV96 Condition of principal roads. (CVI changes to TRACS in 2004/05) [2004/05 and onwards targets based on discussions with UKPMS].	8.95%	7.92%	1.93%	↑	-78.44%	-75.63%	👉	7.90%	2.40%	■ ■ ■ ■ ■	D&E	Excellent
BV97a Condition of non-principal classified roads.	17.55%	16.80%	9.62%	↑	-45.19%	-42.74%	👉	18.50%	8.70%	■ ■ ■ ■ ■	D&E	Excellent
BV97b Condition of a proportion of unclassified roads	11.91%	11.41%	11.12%	↑	-6.63%	-2.54%	●	19.40%	10.10%	■ ■ ■ ■ ■	D&E	Excellent
BV99i Total - Killed/serious injury.	40.87	50.06	38.82	↑	-5.02%	-22.45%	👉	78	42	■ ■ ■ ■ ■	D&E	Excellent
BV99ii Total - Slight injury.	444.42	470.98	471.98	↓	6.20%	0.21%	●	560	373	■ ■ ■ ■ ■	D&E	Excellent
BV99ai Pedestrians - Killed/serious injury.	10.2	15.32	9.19	↑	-9.90%	-40.01%	👉	19	11	■ ■ ■ ■ ■	D&E	Excellent
BV99aii Pedestrians - Slight injury.	57.21	70.49	62.32	↓	8.93%	-11.59%	👉	69	38	■ ■ ■ ■ ■	D&E	Excellent
BV99bi Pedal cyclists - Killed/serious injury.	2.04	5.11	1.02	↑	-50.00%	-80.04%	👉	6	3	■ ■ ■ ■ ■	D&E	Excellent
BV99bii Pedal cyclists - Slight injury.	30.65	32.69	24.52	↑	-20.00%	-24.99%	👉	37	21	■ ■ ■ ■ ■	D&E	Excellent
BV99ci Motor cyclists - Killed/serious injury.	2.04	6.13	4.09	↓	100.49%	-33.28%	👉	15	8	■ ■ ■ ■ ■	D&E	Excellent
BV99cii Motor cyclists - Slight injury.	26.56	16.35	24.52	↑	-7.68%	49.97%	📌	59	26	■ ■ ■ ■ ■	D&E	Excellent
BV99di Car users - Killed/serious injury.	22.4	19.41	21.45	↑	-4.24%	10.51%	📌	33	18	■ ■ ■ ■ ■	D&E	Excellent
BV99dii Car users - Slight injury.	286.06	296.28	307.50	↓	7.49%	3.79%	●	348	260	■ ■ ■ ■ ■	D&E	Excellent
BV99ei Other vehicle users - Killed/serious injury.	4.09	3.06	3.07	↑	-24.94%	0.33%	●	5	2	■ ■ ■ ■ ■	D&E	Excellent
BV99eii Other vehicle users - Slight injury.	43.93	53.13	53.12	↓	20.92%	-0.02%	●	47	28	■ ■ ■ ■ ■	D&E	Excellent
BV99i Number of casualties - All Killed/Serious injury	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99ii Number of casualties - Children Killed/Serious injury	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99iii Number of casualties - All Slight injuries	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99ai Percentage change over previous year - All KSI	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99aai Percentage change over previous year - Children KSI	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99aiii Percentage change over previous year - All slight injuries	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99bi Percentage change over 1994-1998 average - All KSI	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99bii Percentage change over 1994-1998 average - Children KSI	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV99biii Percentage change over 1994-1998 average - All slight injuries	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	Amended	D&E	Excellent
BV100a Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road.	0	0.1	0.1	↓	100.00%	0.00%	●	1.7	0.2	■ ■ ■ ■ ■	D&E	Excellent
BV100b Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by utilities road works per km of traffic sensitive road.	Not to be collected	Not to be collected	Not to be collected	Not to be collected	Not applicable	Not applicable	Not to be collected	Not available	Not available	Not available	D&E	Excellent
BV178 The percentage of the total length of footpaths and other rights of way that were easy to use by members of the public	82.5%	83%	82%	↓	-0.24%	-0.84%	●	65%	78%	■ ■ ■ ■ ■	D&E	Excellent
BV187a Condition of footways: categories 1, 1a and 2.	35.7%	32.6%	30.41%	↑	-14.82%	-6.72%	●	30%	15%	■ ■ ■ ■ ■	D&E	Excellent
DE5 (Ex BV105) Damage to roads and pavements - % of incidents of dangerous damage to roads and pavements remedied within 24 hours.	99.29%	99%	99%	↓	-0.29%	0.00%	●	92% (2001/02)	99% (2001/02)	■ ■ ■ ■ ■	D&E	Excellent

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								Mean / % 'Yes' for certain PIs	Best Quartile			
BV8 The percentage of invoices for commercial goods and services which were paid within 30 days of such invoices being received.	89.45%	100% Govt set (More achievable is 95%)	90.02%	↑	0.64%	-9.98%	●	89%	95%	■ ■ ■ ■	Corporate	Excellent
BV16b Percentage of economically active disabled people in the community.	16.41% (Derived from 2001 Census)	Not appropriate	16.41% (Derived from 2001 Census)	Not appropriate	0.00%	Not appropriate	Not appropriate	Not appropriate	Not appropriate	Not appropriate	Corporate	N/A
BV16a/BV16b Percentage of economically active disabled people employed compared to the percentage in the community (100% would be the same proportion).	3.17%	4.27%	7.37%	↑	132.49%	72.60%	Not applicable	21%	26%	■ ■ ■ ■	Corporate	N/A
BV17b Percentage of economically active minority ethnic people in the community.	2.02% (Derived from 2001 Census)	Not appropriate	2.02% (Derived from 2001 Census)	Not appropriate	0.00%	Not appropriate	Not appropriate	Not appropriate	Not appropriate	Not appropriate	Corporate	N/A
BV17a/BV17b Percentage of economically active BME people employed compared to the percentage in the community (100% would be the same proportion).	40.59%	44.55%	49.50%	↑	21.95%	11.11%	Not applicable	66%	81%	■ ■ ■ ■	Corporate	N/A
DE9 Percentage of customers expressing satisfaction with Darlington Markets.	92.80%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	D&E	Quality
DE14 Percentage of the population who think that the Council is very or fairly successful at improving the local economy.	45.50%	45%	57.20%	↑	25.71%	27.11%	↑	Not applicable	Not applicable	Not applicable	D&E	Quality
BV74a Satisfaction of tenants of council housing with the overall service provided by their landlord.	82.71% (2000/01) [B=613, C=3.96]	85%	84% [B=706, C=3.64]	---	2.30%	-1.18%	●	77%	83%	■ ■ ■ ■	Community	Quality
BV74b Satisfaction of black and minority ethnic tenants with the overall service provided by their landlord.	80% (2000/01) [B=5, C=43.83]	80%	100% [B=4, C=48.99]	↑	25.00%	25.00%	↑	70%	82%	■ ■ ■ ■	Community	Quality
BV74c Satisfaction of non-black and minority ethnic tenants with the overall service provided by their landlord.	82.73% (2000/01) [B=608, C=3.97]	85%	84% [B=694, C=3.49]	---	1.54%	-1.18%	●	77%	83%	■ ■ ■ ■	Community	Quality
BV75a Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - All.	51.3% (2000/01) [B=607, C=4.1]	60%	57.3% [B=694, C=3.71]	↑	11.70%	-4.50%	●	58%	66%	■ ■ ■ ■	Community	Quality
BV75b Black and minority ethnic tenants	New	60%	75% [B=4, C=48.99]	New	New	25.00%	↑	New	New	New	Community	Quality
BV75c Non-black and minority ethnic tenants.	New	60%	59% [B=655, C=3.61]	New	New	-1.67%	●	New	New	New	Community	Quality
BV80a Contact and access facilities at the benefit office - All.	76.1% (2000/01) [B=578, C=3.48]	85%	78.4% [B=653, C=3.82]	---	3.02%	-7.76%	●	79% (2000/01)	85% (2000/01)	■ ■ ■ ■	Community	Quality
BV80b Service in benefit office - All.	72.2% (2000/01) [B=547, C=3.75]	87%	74.4% [B=547, C=4.11]	---	3.05%	-14.48%	↓	80% (2000/01)	87% (2000/01)	■ ■ ■ ■	Community	Quality
BV80c Telephone service - All.	64.5% (2000/01) [B=245, C=5.99]	80%	59.6% [B=275, C=5.85]	↓	7.60%	-25.50%	↓	70% (2000/01)	80% (2000/01)	■ ■ ■ ■	Community	Quality
BV80d Staff in benefit office - All.	77.5% (2000/01) [B=573, C=3.42]	87%	79.6% [B=668, C=3.70]	---	2.71%	-8.51%	●	82% (2000/01)	87% (2000/01)	■ ■ ■ ■	Community	Quality
BV80e Clarity etc. of forms and leaflets - All.	61.2% (2000/01) [B=565, C=4.02]	66%	65% [B=672, C= 3.69]	↑	6.21%	-1.52%	●	62% (2000/01)	66% (2000/01)	■ ■ ■ ■	Community	Quality
BV80f Time taken for a decision - All.	55.7% (2000/01) [B=583, C=4.03]	76%	70.2% [B=675, C=3.68]	↑	26.03%	-7.63%	●	68% (2000/01)	76% (2000/01)	■ ■ ■ ■	Community	Quality
BV80g Overall satisfaction - All	New	75%	78.2% [B=675, C=3.68]	New	New	4.27%	●	New	New	New	Community	Quality
BV177 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.	73.4%	88.0%	69.1%	↓	-5.86%	-21.48%	↓	57%	95%	■ ■ ■ ■	Community	Quality
CS16 Percentage of all introductory tenants visited within 3 months.	99%	100%	100%	↑	1.01%	0.00%	●	Not applicable	Not applicable	Not applicable	Community	Quality
CS31 Number of Community Legal Service (CLS) accredited advice providers.	4	6	3	↓	-25.00%	-50.00%	↓	Not applicable	Not applicable	Not applicable	Community	Quality
BV161 Employment, education and training for care leavers.	50%	50%	53.6%	↑	7.20%	7.20%	●	50%	61%	■ ■ ■ ■	Social	Quality
BV192b Quality of teaching for early years and childcare services - Average number of Qualified Teacher Status (QTS) teachers per 10 non-maintained settings.	New	1	0.93	New	New	-7.00%	●	New	New	New	Education	Quality
BV192b Quality of teaching for early years and childcare services - Average number of settings per teacher.	New	Amended	9.3	New	New	Amended	Amended	New	New	New	Education	Quality
ED16a Percentage of primary schools very or fairly satisfied with the overall capacity of the Council to support school improvement.	56%	70%	65%	↑	16.07%	-7.14%	●	Not applicable	Not applicable	Not applicable	Education	Quality
ED16b Percentage of secondary schools very or fairly satisfied with the overall capacity of the Council to support school improvement.	33%	50%	50%	↑	51.52%	0.00%	●	Not applicable	Not applicable	Not applicable	Education	Quality

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2002/03 Actual (unless stated) (* Indicates changed value from that reported in 2003/04 BVPP)	2003/04 Target	2003/04 Actual	Performance Trend 2002/03 to 2003/04 [2000/01 to 2003/04 for most surveys] (↑ Better, ↓ Worse, --- No change)	Variance 2002/03 to 2003/04 Actuals (+/- 10% coloured)	Variance 2003/04 Target to 2003/04 Actual (+/- 10% coloured)	2003/04 P+ target achieved status (👍 means >10% above target, 🟦 means within 10% of target, 🟥 means > 10% below target)	All English LAs comparison 2002/03		Performance in 2003/04 compared to all English LAs - WQ (2002/03 base) (25%), BQ = Best Quartile (25%)	Dept.	Corp Obj
								Mean / % 'Yes' for certain PIs	Best Quartile			
BV118a User satisfaction with libraries - who found the book required.	87% [B=506, C=4.35]	60%	87% [B=663, C=3.65]	---	0.00%	45.00%	👍	62%	67%	■ ■ ■ ■ ■	Education	Quality
BV118b User satisfaction with libraries - who found the information required.	75.7% [B=679, C=3.75]	88%	70% [B=217, C=6.57]	↓	-8.62%	20.45%	🟥	76%	79%	■ ■ ■ ■ ■	Education	Quality
BV118c User satisfaction with libraries - overall.	96.7% [B=276, C=5.89]	90%	97.5% [B=768, C=3.37]	---	0.83%	8.33%	🟦	Not applicable	Not applicable	Not applicable	Education	Quality
BV119a All sport/leisure facilities - All.	66.1% (2000/01) [B=1,033, C=2.9]	72%	64.9% [B=1,232, C=2.67]	---	1.82%	9.86%	🟦	53% (2000/01)	59% (2000/01)	■ ■ ■ ■ ■	Community	Quality
BV119b Libraries - All.	72.0% (2000/01) [B=1,057, C=2.7]	75%	71.9% [B=1,232, C=2.67]	---	0.14%	4.13%	🟥	69%	75%	■ ■ ■ ■ ■	Education	Quality
BV119c Museums - All.	44.6% (2000/01) [B=1,069, C=2.7]	56%	45.3% [B=1,199, C=2.82]	---	1.57%	19.11%	🟥	48%	56%	■ ■ ■ ■ ■	D&E	Quality
BV119d Arts activities and venues - All.	77.1% (2000/01) [B=1,069, C=2.7]	75%	71.8% [B=1,229, C=2.52]	↓	6.87%	4.27%	🟦	51% (2000/01)	60% (2000/01)	■ ■ ■ ■ ■	Community	Quality
BV119e Parks/open spaces - All.	58.6% (2000/01) [B=1,056, C=3.0]	70%	65.9% [B=1,251, C=2.63]	↑	12.46%	5.86%	🟦	63% (2000/01)	69% (2000/01)	■ ■ ■ ■ ■	Community	Quality
CS18a Percentage of residents by population profile satisfied with the local authority's leisure and arts venues.	67.45% [B=1,026, C=3.04]	75%	69.4% [B=1,019, C=3.05]	---	2.89%	7.47%	🟦	Not applicable	Not applicable	Not applicable	Community	Quality
CS18b Percentage of residents by population profile satisfied with the local authority's festivals and events.	72.2% [B=1,026, C=3.04]	75%	71.8% [B=1,019, C=3.05]	---	0.55%	4.27%	🟦	Not applicable	Not applicable	Not applicable	Community	Quality
CS18c Percentage of residents by population profile satisfied with the local authority's community sports and arts.	New	65%	Not collected	New	New	Not applicable	Not collected	Not applicable	Not applicable	Not applicable	Community	Quality
CS26 Percentage of the population very or fairly satisfied with children's play areas.	27.9% [B=1,026, C=3.04]	30%	31% [B=1,019, C=3.05]	↑	11.11%	3.33%	🟦	Not applicable	Not applicable	Not applicable	Community	Quality
SS9 (QoL15a) Percentage of residents surveyed who said that they feel "fairly safe" or "very safe" after dark whilst outside in the local authority area.	36.9%	37%	51.8%	↑	40.38%	40.00%	👍	Not applicable	Not applicable	Not applicable	Social	Quality
SS10 (QoL15b) Percentage of residents surveyed who said that they feel "fairly safe" or "very safe" during the day whilst outside in the local authority area.	88.9%	80%	94.5%	↑	6.30%	18.13%	👍	Not applicable	Not applicable	Not applicable	Social	Quality
BV201 The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over.	New	New	New	New	New	New	New	New	New	New	Social	Quality
CR6 Percentage of the population very or fairly satisfied with their neighbourhood as a place to live.	81% [B=1,026, C=3.04]	85%	79.5% [B=1,019, C=3.05]	---	1.85%	6.47%	🟦	Not applicable	Not applicable	Not applicable	Corporate	Quality
DE12a Percentage of allotment tenants satisfied with the allotments service.	63.8%	65%	Not collected	Not collected	Not applicable	1.88%	Not collected	Not applicable	Not applicable	Not applicable	D&E	Quality
SS19 Percentage of complaints regarding statutory services provided by Social Services resolved at Stage 1 of the complaints procedure.	98%	90%	98.3%	↑	0.31%	9.22%	🟦	Not applicable	Not applicable	Not applicable	Social	Quality
BV89 Percentage of people satisfied with cleanliness standards.	49.9% (2000/01) [B=1,090, C=3.0]	60%	57.9% [B=1,267, C=2.72]	↑	16.03%	3.50%	🟦	63%	71%	■ ■ ■ ■ ■	Community	Quality
BV90a Percentage of people expressing satisfaction with - Household Waste Collection.	80.3% (2000/01) [B=1,087, C=2.4]	85%	81.2% [B=1,275, C=2.14]	---	1.12%	4.47%	🟦	84%	90%	■ ■ ■ ■ ■	Community	Quality
BV90b Percentage of people expressing satisfaction with - Recycling Facilities.	58.7% (2000/01) [B=1,033, C=3.0]	70%	62.9% [B=1,146, C=2.8]	↑	7.16%	10.14%	🟥	66%	73%	■ ■ ■ ■ ■	D&E	Quality
BV90c Percentage of people expressing satisfaction with - Civic Amenity Sites (waste disposal).	76.5% (2000/01) [B=859, C=2.8]	80%	81.4% [B=978, C=2.44]	↑	6.41%	1.75%	🟦	70%	77%	■ ■ ■ ■ ■	D&E	Quality
BV111 Percentage of applicants and those commenting on planning applications satisfied with the service received - All.	88.7% (2000/01) [B=231, C=4.4]	86%	87% [B=447, C=3.21]	---	1.92%	1.16%	🟦	77%	84%	■ ■ ■ ■ ■	D&E	Quality
CS27 Percentage of the population very or fairly satisfied with the appearance and upkeep of the town centre.	86.4%	86%	86.3%	---	-0.12%	0.35%	🟦	Not applicable	Not applicable	Not applicable	Community	Quality
BV103 Percentage of users satisfied with local provision of public transport information - All	48.6% (2000/01) [B=898, C=3.3]	60%	56.5% [B=915, C=3.21]	↑	16.26%	5.83%	🟦	47% (2000/01)	53% (2000/01)	■ ■ ■ ■ ■	D&E	Quality
BV104 Percentage of users satisfied with local bus services - All.	56.4% (2000/01) [B=969, C=3.1]	58%	61.6% [B=1,065, C=2.92]	↑	9.22%	6.21%	🟦	50% (200/01)	57% (2000/01)	■ ■ ■ ■ ■	D&E	Quality
DE7 Number of car parks achieving 'Secured Car Park' status.	8	5	8	---	0.00%	60.00%	👍	Not applicable	Not applicable	Not applicable	D&E	Quality
DE16a Percentage of the population very or fairly satisfied with roads (maintenance).	40.5%	40%	33.6%	↓	-17.04%	-16.00%	🟥	Not applicable	Not applicable	Not applicable	D&E	Quality
DE16b Percentage of the population very or fairly satisfied with pavements (maintenance).	46.4%	40%	36.1%	↓	-22.20%	-9.75%	🟦	Not applicable	Not applicable	Not applicable	D&E	Quality
CR2 Percentage of telephone calls answered within 10 seconds.	86.90%	90.00%	86.23%	↓	-0.77%	-4.19%	🟦	Not applicable	Not applicable	Not applicable	Corporate	Quality

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2002/03 Actual (unless stated) (* Indicates changed value from that reported in 2003/04 BVPP)	2003/04 Target	2003/04 Actual	Performance Trend 2002/03 to 2003/04 [2000/01 to 2003/04 for most surveys] (↑ Better, ↓ Worse, --- No change)	Variance 2002/03 to 2003/04 Actuals (+/- 10% coloured)	Variance 2003/04 Target to 2003/04 Actual (+/- 10% coloured)	2003/04 P+ target achieved status (👍 means >10% above target, 🟦 means within 10% of target, 🟥 means > 10% below target)	All English LAs comparison 2002/03		Performance in 2003/04 compared to all English LAs - WQ (2002/03 base) (25%), BQ = Best Quartile (25%)	Dept.	Corp Obj
								Mean / % 'Yes' for certain PIs	Best Quartile			
CR3 Percentage of letters from the public that receive a final reply within 10 working days.	93.7%	85.00%	93.6%	↓	-0.11%	10.12%	👍	Not applicable	Not applicable	Not applicable	Corporate	Quality
CR9a Apply for external awards	New	8	22	New	New	175.00%	👍	Not applicable	Not applicable	Not applicable	Corporate	Quality
CR9b Number of awards achieved.	New	3	14	New	New	366.67%	👍	Not applicable	Not applicable	Not applicable	Corporate	Quality
CS24 Submit Chartermark application(s).	New	1	4	New	New	300.00%	👍	Not applicable	Not applicable	Not applicable	Community	Quality
DE11a Number of jobs created through Council-funded assistance to companies.	354	300	307	↓	-13.28%	2.33%	🟦	Not applicable	Not applicable	Not applicable	D&E	Shaping
DE11b Number of jobs created through Council-funded assistance to the cost per job created	£369	£450	£343.10	↑	-7.02%	-23.76%	👍	Not applicable	Not applicable	Not applicable	D&E	Shaping
DE15 Ward with the highest unemployment compared to the ward with the lowest unemployment rate. (PSA22)	New	Not applicable	Not applicable	New	New	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	D&E	Shaping
DE15 Average unemployment rate of five wards with the highest rates compared to the five wards with the lowest rates - gap between highest and lowest rates.	Amended	Not set	4.0%	Amended	Not applicable	Not applicable	Amended	Not applicable	Not applicable	Not applicable	D&E	Shaping
BV184a The proportion of LA homes which were non-decent at the start of the year.	8.9%	6.9% of 6,259	5.4% of 6,259	↑	39.33%	21.74%	👍	40%	25%	■ ■ ■ ■ ■	Community	Shaping
BV184b The percentage change in proportion of non-decent LA homes during the year.	39.15%	38.52%	33.04%	↓	-15.61%	-14.23%	🟥	13%	19%	■ ■ ■ ■ ■	Community	Shaping
CR5 (Ex BV6) Percentage turnout for Local Elections.	33.7%	40%	51.54%	↑	52.94%	28.85%	👍	38% (2001/02)	39% (2001/02)	■ ■ ■ ■ ■	Corporate	Shaping
BV114 Score against a checklist of the guidance in "Creating Opportunity" guidance issued in December 2000.	100%	100%	100%	---	0.00%	0.00%	🟦	69%	100%	■ ■ ■ ■ ■	Community	Shaping
BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	4.59%	5.25%	6.52%	↑	42.05%	24.19%	👍	3.30%	4.50%	■ ■ ■ ■ ■	Community	Shaping
BV197 Change in the number of conceptions to females under 18 per 1,000 females aged 15-17, compared to 1998 baseline.	New	15% reduction	23.3% reduction	New	New	55.33%	👍	New	New	New	Social	Shaping
BV198 The number of problem drug users in treatment per 1,000 head of population aged 15-44.	New	1.2	9.9	New	New	725.00%	👍	New	New	New	Social	Shaping
BV202 The number of individuals sleeping rough on a single night within a local authority's boundaries	New	New	New	New	New	New	New	New	New	New	Community	Shaping
BV64 The number of private sector dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority.	76	85	120	↑	57.89%	41.18%	👍	Not scaled	Not scaled	Not scaled	Community	Shaping
BV82a (QoL32a) Total tonnage of household waste arisings - Percentage recycled.	6,180 tonnes/12.1%	13%	6,665 tonnes/ 13.12%	↑	7.44%	0.92%	🟦	11% (Unitaries)	12% (Unitaries)	■ ■ ■ ■ ■	D&E	Shaping
BV82b (QoL32b) Total tonnage of household waste arisings - Percentage composted.	355 tonnes/0.7%	2%	1,640 tonnes/ 3.24%	↑	362.86%	62.00%	👍	4.4% (Unitaries)	5.9% (Unitaries)	■ ■ ■ ■ ■	D&E	Shaping
BV82c (QoL32c) Total tonnage of household waste arisings - Percentage used to recover heat, power and other energy sources.	0 tonnes/0%	0%	0 tonnes/ 0%	---	0.00%	0.00%	🟦	8.6% (Unitaries)	0.0% (Unitaries)	Below mean for unitaries	D&E	Shaping
BV82d (QoL32d) Total tonnage of household waste arisings - Percentage landfilled.	44,572 tonnes/87.2%	85%	44,980 tonnes/ 83.64%	↑	4.09%	-1.60%	🟦	76% (Unitaries)	79% (Unitaries)	■ ■ ■ ■ ■	D&E	Shaping
BV84 Number of kilograms of household waste collected per head.	522	540	508.1	↑	-2.66%	-5.91%	🟦	527 (Unitaries)	501 (Unitaries)	■ ■ ■ ■ ■	D&E	Shaping
BV91 Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables.	95.1%	97%	99.14%	↑	4.25%	2.21%	🟦	74%	99%	■ ■ ■ ■ ■	D&E	Shaping
BV106 (QoL33b) Percentage of new homes built on previously developed land.	81%	70%	96%	↑	18.52%	37.14%	👍	67%	92%	■ ■ ■ ■ ■	D&E	Shaping
BV199 Cleanliness of relevant land and highways.	New	28%	28%	New	New	0.00%	🟦	New	New	New	Community	Shaping
BV200a Development Plan unexpired and under 5 years old?	New	No	No	New	New	0.00%	🟦	New	New	New	D&E	Shaping
BV200b Proposals on deposit for alteration or replacement of the Development Plan within 3 years?	New	No	No	New	New	0.00%	🟦	New	New	New	D&E	Shaping
BV204 Percentage of appeals allowed against the authority's decision to refuse.	New	New	New	New	New	New	New	New	New	New	D&E	Shaping
DE1 Increase the percentage of households with home composters.	18.5%	Deleted	Deleted	Deleted	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	D&E	Shaping
DE2 Reduce residential energy consumption through promotion and support of energy efficiency.	3.5%	3.5%	3.5%	---	0.00%	0.00%	🟦	Not applicable	Not applicable	Not applicable	D&E	Shaping
DE3a Area of land managed or improved within Countryside and Nature Conservation projects (hectares).	New	New	New	New	New	New	New	Not applicable	Not applicable	Not applicable	D&E	Shaping
BV102 Local bus services (passenger journeys per year).	10,117,827*	10,219,608	10,069,618	↓	0.48%	-1.47%	🟦	Not scaled	Not scaled	Not scaled	D&E	Shaping
DE17 (QoL22avii) Percentage of population finding it easy to access a public transport facility eg bus stop, train station.	New	58%	92.9%	↑	New	60.17%	👍	Not applicable	Not applicable	Not applicable	D&E	Shaping

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2002/03 Actual (unless stated) (* Indicates changed value from that reported in 2003/04 BVPP)	2003/04 Target	2003/04 Actual	Performance Trend 2002/03 to 2003/04 [2000/01 to 2003/04 for most surveys] (↑ Better, ↓ Worse, --- No change)	Variance 2002/03 to 2003/04 Actuals (+/- 10% coloured)	Variance 2003/04 Target to 2003/04 Actual (+/- 10% coloured)	2003/04 P+ target achieved status (↑ means >10% above target, ● means within 10% of target, ↓ means > 10% below target)	All English LAs comparison 2002/03		Performance in 2003/04 compared to all English LAs - WQ ■■■■ BQ (2002/03 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%)	Dept.	Corp Obj
								Mean / % 'Yes' for certain PIs	Best Quartile			
BV1a 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?	No	Yes	Yes	↑	100.00%	0.00%	●	55%	Not applicable	Not applicable	Chief Executive's	Shaping
BV1b By when (mm,yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	Not applicable	March 2008	March 2008	Not applicable	Not applicable	0.00%	Not applicable	Not applicable	Not applicable	Not applicable	Chief Executive's	Shaping
BV1c Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm,yy) will this be undertaken?	Not applicable	November 2003	November 2003	Not applicable	Not applicable	0.00%	●	Not applicable	Not applicable	Not applicable	Chief Executive's	Shaping
BV1d By when (mm,yy) does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	April 2003/Yes	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Chief Executive's	Shaping
BV3 The percentage of citizens satisfied with the overall service provided by their authority.	65.2% (2000/01) [B=1,122, C=2.8]	70%	61.4% [B=1,294, C=2.68]	↓	-5.83%	-12.29%	♦	64% (2000/01)	70% (2000/01)	■■■■ (2000/01)	Chief Executive's	Shaping
BV4 The Percentage of those making a complaint satisfied with the handling of those complaints.	42.1% (2000/01) [B=273, C=5.9]	52%	35.7% [B=248, C=5.97]	↓	-15.20%	-31.35%	♦	39% (2000/01)	43% (2000/01)	■■■■ (2000/01)	Chief Executive's	Shaping
CR12 Number of positive articles in the national/regional press.	New	1,000	1,343	New	New	34.30%	↑	Not applicable	Not applicable	Not applicable	Corporate	Shaping
BV181 Percentage of 14 year-old pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 3 test:-												
BV109 Percentage of planning applications determined in line with development control targets as follows:												
BV99 Road Safety - casualties (per 100,000 population): Total, Pedestrians, Pedal cyclists, Motor cyclists, Car users, Other vehicles (Killed/serious injury and Slight injury).												
BV99 Road Safety - Number of casualties: Killed/serious injury (All), Killed/serious injury (Children), Slight injury (All), percentage change over previous year and 1994-1998 average.												

